

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY, JUNE 18, 2025  
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 Rae Hemphill, Director Melissa Thacker, Director Reginald Hardee, Director Ethel Urbina, President & General Manager, Brian Horton, General Counsel, Grant Lacerte and Recording Secretary, Margie Boles. Mayor Jackie Espinosa was not present.

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 Hardee made a motion, seconded by Director Urbina to approve the agenda with the modification to move item K1. Authorization to Initiate Updates to the Electric Service Tariffs from Staff Reports to item J1. New Business. Chairman Ortega advised the item was moved and seconded to approve the agenda with the modification.**

**MOTION PASSED 5 - 0**

D. AWARDS AND PRESENTATIONS

1. AMERICAN PUBLIC POWER ASSOCIATION (APPA) E.F. SCATTERGOOD SYSTEM ACHIEVEMENT AWARD

Larry Mattern, Vice President of Operations, advised the Board that KUA is the recipient of the E.F. Scattergood System Achievement Award. This national designation recognized the top utilities in the country for enhancing the prestige of public power utilities through sustained achievement and customer service.

2. AMERICAN PUBLIC POWER ASSOCIATION (APPA) CERTIFICATE OF EXCELLENCE IN RELIABILITY AWARD

Mr. Mattern advised that KUA received the Certificate of Excellence in Reliability Award. The award is based on KUA's average SAIDI (System Average Interruption Duration Index) as compared to the national utility reliability data collected by the Energy Information Administration (EIA). Based on the EIA data from 2019-2023, KUA's reliability was in the top 25% of the utilities in the country, thereby qualifying KUA to receive the certificate for 2024.

3. KUA STUDENT SCHOLARSHIP RECOGNITION

Ms. Henderson advised that each year KUA awards college scholarships to local high school seniors. The following students were recognized: Haleemah Ahmad, from Gateway High School; Maicol Jimenez from Gateway High School; Kellen Rivera from NeoCity Academy; Jarishelis Ruiz Diaz from Tohopekaliga High School, is the recipient of the KUA Dr. Gant Quarter Century Community Service Scholarship; Jeremy Delgado from Tohopekaliga High School, is the recipient of the James C. Welsh Leadership in Engineering Scholarship; Sophia Ye from Professional and Technical High School, is the recipient of Kathleen Thacker Scholarship and Jeanfrank Urbina from Osceola High School, is the recipient of the Reginald Hardee Lineworker Scholarship. The Board congratulated the students and were presented with a small gift.

4. 10-YEAR SERVICE AWARD – NICOLAS AVILES, LEAD LINEMAN, OPERATIONS

5. 20-YEAR SERVICE AWARD – PAM FIGUEROA, CUSTOMER SERVICE REPRESENTATIVE II, CUSTOMER SERVICE

6. EMPLOYEE OF THE MONTH FOR JUNE 2025 – SLOBODAN "BUD" AJDUKOVIC,  
MANAGER OF CUSTOMER SERVICE & CALL CENTER, CUSTOMER SERVICE

Mr. Horton congratulated Bud for being selected employee of the month for June 2025.

E. HEAR THE AUDIENCE

Director Ortega asked if anyone from the public would like to address the Board. In hearing none, the Board moved forward.

F. CONSENT AGENDA

**ACTION: Director Hemphill made a motion, seconded by Director Thacker. Chairman Ortega advised the question was moved and seconded to approve item 1 under the consent agenda.**

**MOTION PASSED 5 - 0**

1. APPROVAL OF MINUTES FOR MAY 7, 2025 BOARD MEETING

G. PUBLIC HEARING – None

H. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)

1. OSCEOLA HISTORY

Ms. Henderson introduced Alexandra Nasharr, Curator at Osceola History. She shared a short presentation on the positive impact of KUA's financial contributions and thanked KUA for its continued support.

Director Hardee added that the Osceola Historical Center has many talented professionals to speak of the tangible and intangible items, which are preserved at the location.

I. OLD BUSINESS – None

J. NEW BUSINESS

1. AUTHORIZATION TO INITIATE UPDATES TO THE ELECTRIC SERVICE TARIFFS

Kevin Crawford, Vice President of Finance & Administration, advised the Board that staff is recommending the following tariff changes to be sent to the Florida Public Service Commission for review and approval:

- Miscellaneous 4.0, 5.0, 5.1, 6.0, 6.1
  - o Update tariff to establish and define the e-FlexPay Program.
    - This program will allow eligible residential customers after enrollment to:
      - prepay for service
      - eliminate deposit requirements
      - not be subject to disconnect or late fees
- Billing Adjustments 14.0, 14.1
  - o Update tariff to calculate the Cost of Power Adjustment for one month further ahead and incorporate the Rate Stabilization Adjustment so the rate is available for the e-FlexPay Program.

Director Ortega asked if the customers enrolled in the e-FlexPay program can be eligible for federal funds. Mr. Crawford advised yes they would be.

Director Urbina asked if these changes will be applied to all customers. Mr. Crawford advised yes.

**ACTION: Director Urbina made a motion, seconded by Director Thacker. Chairman Ortega advised the question was moved and seconded to authorize**

**staff to send tariff sheets to the Florida Public Service Commission for review and advertise for a public hearing on August 6, 2025, with tariffs to be effective September 1, 2025, contingent on approval at the public hearing.**

**MOTION PASSED 5 - 0**

K. STAFF REPORTS

1. QUARTERLY FINANCIAL REPORT

Kevin Crawford, Vice President of Finance & Administration, provided an overview of the quarterly financial report.

2. DISASTER DRILL DAY (DDD) PRESENTATION

Mr. Jef Gray, Vice President of Information Technology, provided a presentation of KUA's 2025 Disaster Preparedness Assessment.

Director Ortega asked if KUA coordinates DDD with outside entities. Mr. Gray advised that KUA invites outside organizations to view and participate in our DDD exercise; however, this year's DDD we did not have any present during the event. Mr. Gray confirmed that KUA is ready for the 2025 Hurricane season.

L. BUDGET REVIEW

1. INTRODUCTION – BRIAN HORTON, PRESIDENT & GENERAL MANAGER

Mr. Horton provided a recap of the FY 2025 budget and advised that the department heads will review their departmental budgets.

a. FINANCIAL OVERVIEW – KEVIN CRAWFORD, VICE PRESIDENT, FINANCE & ADMINISTRATION

Mr. Crawford provided a financial overview.

b. HUMAN RESOURCES OVERVIEW – CINDY HERRERA, VICE PRESIDENT, HUMAN RESOURCES

Vanessa Lugo, Manager of Human Resources, advised the total number of full-time positions remains the same as in April at 289 FTEs with a recommendation of 3.5 additional FTEs in FY25 to bring the total number of FTEs to 292.

Ms. Lugo shared that a salary survey of other municipalities was conducted regarding their proposed salary adjustments and the results averaged 3.9%. Based on the information obtained, a 4% market level adjustment has been included in the FY 2025 annual budget for planning purposes.

Ms. Lugo recommended that the Board approve a 4% market level adjustment for the Fiscal Year 2025 annual budget.

**ACTION: Director Urbina made a motion, seconded by Director Thacker. Chairman Ortega advised the question was moved and seconded to approve a 4% market level adjustment for the Fiscal Year 2025 annual budget.**

**MOTION PASSED 5 - 0**

c. DEPARTMENTAL BUDGETS

i. OPERATIONS – LARRY MATTERN

Mr. Mattern provided a brief overview of the Operations departmental budget.

ii. POWER SUPPLY – JASON TERRY

Jason Terry, Vice President of Power Supply, provided a brief overview of Power Supply.

iii. INFORMATION TECHNOLOGY

Mr. Gray provided an overview of the Information Technology's departmental budget.

Director Ortega asked if the position he is hiring for is a specific skilled position. Mr. Gray advised the position is for cyber security.

iv. CUSTOMER SERVICE – RHONDA REAVES-SMITH

Ms. Reaves-Smith provided an overview of the Customer Service departmental budget.

Director Hardee asked Mr. Horton what percentage of the KUA fleet are electric vehicles. Mr. Horton advised staff will gather that information and forward it to Director Hardee.

v. FINANCE & ADMINISTRATION AND EXECUTIVE – KEVIN CRAWFORD

Mr. Crawford provided an overview of the Finance & Administration department and executive office.

vi. OFFICE OF CORPORATE COMMUNICATIONS – TIFFANY HENDERSON

Ms. Henderson provided an overview of the Corporate Communication's budget including the sponsorship budget.

vii. HUMAN RESOURCES – CINDY HERRERA

Ms. Lugo provided an overview of the Human Resource department's budget.

M. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

Grant Lacerte, General Counsel, provided an update on legislative bills. Mr. Lacerte advised he is looking forward to travel with Chairman Ortega to the APPA Policy Makers Fly-in in July.

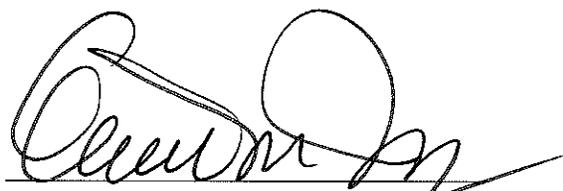
Mr. Horton shared the schedule of upcoming events.

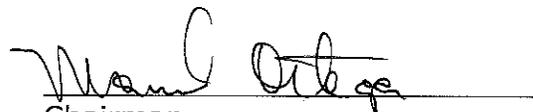
Director Urbina thanked staff for a clear and very thorough budget presentation.

Director Ortega thanked staff and expressed what a great bonding experience the Board had during the APPA National conference.

N. ADJOURNMENT

Director Ortega adjourned the meeting at 4:54 p.m.

  
Secretary

  
Chairman