



MEMBER SERVICES ADVISORY COMMITTEE

TELEPHONIC MEETING AGENDA PACKAGE

**April 7, 2021
11:00 a.m.**

Committee Members

Chairman – Joe Bunch, New Smyrna Beach
Paul Jakubczak, Fort Pierce
Billy Branch, Homestead
Allen Putnam, Jacksonville Beach
Julio Torrado, Keys Energy Services
Jason Terry, Kissimmee
Steve Langley, Mount Dora
Dallas Lee, Newberry
James Braddock, Wauchula
Dan D'Alessandro, Winter Park

Telephonic Meeting

Wednesday, April 7, 2021

11:00 a.m.

Teams Meeting 321-299-0575

Meeting No. 598 795 061#

Florida Municipal Power Agency

8553 Commodity Circle

Orlando, FL 32819



MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)

FROM: Mark McCain

DATE: March 31, 2021

RE: Member Services Advisory Committee (MSAC) Telephonic/Teams Meeting
Wednesday, April 7, 2021 11:00 AM [Note Time]

PLACE: Florida Municipal Power Agency,
8553 Commodity Circle, Orlando, FL 32819

DIAL-IN INFORMATION: 321-299-0575

Meeting Number 598 795 061# TEAMS Meeting: [Click here to join the meeting](#)
(If you have trouble connecting via phone, please call 407-355-7767)

Chairman Joe Bunch, Presiding

AGENDA

1. **Call to Order, Roll Call, Declaration of Quorum**
2. **Set Agenda (by vote)**
3. **Consent Agenda**
 - a. Approval of Minutes – Meeting Held February 8, 2021
4. **Action Item**
 - a. Approval of Revised Guidelines for Chargeable Member Service Projects (Mark McCain)
5. **Information Items:**
 - a. Status of FMPA/TVPPA Safety Program (Mike McCleary)
 - b. 2020 Reliability Update (Cairo Vanegas)
6. **Member Comments**
7. **Adjournment**

**AGENDA ITEM 1 – CALL TO ORDER,
ROLL CALL, DECLARATION OF
QUORUM**

**FMPA Member Services Advisory
Committee Meeting
April 7, 2021**

AGENDA ITEM 2 – SET AGENDA

**FMPA Member Services Advisory
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**AGENDA ITEM 3 – CONSENT
AGENDA**

- a) Approval of Minutes – Meeting Held
February 8, 2021**

**FMPA Member Services Advisory
Committee Meeting
April 7, 2021**

MINUTES
TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING
MONDAY, FEBRUARY 8, 2021
FLORIDA MUNICIPAL POWER AGENCY
8553 COMMODITY CIRCLE
ORLANDO, FL 32819
At 2:00 PM

PARTICIPANTS PRESENT VIA TELEPHONE	Fort Pierce Homestead Jacksonville Beach Key West Kissimmee Mount Dora New Smyrna Beach Wauchula*	Paul Jakubczak Billy Branch Lamar Whitaker Julio Torrado Jason Terry Steve Langley Joe Bunch James Braddock
PARTICIPANTS ABSENT	Newberry Winter Park	Dallas Lee Dan D'Alessandro
OTHER PARTICIPANTS	None	

STAFF PRESENT Jody Finklea, General Counsel and CLO (via telephone)
Mark McCain, Vice President, Member Services and Public Relations
Sue Utley, Executive Asst. to GM and CEO/Asst. Secy. to the Board
Mike McCleary, Manager of Member Services Development
Cairo Vanegas, Manager of Member Services Development
Sharon Samuels, Member Services Programs & Procurement Administrator
*arrived after roll call.

ITEM 1 - CALL TO ORDER, ROLL CALL, AND DECLARATION OF QUORUM

Chairman Joe Bunch, New Smyrna Beach, called the FMPA Member Services Advisory Committee (MSAC) meeting to order at 2:00 p.m. on Monday, February 8, 2021. The telephonic meeting was held in the 1st Floor Conference Room, Florida Municipal Power Agency, 8553 Commodity Circle, Orlando, Florida. A speaker telephone for public attendance and participation was present. The roll was taken and a quorum was declared with 8 members present out of a possible 10.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Jason Terry, Kissimmee, moved approval of the agenda as presented. Paul Jakubczak, Fort Pierce, seconded the motion. Motion carried 8 – 0.

ITEM 3 – CONSENT AGENDA

Item 3a – Approval of Minutes – Meeting Held March 25, 2020

MOTION: Paul Jakubczak, Fort Pierce, moved approval of the Minutes of the Meeting held March 25, 2020. Julio Torrado, Key West, seconded the motion. Motion carried 8 – 0.

ITEM 4 – ACTION ITEMS

a. Approval of Safety Program and Associated Agreements and Forward to FMPA’s Board of Directors for Review

Mike McCleary reported on the Safety Program.

MOTION: Steve Langley, Mount Dora, moved approval of the following agreements for the new Lineworker Safety Program effective July 1, 2021, and recommend the agreements for consideration by FMPA’s Board of Directors:

- Lineworker Safety Program Participation Agreement between FMPA and FMPA members that choose to participate in the Lineworker Safety Program
- Lineworker Safety Program and Other Support Services Agreement between FMPA and TVPPA. Julio Torrado, Key West, seconded the motion. Motion carried 8 – 0.

ITEM 5 – INFORMATION ITEMS

Item 5a – Member Services 2020 Year in Review

Sharon Samuels presented the Member Services 2020 year in review.

Item 5b – FMPA 2021 Training & Events Calendar

Sharon Samuels reported on the 2021 Training & Events Calendar.

Item 5c – Update on Mobile Substation Project

Cairo Vanegas updated the Member Services Advisory Committee on the mobile substation project.

Item 5d – Discussion of Member Services Topic in FMPA’s Upcoming Strategic Planning Workshop

Mark McCain lead a discussion on the member services topic in FMPA’s upcoming February 17, 2021 Strategic Planning session.

ITEM 6 – MEMBER COMMENTS

None

ITEM 7 – ADJOURNMENT

There being no further business, the meeting was adjourned at 3:25 p.m.

Approved: _____

JB/su

AGENDA ITEM 4 – ACTION ITEMS

- a) Approval of Revised Guidelines for Chargeable Member Service Projects**

**FMPA Member Services Advisory
Committee Meeting
April 7, 2021**



4a – Revising Guidelines for Chargeable Member Service Projects

Member Services Advisory Committee

April 7, 2021

FMPA Will Consider Staff Additions to Expand Services

A Good Time to Review FMPA's Chargeable-Service Policy

- FMPA's members will be considering adding staff to maintain/expand responsive member services
- Appropriate time to discuss services and current charging level as FMPA begins fiscal 2022 budget process
- FMPA has a policy when to bill for significant staff time on individual member projects so that these project not subsidized by others
- Question: Should the hourly threshold for billable services be lowered from the current 120-hour level (i.e., hours above 120 charged)?
- Data suggests the threshold could be lowered to 80 hours

Highlights of FMMPA's Existing Chargeable-Service Policy

Billings Contribute to Cost Recovery for Significant Services

- Existing policy approved by MSAC in October 2019 and by FMMPA's Board of Directors in January 2020; MSAC requested periodic updates
- “Significant projects” defined as more than 120 staff hours, includes work performed by FMMPA or FMMPA's project-management efforts
- First 120 hours provided at no cost as a member benefit
- Applies to “distinct projects” “within a particular project period” that “divert FMMPA human resources from their primary function”
- Hours in excess of 120 charged at rate of average salary plus benefits for FMMPA's subject-matter-expert pay grades

To Date: 3 Chargeable Services, 3 in Development Now

Several Other Projects Fell Below the 120-Hour Threshold

Chargeable Projects	Estimated Hours	Actual Hours	Chargeable Hours to Date	Revenue ¹
Operational Business Plan	248	Ongoing	13.5	\$1,350
Information Technology Assistance	370	343.5	223.5	\$22,350
Financial Statement Preparation	140	Ongoing	--	

Non-Chargeable Projects	Hr. Estimate	Other Projects, No Time Estimates Required
Substation Project	50	Rate Review and Revenue Sufficiency
Substation Upgrade	116	Electric Vehicle Program
Transmission Asset Valuation	55	Five-Year Plan Budgeting Support
Power Supply Procurement Review	68	Cybersecurity Assessment
Information Technology Services	30	Rate Review

FMPA Traditionally Provides Transmission Plan Support

Lower Threshold Could Make Some Chargeable in the Future

- FMPA traditionally provides transmission planning support to any All-Requirements Project member, regardless of purpose/location
- 80-hour threshold could capture more of these efforts, if they are not in the context of FMPA's duties as Planning Coordinator
- We assume these should be chargeable going forward, provided they meet policy guidelines for chargeable services

Transmission Support

Member-specific studies for interconnections and future transmission scenarios

Short circuit requests and protection evaluations (PRC-027)

NERC compliance support

Financial Impact of Policy, Plus an Option to Consider

Policy Intent to Offset Significant Services, Not Cover All Costs

Projects	Actual Hours to Date/ <i>Estimate</i>	Revenue at the Current 120-Hour Threshold	OPTION Revenue at an 80-Hour Threshold
Operational Business Plan	133.5	\$1,350 ¹	\$5,350
Information Technology Assistance	343.5	\$22,350	\$26,350
Financial Statement Preparation ²	140	\$2,000	\$6,000
Substation Upgrade ²	116	--	\$3,600
TOTAL		\$25,700	\$41,300

¹ Billable hours through February 2021, but project is still ongoing.

² Project is below the 120-threshold through February 2021 but is still ongoing. Revenue potential based on project's estimated hours. Revenue from significant services accrues to the Agency's financials, where it offsets Agency expenses.

After a Year's Experience, Threshold Could Be Reduced

80-Hour Threshold Creates a Reasonable Cost Recovery

- When MSAC approved guidelines for chargeable member services, MSAC requested periodic updates on policy's implementation
- Several FMPA members that used services in recent years said they would be comfortable paying more
- During the first year of implementing chargeable member services, there have been three chargeable projects
- Reducing the chargeable threshold to 80-hours wouldn't have impacted many more projects and creates a reasonable amount of additional cost recovery

Recommended Motion

Move approval of revisions to FMPA's Guidelines for Development of Member Services, as shown in the attached document, and recommend the revisions to FMPA's Board of Directors for consideration

Florida Municipal Power Agency
Guidelines for Development of Member Services
January 2020
DRAFT Revised March 2021

1. Purpose

At the FMPA Strategic Planning Session in 2002, “Member Services” was identified as a Priority Strategic Issue. One of FMPA’s action items, as directed by board members and participants at the Strategic Planning Session, is to review FMPA’s existing member services policies and to determine what services members would like to see provided through the agency.

A major step toward addressing this action item was to establish a Member Services Advisory Committee (MSAC), consisting of FMPA Board Members. The objective of this committee is to provide assessment and direction for new and existing member services offered by FMPA.

The purpose of this document is to provide FMPA members, as well as agency staff, with objective procedures for existing and new member services. The use of these procedures will ensure that FMPA is providing its members with quality services that are relevant to member issues and adequately address members’ needs.

2. Proposal Phase

The suggestion for a new member service may originate with any FMPA member or FMPA staff. The person or group who proposes a new member service will complete a FMPA Member Services Proposal Form and submit it to the MSAC for review. (A copy of the Proposal Form is included as Attachment 1.) The Member Services Proposal Form should be completed in as much detail as possible, in order to facilitate review by the MSAC.

The FMPA Member Services Proposal Form consists of the following sections to be completed by the originator:

a. Contact Information (Section I):

The originator of the Proposal Form will provide the MSAC with the originator's name, member's name, or FMPA Department, and relevant information for contacting the originator.

b. Proposed New Service (Section II):

The originator of the Proposal Form provides a working name or title of the proposed service; a description of the proposed service; and a list of other

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members who have an interest in the proposed service (if known at time of proposal).

c. Funding for Proposed Service (Section III):

The funding of FMPA Member Services is set forth in section 5 of this document "Guidelines for Funding of Services." This method of funding has been approved by the FMPA Executive Committee. If any additional or more relevant types of funding exist for the proposed service, the originator should provide a description of that funding. Section III of the Proposal Form should be completed ONLY if the funding for the proposed new service is an EXCEPTION to Section 5.

d. Resources (Section IV):

If the originator is aware of any potential resources that may be utilized in the successful development and implementation of the proposed service, the information may be included in this section of the Proposal Form. This may include any vendors, professional organizations, agencies, utilities, or other resources that may be used for development and implementation of the proposed service.

e. Additional Comments and Suggestions (Section V):

The originator should provide any additional information that may be helpful in the development and implementation of the proposed service.

3. Review Phase

The completed form shall be submitted to a member of the MSAC. The MSAC will review and evaluate the proposal in a timely manner and provide a response to the originator.

The MSAC will take one of two actions at this point: 1) Recommend that the Board of Directors approve development and implementation of the proposed service; 2) Deny development and implementation of the proposed service. In the event the MSAC denies the proposed service, the originator may submit the proposed service to the FMPA Board of Directors for consideration.

The MSAC will approve or deny the proposed new service, based upon the information provided, certain assumptions, special provisions, funding, and staffing requirements.

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4. Development Phase

Following approval of a proposed new service, the MSAC will provide direction to FMPA staff for the development and implementation of the service. Staff will maintain contact with the originator of the new service for communication and guidance during development.

Service development will typically have five stages:

a. Kickoff Meeting (Stage 1)

All members are invited to an initial “kickoff” meeting. At this meeting, FMPA staff, members, and other interested individuals will discuss the development of the new service.

b. Commitment by Interested Members (Stage 2)

Following the kickoff meeting, members will be contacted to determine if they are interested in participating in the new service. This contact is intended to identify members who are truly interested in participating in the development and implementation of the new service.

The funding of FMPA Member Services is discussed in detail in Section 5 of this document, “Guidelines for Funding of Services”. If there are any expenses required for the service that go beyond traditional funding for Standard Member Services, interested members will be required to sign a commitment form. (A copy of the Commitment Form is included as Attachment 2). Examples of non-traditional funding expenses will include charges for outside services or equipment, substantial staff time devoted directly to a member, or specific training and workshops. Each member who signs a commitment form will be expected to pay for the service. The member may be released from the commitment at any time and, thereafter, will no longer be considered a participant in the service.

c. Member Service Development Meetings (Stage 3)

Once members have committed to participating and funding the development of the service, member service development meetings will take place. These meetings are intended to provide the members an opportunity to discuss the service in detail and to make technical decisions regarding the specific nature of the service.

d. Implementation of Service (Stage 4)

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Depending upon the complexity of the service, the actual implementation stage may be simple or may require several evolutions. It is recommended that all participating members continue to provide expertise and input during this stage.

e. Evaluation / Review of Service (Stage 5)

The MSAC, with the advice and counsel of FMPA staff, will periodically review FMPA services to ensure that the services are up-to-date, relevant, desirable, and valuable to members.

5. Guidelines for Funding of Services

The MSAC has established the following guidelines regarding for the funding of existing and new member services:

Standard Member Services are those services, which are provided to FMPA members as a general benefit of membership in FMPA. The costs of these services are covered by FMPA general agency funds, since the services are providing a benefit to FMPA members.

Exceptions to Standard Member Services shall be those occasions when one or more members may require services that deviate from the Standard Member Services as described above. The MSAC has provided the following guidelines for addressing funding for Exceptions to Standard Member Services. The Board of Directors has the authority to deviate from these guidelines, and the MSAC reserves the right to amend these guidelines, with the approval of the Board of Directors.

- A. Extraordinary outside services, material or equipment. This includes consultants or contractors who are specifically hired to participate in the development or implementation of the service. It may also include specific services, materials, equipment or software required to meet the needs of the participating member(s). These expenses may be charged among the service participants.
- B. Member Services. Member Services expenses may be charged equally among all service participants. The nature of some services, however, may require a weighted charge to participants, and the expense structure of those services will be determined by the MSAC.

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- C. Significant amount of staff time for an individual member project. If an FMPA staff member other than a staff member in the Member Services Department is asked to dedicate a significant amount time to the resolution of a specific member issue, the time will be charged to the specific member based on the following guidelines.
- i. Significant is defined as any project the FMPA staff estimates will take more than ~~120~~80 staff hours, such as:
 1. Self Perform: FMPA staff self-performs the assignment with a clearly defined scope, deliverables and schedule.
 2. Project Management: FMPA staff participates in a project management or support role alongside the member on a project that leverages FMPA's consulting services agreements.
 - ii. These billable guidelines are intended to apply to distinct projects that require significant FMPA staff time within a particular project period that, as a result, divert FMPA human resources from their primary function for the Agency.
 - iii. These guidelines are not intended to apply to a combination of smaller efforts for a member or a member request that results in a small, intermittent time commitment that is within or slightly exceeds ~~120~~80 hours in a 12-month period. Those time commitments will be monitored by FMPA staff.
 - iv. Prior to the onset of any project, FMPA's member should provide specific expectations of the level of work or support required from FMPA staff.
 - v. If FMPA determines that the level of effort will be less than ~~120~~80 hours, such a project will be provided to the member at no cost as a member benefit. If during a project it becomes clear that actual time is going to exceed ~~120~~80 hours, staff will provide an estimate to complete the project and, if approved by the member, anything over ~~120~~80 hours will become billable time.
 - vi. If FMPA determines the level of effort will exceed ~~120~~80 hours, the hours in excess of ~~120~~80 will be charged at a rate

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calculated as the average salary rate plus benefits for FMPA's subject-matter-expert pay grades.

- vii. If a billable project requires travel to the member city or another location away from the FMPA office, the travel expenses will be charged to the member. This includes mileage, meals, hotels, airfare, etc. in accordance with FMPA's travel procedures.
 - viii. The billable time and expense requirements are intended to help mitigate costs spent on significant services for an individual member, but the intent is not to discourage FMPA members from requesting services. In that spirit, it is agreed that FMPA will not charge more than the original good-faith estimate, unless the scope of the project changes and the increase is approved by the member.
 - ix. If the project takes less time than estimated, the charge to the member will be reduced accordingly.
- D. Training and Workshops. If FMPA provides training and workshops as a member service, the direct costs of the function will be charged to the member(s) who participate.
- E. Other Funding. If a service is conducive to funding other than what is described in these guidelines (grants, special projects, partnerships, etc), the members are encouraged to include this information in Section III of the Member Services Proposal Form.

**AGENDA ITEM 5– INFORMATION
ITEMS**

**a) Status of FMPA/TVPPA Safety
Program**

**FMPA Member Services Advisory
Committee Meeting
April 7, 2021**



5a – Status of FMPPA/TVPPA Safety Program

Member Services Advisory Committee

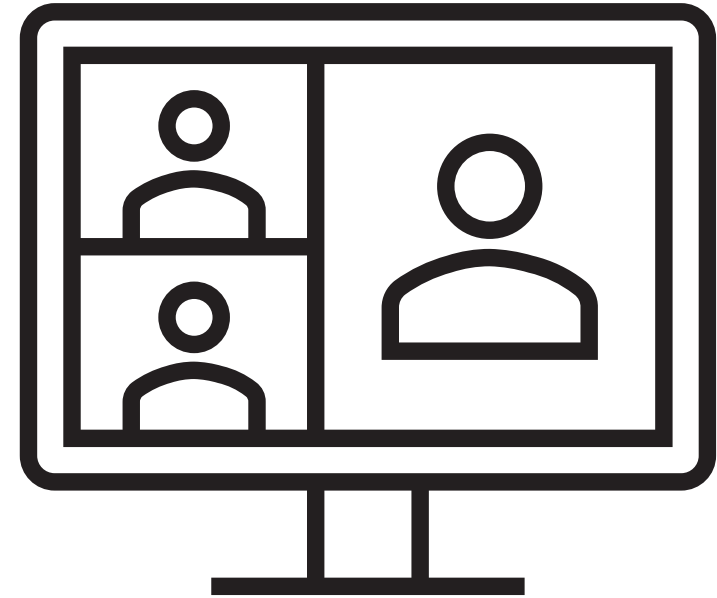
April 7, 2021

Thank You Members for Working on New Safety Program

Results: High Quality, Lower Price and Increased Participation

MSAC Training and Safety Subcommittee

- Billy Branch, Homestead, Chair
- Paul Jakubczak, Fort Pierce
- Lamar Whitaker, Jacksonville Beach
- Donnie Yarborough, Key West
- Jason Terry, Kissimmee
- Steve Langley, Mount Dora
- Dan Sollitto, New Smyrna Beach
- David Sykes, Newberry
- Glen Moehling, Ocala



TVPPA Offering Craft and Certification Programs

Feedback from Attendees Has Been Very Positive

Craft Programs

- Lineworker
- Substation Maintenance
- Advanced Substation Maintenance
- Relay & Protection
- Electric Utility Metering

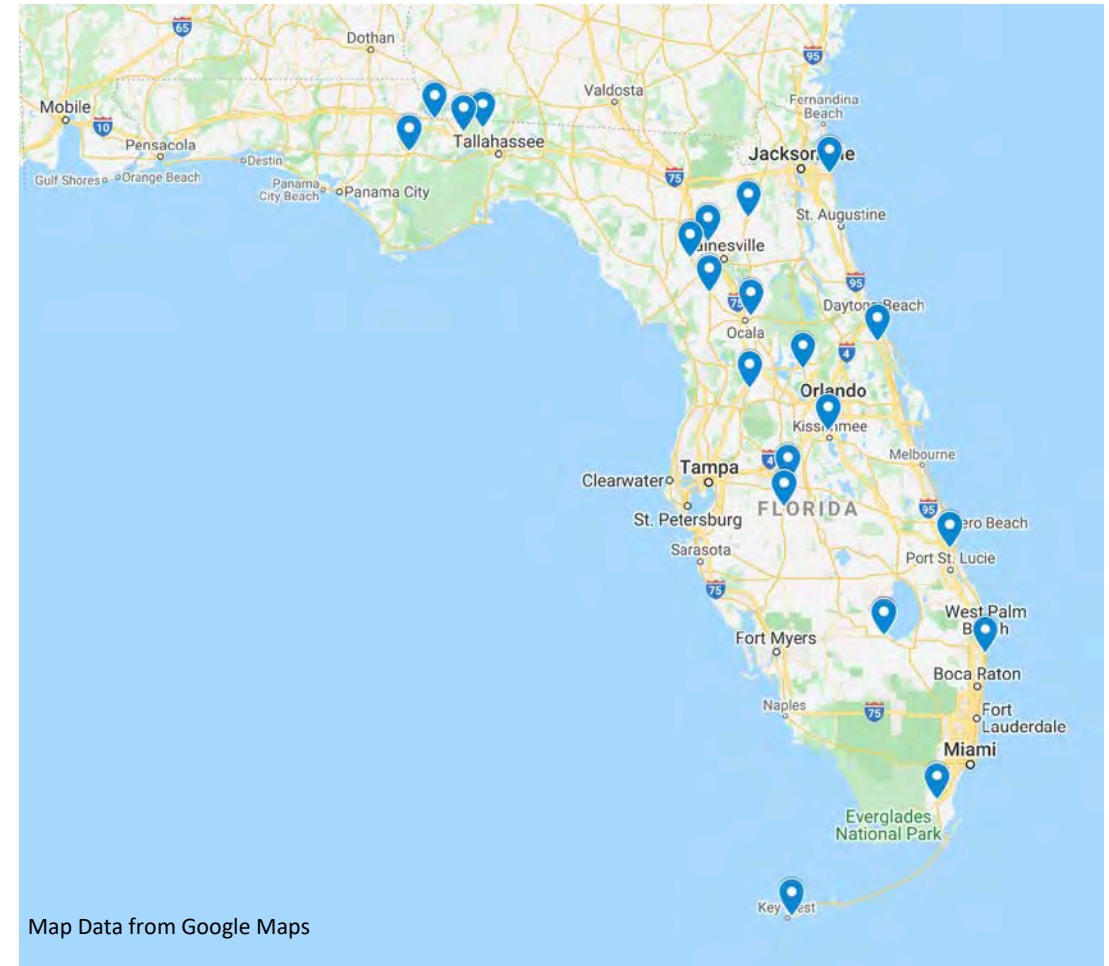
Certification Programs

- Public Power Executive
- Utility Accountant
- Safety Coordinator
- Distribution System Operator
- Foreman Academy
- Powerline Design and Staking
- Many More!

<https://www.tvppa.com/training/>

TVPPA Has Been Making Preparations

- Selected specific trainers for program kick off
- Held call with all trainers April 1
- Prepared an outline of how to approach each region
- Will be reaching out to members to set topics and dates



Remaining Steps Before Program Launch on July 1

FMPA Continues to Support TVPPA with Meeting Schedules

Date	Action
April 2021	FMPA Board of Directors considers approval of the agreements
May 2021	FMPA members sign participation agreements
July 1, 2021	TVPPA contract begins

**AGENDA ITEM 5 – INFORMATION
ITEMS**

b) 2020 Reliability Update

**FMPA Member Services Advisory
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5b – 2020 Reliability Update

Member Services Advisory Committee

April 7, 2021

Several Utilities Making Strides in Electric Reliability

Some Municipals Excel at Reliability, But Performance Varies

Distribution Reliability Indices, Calendar Year 2020

Best Performance Highlighted in Green, Second Best Highlighted in Yellow

	Munis	FPL	TECO	Duke	Gulf	FPUC
Duration (SAIDI)	89	47	68	88	47	158
Restoration Time (CAIDI)	65	62	72	94	67	91
Frequency (SAIFI)	1.36	0.76	0.94	0.94	0.71	1.74
Momentaries (MAIFle)	3.18	2.60	7.79	5.40	1.44	n/a
Length (L-Bar)	128	178	166	152	112	96

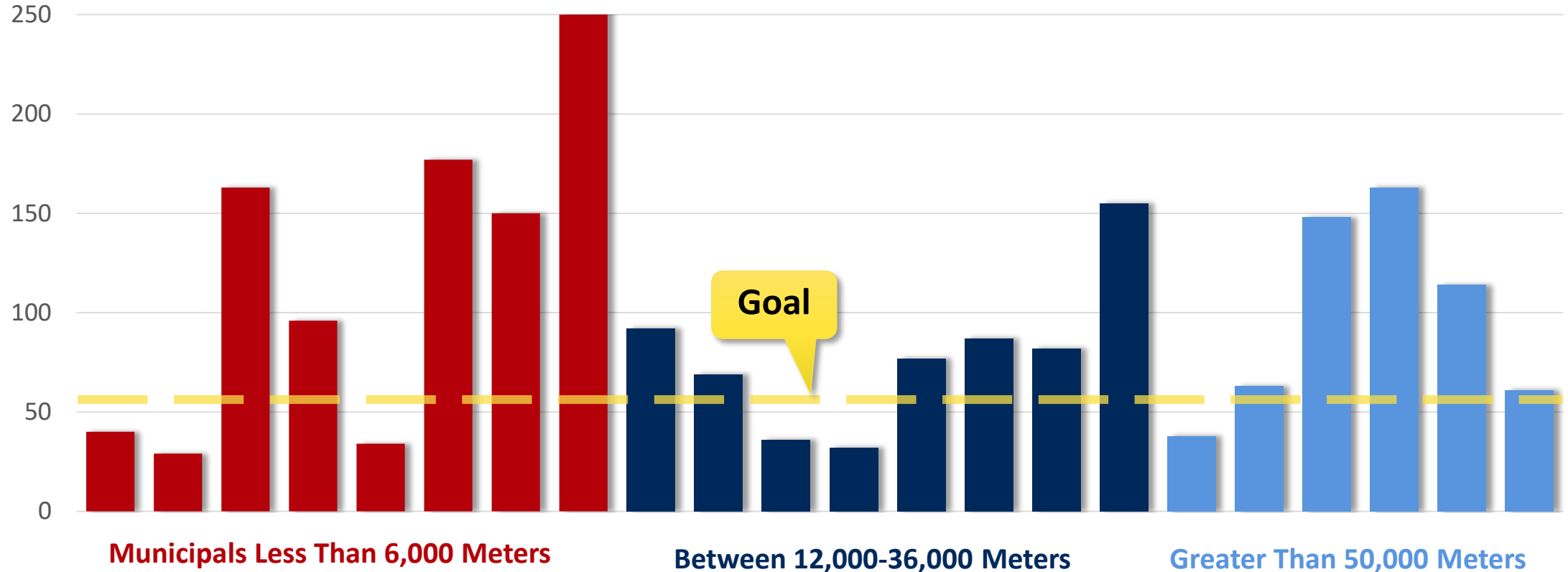
SOURCES: Investor-owned data from Florida Public Service Commission. Municipal data weighted average for utilities in FMPA's Distribution Reliability Measurement Program.

Municipal Reliability Performance Varies Widely

Significant Effort Needed to Meet the Goal

Average Outage Duration (SAIDI) for Municipals That Provide Data to FMPA

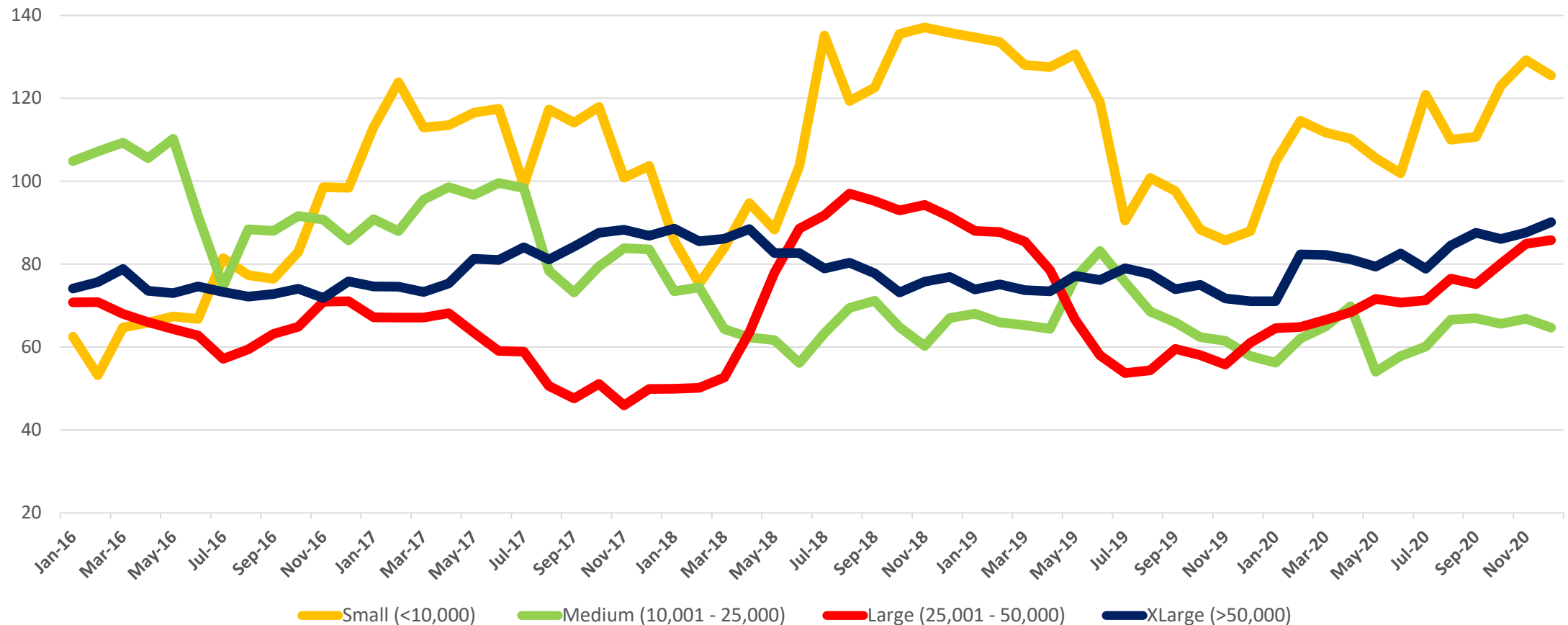
In minutes for 2020



SAIDI Trends Reveal Gradual Worsening in Reliability

Only Medium Category Has Favorable Trend

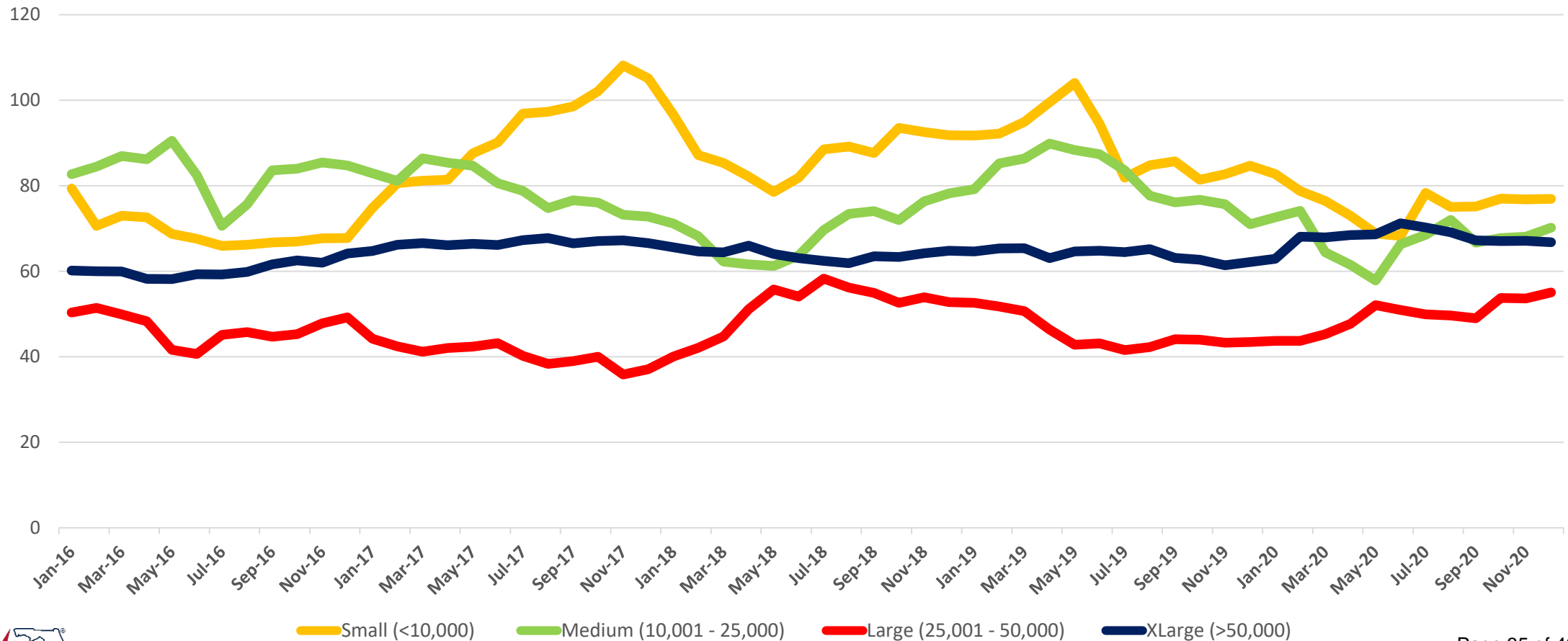
SAIDI Five-Year Trends



Response Times Reasonably Stable

Munis Consistently Provide Excellent Response

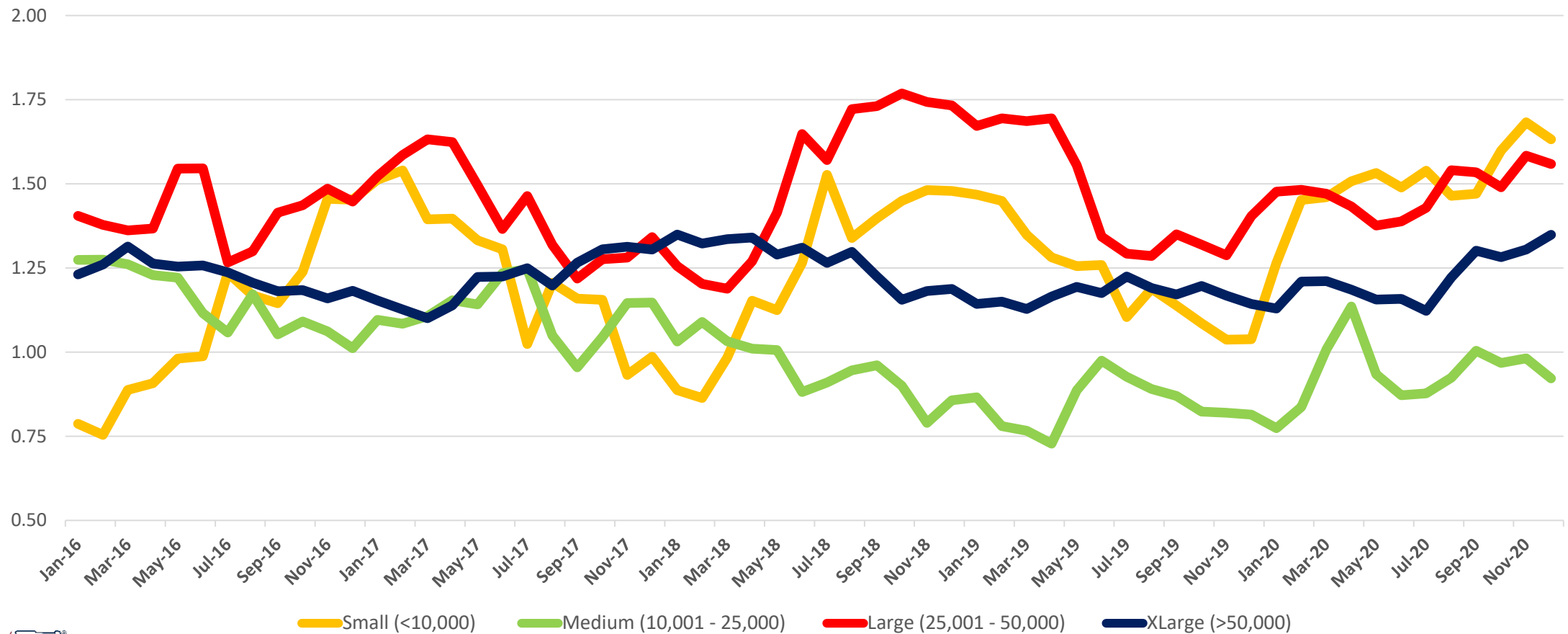
CAIDI Five-Year Trends



Frequency of Outages Presents Greatest Opportunity

Again, Only Medium Category Has Favorable Trend

SAIFI Five-Year Trends



Heat Map Highlights Changes from 2019 to 2020

Change in Muni Performance Very Different From IOUs

Distribution Reliability Indices, Calendar Year 2020

	Munis	FPL	TECO	Duke	Gulf	FPUC
Duration (SAIDI)	89	47	68	88	47	158
Restoration Time (CAIDI)	65	62	72	94	67	91
Frequency (SAIFI)	1.36	0.76	0.94	0.94	0.71	1.74
Momentaries (MAIFle)	3.18	2.60	7.79	5.40	1.44	n/a
Length (L-Bar)	128	178	166	152	112	96

SOURCES: Investor-owned utility data from filings at the Florida Public Service Commission. Municipal data weighted average for utilities in FMPA's Distribution Reliability Measurement Program.

Conclusion: Focus Needed to Reverse the Trends

Challenges Cut Across Municipals of All Sizes

- In general, 2020 was a good performance year for the Florida IOUs
- Frequency of outages the biggest opportunity for municipals
- Significant municipal investment on maintenance and system improvements required to reverse the trends
- Challenges cut across all municipal sizes – it's not a small utility vs. large utility problem

**AGENDA ITEM 6 – MEMBER
COMMENTS**

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AGENDA ITEM 7 – ADJOURNMENT

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