

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY, MAY 3, 2023
AT 3:30 P.M., BRINSON BOARD ROOM, JAMES C. WELSH ADMINISTRATION BUILDING, 1701
WEST CARROLL STREET, KISSIMMEE, FLORIDA

Present were Director Manny Ortega, Director Ethel Urbina, Director Rae Hemphill, Director Jeanne Van Meter, Mayor Olga Gonzalez, President & General Manager, Brian Horton, General Counsel, Grant Lacerte and Recording Secretary, Margie Boles.

A. MEETING CALLED TO ORDER

Director Ortega called the meeting to order at 3:30 p.m.

B. PLEDGE OF ALLEGIANCE TO THE FLAG

The Board members and staff recited the Pledge of Allegiance.

C. APPROVAL OF AGENDA

ACTION: Director Hemphill made a motion, seconded by Director Van Meter to approve the agenda.

MOTION PASSED 4 – 0

D. AWARDS AND PRESENTATIONS

1. FLORIDA MUNICIPAL ELECTRIC ASSOCIATION (FMEA) SAFETY AWARD

Brad McKown, Safety Administrator shared that KUA was presented with a third place 2022 FMEA Safety award. FMEA member utilities are placed into categories based on their total annual worker-hours and rewarded for the most incident-free records. KUA was awarded third place in the group of Florida utilities and Mr. McKown presented the plaque to the Board.

2. FLORIDA MUNICIPAL ELECTRIC ASSOCIATION (FMEA) AND AMERICAN PUBLIC POWER ASSOCIATION (APPA) LINEMAN RODEO RECOGNITION

Aaron Haderle, Manager of Transmission & Distribution Operations recognized the following employees for their participation in the FMEA Lineman competition held in Orlando in February and the APPA Lineworkers Rodeo held in March at Kansas City, Kansas: Danny Kelly, Chris Yarborough, Brendan Leflamme, Shane Paras, Kyle Bezold, Cory Breen, Robert Rivera, Ethan Shellabarger, Josias Cabrera, Billy White, Jamie Boswell, and Eddie Gluc.

The Board congratulated all of the linemen and a group photo was taken.

3. 5-YEAR SERVICE AWARD – CORY BREEN, APPRENTICE LINEMAN II, OPERATIONS

4. 5-YEAR SERVICE AWARD – ETHAN SHELLABARGER, LINEMAN I, OPERATIONS

5. 5-YEAR SERVICE AWARD – KARL GLASS, APPRENTICE LINEMAN I, OPERATIONS

6. 5-YEAR SERVICE AWARD – ALVIN FRED, SUBSTATION ELECTRICIAN, OPERATIONS

7. 15-YEAR SERVICE AWARD – INGRID BONILLA, PART TIME CUSTOMER SERVICE REPRESENTATIVE II, CUSTOMER SERVICE

8. 15-YEAR SERVICE AWARD – JEFF SURAT, FINANCIAL ANALYST II, FINANCE & ADMINISTRATION

9. 15-YEAR SERVICE AWARD – YARISSA RODRIGUEZ, CUSTOMER SERVICE SPECIALIST, CUSTOMER SERVICE

10. 15-YEAR SERVICE AWARD – ADA HEREDIA, CUSTOMER SERVICE REPRESENTATIVE I, CUSTOMER SERVICE

11. 15-YEAR SERVICE AWARD – CHRISTINA GOOD, UTILITY BILLING & COLLECTIONS REPRESENTATIVE I, CUSTOMER SERVICE

12. 20-YEAR SERVICE AWARD – CHRISTINE INFANTE, CALL CENTER SUPERVISOR, CUSTOMER SERVICE
13. 20-YEAR SERVICE AWARD – VANESSA LUGO, HUMAN RESOURCES MANAGER, HUMAN RESOURCES
14. 25-YEAR SERVICE AWARD – BILL KENNEDY, POWER PLANT MECHANIC/OPERATOR, OPERATIONS
15. EMPLOYEE OF THE MONTH FOR MAY 2023 – JOSHUA OTANO, WAREHOUSE CLERK, FINANCE & ADMINISTRATION

Mr. Horton congratulated Joshua for being selected employee of the month for May 2023.

E. HEAR THE AUDIENCE

Director Ortega asked if anyone from the public would like to address the Board on an item that is not listed on the agenda. In hearing none, the Board moved forward to the agenda.

F. CONSENT AGENDA

ACTION: Director Van Meter made a motion, seconded by Director Urbina, to approve items 1 – 3 under consent agenda.

MOTION PASSED 4 - 0

1. APPROVAL OF MINUTES FOR APRIL 5, 2023 BOARD MEETING
2. CITY OF KISSIMMEE EVENTS SPONSORSHIP

RECOMMENDATION: Approve the \$25,000 sponsorship to support the City of Kissimmee's annual programs and events.

3. APPROVAL OF SUBORDINATION OF EASEMENT AGREEMENTS WITH OSCEOLA COUNTY TO SUPPORT THE BOGGY CREEK ROAD WIDENING PROJECT

RECOMMENDATION: Approve the Subordination of Easement Agreements with Osceola County for Parcels BCR-1125, 7125, 1115, 7115, 7024, and 7027; and authorize the President & General Manager to execute all necessary documents.

G. PUBLIC HEARING - None

H. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)

1. CUSTOMER SATISFACTION SURVEY RESULTS REPORT

Ms. Henderson introduced Mr. Michael Vigeant, CEO of GreatBlue Research.

Mr. Vigeant shared information on the following areas:

- Ratings of KUA's organizational characteristics
- Satisfaction with customer service
- Perception of contact resolution
- Perception of corporate culture
- Usage and satisfaction with the phone application, mobile billing, and online chat functions
- Awareness of, and likelihood to participate in, renewable energy initiatives
- Demographic profile of respondents

Mr. Vigeant advised that among residential customers, KUA's overall satisfaction rating is 86.8% and among the commercial customers, KUA's overall satisfaction rating is 90.7%

Director Urbina asked about the overall satisfaction rating, are we able to have an average satisfaction rating that would give us in fact the average of all of the questions to compare to the overall. Mr. Vigeant advised that it can be available and presented both ways.

Director Ortega asked for those questions that asked for follow up, are those comments available. Mr. Vigeant advised that the comments are available in the larger report.

Director Ortega asked if the data on how we communicate is tracked. Mr. Vigeant advised yes it is tracked and we can work with Ms. Henderson to run different cross tabulations of the data, by age, by preference for communication.

Director Urbina inquired would it be possible to contact those who receive funds from the Good Neighbor fund, as they would be able to answer the survey. Mr. Vigeant advised he will work with Mr. Henderson on this initiative.

I. OLD BUSINESS

1. APPROVAL OF AWARD (IFB 22-048-CV) TO TERRY'S ELECTRIC FOR THE INSTALLATION OF A SECOND AUTOTRANSFORMER AT MARYDIA SUBSTATION

Wes Infinger, Assistant Vice President of Engineering & Operations, advised that in April of 2021 the Board authorized staff to move forward with engineering services necessary to support the addition of a second 230KV/69KV, 125 MVA Auto Transformer bank at the Marydia Substation to address electric capacity needs. Terry's Electric provided the lowest cost bid at \$744,461.

ACTION: Director Van Meter made a motion, seconded by Director Urbina to approve the award for IFB-22-048-CV to Terry's Electric for the installation of a second autotransformer at the Marydia substation for \$744,461.00, plus a 10% construction contingency and authorize the President & General Manager to execute any necessary contract documents.

MOTION PASSED 4 - 0

J. NEW BUSINESS - None

K. STAFF REPORTS

1. CORPORATE COMMUNICATIONS SEMI-ANNUAL REPORT

Tiffany Henderson, Director of Corporate Communications provided an overview on the new Smart Waiver implementation and how this has alleviated the long lines during the events at the lakefront. Ms. Henderson thanked IT for their assistance with this program. Ms. Henderson also shared some Facebook statistics for example, highest reach on a post, highest reactions on a post and highest comments on a post.

Director Urbina asked if KUA could have something attached to the logo that references that we are public power. Ms. Henderson advised adding a "tag line" can be reviewed.

Ms. Henderson highlighted that KUA will soon have a mascot. Director Ortega recommended this idea and staff is currently working on it. The public will ultimately select the mascot using online voting. Ms. Henderson advised that the mascot will make its debut at the Fourth of July celebration event at the lakefront. The Board expressed their excitement on having a KUA mascot.

At 4:30 pm, Director Ortega requested a 15-minute recess to prepare for the interviews.

At 4:45 pm, Director Ortega called the meeting to order.

L. BOARD INTERVIEW SESSION

At 4:45 pm, Mr. Lacerte introduced the first candidate, Reginald Hardee. Mr. Horton introduced him to the Board however, before beginning the interview process; Mr. Horton began by informing Mr. Hardee, that since his application was submitted for the full five-year term beginning October 1, 2023 through September 30, 2028, a KUA Board Member resigned creating the need to fill an immediate partial term beginning May 16, 2023 through September 30, 2023. Given this development, are you able and willing to assume the partial term beginning May 16, 2023 should you be appointed by the City of Kissimmee Commission? Mr. Hardee advised that he would be able to serve the immediate partial term.

Mr. Horton began in the interview asking the board approved questions. The interview ended at 4:59 pm. The Board asked if he had any questions for them. Mr. Hardee asked, in remembering from his experience, there are rules and policies in place (NERC, FERC) that must be followed however, if one rule or policy could be removed or updated, what would it be? Director Ortega shared that he would like to modify the Sunshine Law and make it more practical dealing with each other as Board members.

Mr. Hardee thanked the Board for their time and consideration.

At 5:03 pm, Mr. Lacerte introduced the second candidate, Walter Guity. Mr. Horton introduced Mr. Guity to the Board however, before beginning the interview process, Mr. Horton began by informing Mr. Guity, that since his application was submitted for the full five-year term beginning October 1, 2023 through September 30, 2028, a KUA Board Member resigned creating the need to fill an immediate partial term beginning May 16, 2023 through September 30, 2023. Given this development, are you able and willing to assume the partial term beginning May 16, 2023 should you be appointed by the City of Kissimmee Commission? Mr. Guity advised that he would be able to serve the partial term.

Mr. Horton began in the interview asking the board approved questions. One of the questions was to explain the knowledge of the Sunshine Law. Mr. Guity advised he was not aware. Mr. Horton asked Mr. Lacerte, General Counsel to provide a quick explanation of the Sunshine Law. Mr. Guity advised he is aware of this law.

The Board asked if he had any questions for them.

Mr. Guity asked what would be a vital aspect, key or knowledge, skill sets that would be essential to be on this Board. Director Hemphill shared that each board member has their unique set of skills and experience to bring to the Board.

The interview ended at 5:18 pm. Mr. Guity thanked the Board for their time and consideration.

At 5:18 pm Mr. Lacerte introduced, Mr. Roberto Medina to the Board. At this time, Adriana Seda, Communications Specialist, introduced herself to Mr. Medina and advised that she would act as the interpreter for the interview process.

Mr. Horton introduced the Board to Mr. Medina however, before beginning the interview process, Mr. Horton began by informing Mr. Medina, that since his application was submitted for the full five-year term beginning October 1, 2023 through September 30, 2028, a KUA Board Member resigned creating the need to fill an immediate partial term beginning May 16, 2023 through September 30, 2023. Given this development, are you able and willing to assume the partial term beginning May 16, 2023 should you be appointed by the City of Kissimmee Commission? Mr. Medina advised yes he is available.

Mr. Horton read each question then allowing Ms. Seda to translate. One of the questions was to explain the knowledge of the Sunshine Law. Mr. Medina advised he was not aware of this law. Mr. Lacerte provided a quick explanation of the Sunshine Law. At 5:57 pm, the interview process ended with Mr. Horton asking if he had any questions for the Board.

Director Urbina asked Mr. Medina a question in Spanish and translated to the Board herself. Director Urbina asked what kind of level of English do you speak, is a translator out of necessity or convenience. Mr. Medina advised it is necessity as he has recently arrived from Puerto Rico and has registered for English classes to assist with his communication.

The Board thanked him for his interest. Mr. Medina thanked the Board for the opportunity and personally thanked Adriana Seda for assisting him during this process.

Mr. Lacerte reminded the Board that prior to 2012 the KUA Charter required the Board to interview applicants and make one choice and send a nominee to the City Commission; the City Commission would vote on that person. In 2012, the Charter was amended and it removed any official role from the KUA Board. Since then, City Commission asked that the KUA Board send three names for the City Commission to interview and then select. Mr. Lacerte recommends that the Board discuss the applicant's merits and make the decision on sending the names to the City Commission for their consideration.

Director Ortega recommends the Board make a motion to send the three names, and then have a discussion prior to a final vote.

At this time, the Board discussed the qualifications for all three candidates; several Board members expressed concern on Mr. Medina's ability to serve on the Board.

ACTION: Director Van Meter made a motion, seconded by Director Hemphill to submit the following three names to the City of Kissimmee for their consideration at their upcoming Commission meeting on May 16, 2023 (in no specific order) Reginald Hardee, Walter Guity and Roberto Medina.

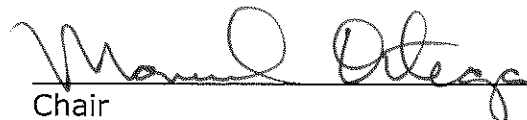
MOTION PASSED 4 – 0

M. HEAR THE ATTORNEY, GENERAL MANAGER, DIRECTORS

Mr. Horton shared the dates of the upcoming events.

N. ADJOURNMENT

Director Ortega adjourned the meeting at 6:06 p.m.


Chair


Secretary