

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY HELD WEDNESDAY,  
JUNE 9, 2010 AT 3:30 PM, BRINSON BOARD ROOM, ADMINISTRATION  
BUILDING, 1701 WEST CARROLL STREET, KISSIMMEE, FLORIDA

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Present were Chairperson Nancy Gemskie, Director James Kasper, Director Reginald Hardee, Director George Gant, General Counsel Grant Lacerte, General Manager James Welsh, and Recording Secretary Leticia Rivera. Vice Chairman, Fred Cumbie and Mayor Jim Swan were not present.

A. MEETING CALLED TO ORDER

Chairperson Gemskie called the meeting to order at 3:30 p.m.

B. PLEDGE OF ALLEGIANCE TO THE FLAG

The Board and staff recited the pledge of allegiance.

C. AWARDS AND PRESENTATIONS

1. DEGREE RECOGNITION, CHRIS GENT, MASTERS OF PROFESSIONAL STUDIES

Mr. Welsh and the Board members congratulated Chris for receiving his Masters of Professional Studies.

2. DEGREE RECOGNITION, SCOTT GRIEVES, ASSOCIATE IN ARTS

Mr. Welsh and the Board members congratulated Scott for receiving his Associate in Arts degree.

3. 5 -YEAR SERVICE AWARD – PAM ANDREWS, CUSTOMER SERVICE REPRESENTATIVE II, CUSTOMER SERVICE

4. 5 - YEAR SERVICE AWARD – JOANNE JOHNSON, CUSTOMER SERVICE SUPERVISOR, CUSTOMER SERVICE

Mr. Welsh congratulated and thanked both Pam and Joanne for their dedication and years of service respectfully.

5. 20 - YEAR SERVICE AWARD – PAM HOLLOWAY, UTILITY BILLING REPRESENTATIVE II, CUSTOMER SERVICE

Mr. Welsh and the Board thanked Pam for all of her years of service and thanked her for all of her hard work and dedication.

6. 25 – YEAR SERVICE AWARD – LEEANN DORSEY, WRITE OFF & BANKRUPTCY SPECIALIST, CUSTOMER SERVICE

Mr. Welsh and the Board thanked Leeann for all of her years of service and thanked her for all of her hard work and dedication.

7. EMPLOYEE OF THE MONTH FOR JUNE – HENRY KURNICK, ENGINEERING TECHNICIAN, ENGINEERING & OPERATIONS

Mr. Welsh and the Board congratulated Henry on being chosen employee of the month for June, 2010.

D. HEAR THE AUDIENCE

Nicolas Ramirez, 138 Sandalwood Dr., Kissimmee, FL 34743 wanted to address KUA and the Board to inform them that a contractor that KUA works with, Forever Lawn, has not paid him for work he performed while employed with him.

Mr. Welsh informed Mr. Ramirez that KUA has already decided not to do any further business with Forever Lawn, not due to this issue but due to other issues which are documented. Mr. Lacerte advised Mr. Ramirez that he should retain a lawyer to pursue this civil matter. Mr. Ramirez asked if KUA would be able to recommend someone who would be able to assist him. Mr. Lacerte advised that we would send him the number to the Florida State Bar which provides lawyer referrals.

Mr. Ramirez thanked KUA for listening to him.

E. CONSENT AGENDA

Director Hardee requested item 4 be pulled from the consent agenda for further discussion

**ACTION: Director Kasper made a motion, seconded by Director Hardee to approve items 1, 2 & 3 on the consent agenda.**

**MOTION PASSED 4 – 0**

1. APPROVAL OF MINUTES FOR MAY 5, 2010 REGULAR MEETING
2. APPROVAL OF MINUTES FOR MAY 12, 2010 SPECIAL MEETING
3. IFB #009-10 5 YEAR DISPOSAL OF SCRAP METALS

Recommendation: Staff recommends award of bid IFB 009-10 to Trademark Metals Recycling.

4. MICROSOFT SERVICE AGREEMENT RENEWAL

Director Hardee inquired if KUA has done any kind of economies of scale with City of Kissimmee or with Osceola County. Jef Gray, Vice President of Information Technology advised that KUA used the state contract to do the purchasing and SHI is the only vendor that is in state and their pricing is the same as Microsoft. Director Hardee asked if staff has looked into software assurance for future upgrades. Mr. Gray advised that the contract includes software assurance under the maintenance section.

**ACTION: Director Hardee made a motion, seconded by Director Kasper to approve item 4 on the consent agenda.**

**MOTION PASSED 4 – 0**

F. PUBLIC HEARING – None

G. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)

1. 2010 CUSTOMER SATISFACTION SURVEY RESULTS

Chris Gent, Vice President of Corporate Communications introduced, Kathy Gonot, president of Fort Lauderdale-based research firm PMG Associates, Inc. Ms. Gonot presented the findings of the survey. The survey was conducted by telephone interviews during a two-week period in May. The results showed improvement in almost every single area of operation within the utility.

H. OLD BUSINESS - None

I. NEW BUSINESS - None

J. STAFF REPORTS

1. SEMI –ANNUAL REPORT BY HUMAN RESOURCES

Wilbur Hill, Vice President of Human Resources provided an overview of the new employment application system that was implemented in December 2009.

Director Gant asked if personal information is safe in this site. Mr. Hill advised yes, the company that KUA is dealing with has assured that the information is solely for KUA use and they do not release that information outside of KUA. Mr. Welsh added that once KUA receives the information it becomes public record. Mr. Hill reiterated that the company has supplied contractual acknowledgement that they will not release the information; if they do, they would be in violation of that contract.

K. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS

Grant Lacerte, Vice President & General Counsel advised the Board that an increase in bankruptcy cases has been noted for this fiscal year. Mr. Lacerte advised that he will keep the Board updated on these issues.

Mr. Welsh advised the Board of the upcoming special budget meeting and also informed, as suggested by Reginald Hardee at the last Board meeting, that KUA will be having Customer Informational Gatherings to explain customer service procedures, energy conservation procedure, and hurricane preparedness. Customer service representatives will also be available to assist and answer individual questions. The location and dates will be sent to the Board and also to the Commissioners.

Director Hardee suggested sharing with the customers some of the figures that were presented from the customer satisfaction survey. Mr. Welsh advised he will work with staff to provide this to the customers as a handout.

Director Hardee asked if ads would be done to inform our customers of the Information Gatherings. Mr. Welsh advised there will be a direct mailing to our customers.

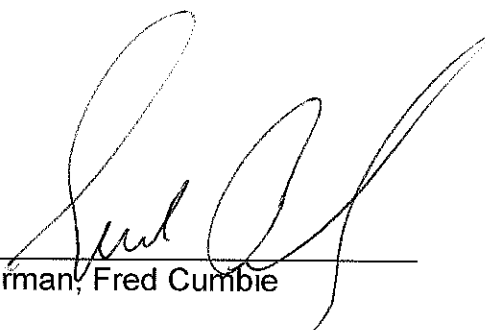
Director Gant suggested setting up one or two of these meetings as a pilot. As per his past experience not many customers show up to these type meetings; more staff has been present than the public. Mr. Welsh advised that four meetings have been scheduled.

Mr. Welsh advised that KUA's 25<sup>th</sup> Anniversary will be in October and recommended having the Employee Appreciation luncheon on October 6<sup>th</sup> to celebrate this event. The Board agreed with this recommendation.

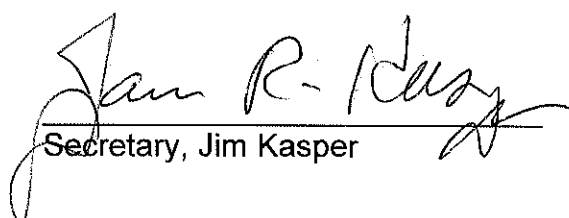
Mr. Welsh advised that he received Chairperson Nancy Gemskie's resignation letter and advised the Board that her last board meeting will be July 14, 2010.

L. ADJOURNMENT

Chairperson Gemskie adjourned the meeting at 5:15 pm.



Vice Chairman, Fred Cumbie



Secretary, Jim Kasper