



MEMBER SERVICES ADVISORY COMMITTEE

TELEPHONIC MEETING AGENDA PACKAGE

**August 10, 2021
10:30 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

**Tuesday, August 10, 2021
10:30 a.m.**

**Teams Meeting 321-299-0575
Meeting No. 441 409 346#
Florida Municipal Power Agency
8553 Commodity Circle
Orlando, FL 32819**

MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)

FROM: Mark McCain

DATE: August 3, 2021

RE: Member Services Advisory Committee (MSAC) Telephonic/Teams Meeting
Tuesday, August 10, 2021 10:30 AM [Note Time]

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

DIAL-IN INFORMATION: 321-299-0575

Meeting Number 441 409 346#

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 April 7, 2021
- 4. Action Item**
 - a. None
- 5. Information Items:**
 - a. Follow Up on FMPA's Strategic Plan Related to Member Services (Mark McCain)

- b. Distribution Reliability Best Practices Toolkit (Cairo Vanegas)**
- c. Update on Mobile Substation Project (Cairo Vanegas)**
- d. Evaluation of Potential Substation Services (Mike McCleary)**
- e. Next Steps on Lineworker Safety and Training Programs (Mike McCleary)**
- f. Update on AMI MDM / Analytics Working Group (Mike McCleary)**

6. Member Comments

7. Adjournment

The participants in the above referenced public meeting will conduct the public meeting by telephone, via a telephone conference hookup. There will be a speaker telephone made available for any interested person to attend this public meeting and be fully informed of the discussions taking place by telephone conference hookup at FMPA's headquarters, located at 8553 Commodity Circle, Orlando, Florida 32819-9002. If anyone chooses to appeal any decision that may be made at this public meeting, such person will need a record of the proceedings and should accordingly ensure that a verbatim record of the proceedings is made, which includes the oral statements and evidence upon which such appeal is based. This public meeting may be continued to a date and time certain, which will be announced at the meeting. Any person requiring a special accommodation to participate in this public meeting because of a disability, should contact FMPA at (407) 355-7767 or 1-(888)-774-7606, at least two (2) business days in advance to make appropriate arrangements. Any interested person may contact FMPA for more information on this public meeting by calling (850) 297-2011 or (877) 297-2012 or writing to: Open Government Law Compliance Coordinator, Florida Municipal Power Agency, 2061-2 Delta Way, Post Office Box 3209, Tallahassee, Florida 32315-3209.

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

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**

AGENDA ITEM 2 – SET AGENDA

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**

**AGENDA ITEM 3 – CONSENT
AGENDA**

- a) Approval of Minutes – Meeting Held
April 7, 2021**

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**

MINUTES
TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING
WEDNESDAY, APRIL 7, 2021
FLORIDA MUNICIPAL POWER AGENCY
8553 COMMODITY CIRCLE
ORLANDO, FL 32819
At 11:00 AM

**PARTICIPANTS
PRESENT
VIA
TELEPHONE**

Fort Pierce	Paul Jakubczak
Homestead	Billy Branch
Key West	Julio Torrado
Kissimmee	Jason Terry
Mount Dora	Steve Langley
New Smyrna Beach	Joe Bunch

**PARTICIPANTS
ABSENT**

Jacksonville Beach	Allen Putnam
Newberry	Dallas Lee
Wauchula	James Braddock
Winter Park	Dan D'Alessandro

**OTHER
PARTICIPANTS**

None

STAFF PRESENT

Jacob Williams, General Manager and CEO
Jody Finklea, General Counsel and CLO (via telephone)
Mark McCain, Vice President of Member Services and
Public Relations
Sue Utley, Executive Asst. to GM and CEO/Asst.
Secy. to the Board
Sharon Samuels, Member Services Programs and Procurement
Mike McCleary, Manager of Member Services Development
Cairo Vanegas, Manager of Member Services Development

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 11 a.m. on Wednesday, April 7, 2021. The telephonic meeting was held in the Board 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 6 members present out of a possible 10.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Paul Jakubczak, Fort Pierce, moved approval of the agenda as presented. Julio Torrado, Key West, seconded the motion. Motion carried 6 – 0.

ITEM 3 –CONSENT AGENDA

Item 3a – Approval of Minutes – Meeting Held February 8, 2021

MOTION: Julio Torrado, Key West, moved approval of the Minutes of the meeting held February 8, 2021. Paul Jakubczak, Fort Pierce, seconded the motion. Motion carried 6 – 0.

ITEM 4 – ACTION ITEM

a. Approval of Revised Guidelines for Chargeable Member Service Projects

Mark McCain reviewed the presentation on potentially revising the guidelines for chargeable Member Service projects.

Discussion ensued.

MOTION: Julio Torrado, Key West, moved 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. Motion failed for lack of a second.

ITEM 5 – INFORMATION ITEMS

Item 5a – Status of FMPA/TVPPA Safety Program

Mike McCleary updated the group on the status of the FMPA/TVPPA Lineworker Safety Program.

Item 5b – 2020 Reliability Update

Cairo Vanegas presented the 2020 reliability update.

ITEM 6 – MEMBER COMMENTS

Jason Terry, Kissimmee, asked if the discussion about adding staff to FMPA to support Member Services would be coming back to the Member Services Advisory Committee. Jacob Williams explained that it would go through the upcoming budget process and we would come back to the MSAC with more details.

ITEM 7 – ADJOURNMENT

There being no further business, the meeting was adjourned at 12:29 p.m.

Approved: _____

JB/su

AGENDA ITEM 4 – ACTION ITEMS

a) None

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**

**AGENDA ITEM 5– INFORMATION
ITEMS**

**a) Follow Up on FMPA’s Strategic Plan
Related to Member Services**

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**



5a – Follow Up on FMIPA’s Strategic Plan Related to Member Services

Member Services Advisory Committee

August 10, 2021

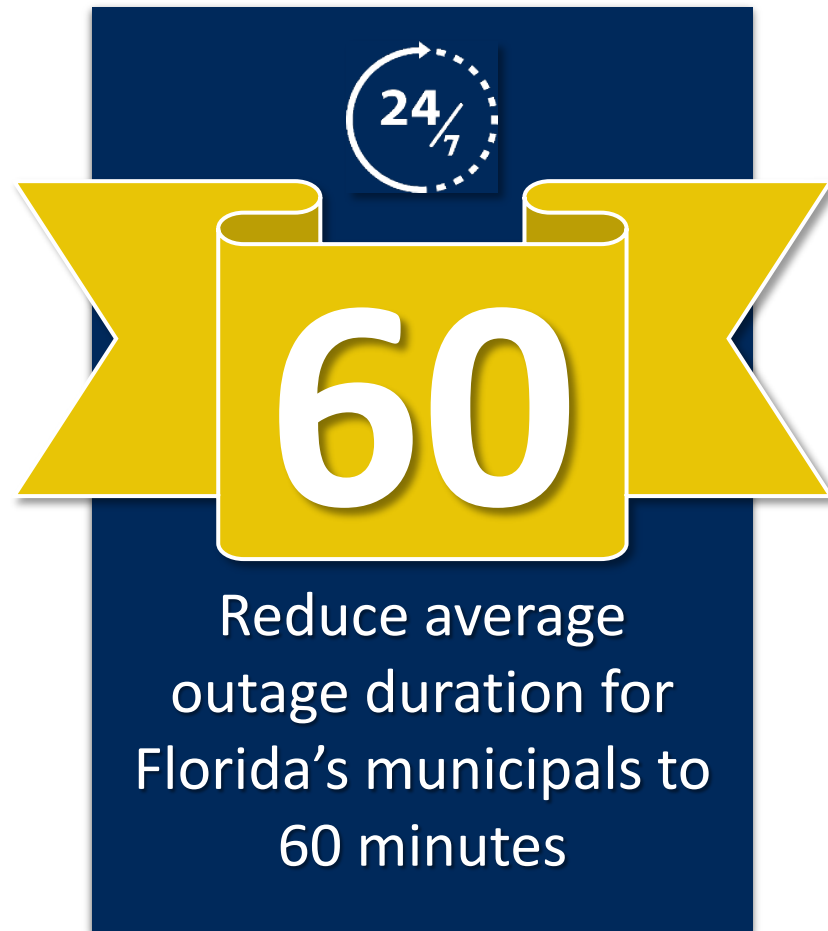
Top 5 Strategic Priorities Ranked by FMPPA's Board

Priority 3: Evaluating HR Resource Needs for Member Services

FMPPA Board of Directors 2021 Strategic Priorities	Average Score ¹
1. Power Costs: Lower controllable wholesale power costs for all power projects	3.48
2. Stanton Optimization: Work with our partner to reduce power costs and emission from Stanton coal-fired units	2.71
3. Member Services: Evaluate FMPPA's human resource requirements to maintain responsive services and/or expand to meet new initiatives	2.43
4. Transmission Costs: Develop alternatives to address increasing transmission costs through Pool expansion and associate transmission ties	1.67
5. Clean Energy: Evaluate additional solar/storage resources to support customer desires and/or meet additional emission targets	1.48

Member Services' Stretch Goal and Key Focus Areas

Emphasis on Member Reliability Projects and Related Services



24/7

60

Reduce average outage duration for Florida's municipals to 60 minutes

Reliability Projects

System Mapping

Substation Maintenance

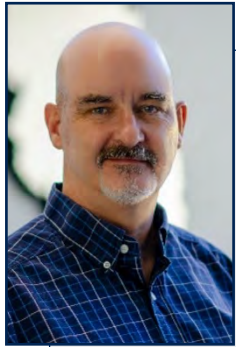
Engineering Services

Cybersecurity IT and OT

Other Services

Expanded Member Services Team to Add Expertise

Broad Range of Operating Experience in Member Services



Alan O'Heron, P.E.

Engineer, 33 years of substation design and operations experience



Cairo Vanegas

Engineer, 23 years of experience in T&D operations and engineering



Mike McCleary

Former lineman and senior manager with 39 years operational experience



Sharon Samuels

23 years experience administrating FMPA's contract products & services

FMPA Actively Talking with Members About Reliability

Looking to Help More Utilities with SAIDI Reduction Projects

Projects	Members
SAIDI Reduction Projects	Fort Meade, New Smyrna Beach, Bartow. Additionally, through the DEED Project, Tallahassee, Havana, Key West
Substation Improvements	Starke, Clewiston, Green Cove Springs, Gainesville, Wauchula
Protection Coordination	Blountstown, New Smyrna Beach, Williston
Customized Training	Bartow, Key West, Homestead, Williston, Alachua
Mobile Substation Project	Multiple potential members
Mapping, GIS	Bartow, Blountstown, Bushnell, Chattahoochee, Fort Meade, Green Cove Springs, Havana, Moore Haven, Williston, Wauchula

**AGENDA ITEM 5 – INFORMATION
ITEMS**

**b) Distribution Reliability Best Practices
Toolkit**

**FMPA Member Services Advisory
Committee Meeting
August 10, 2021**



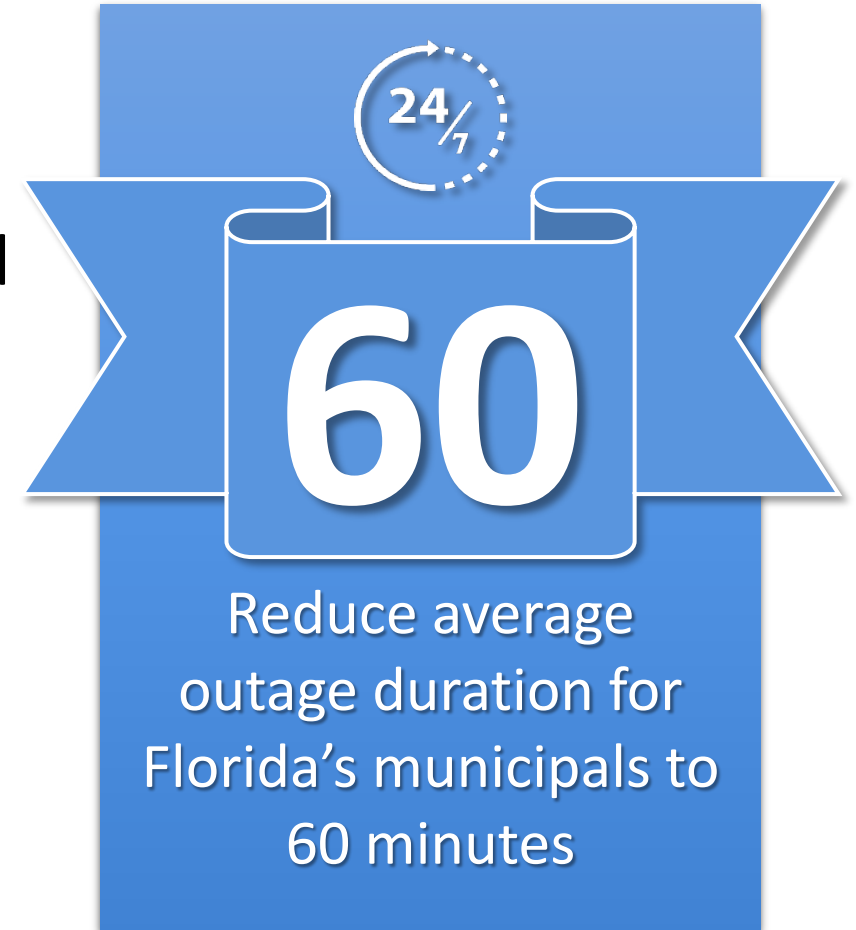
5b – Distribution Reliability Best Practices Toolkit

Member Services Advisory Committee
August 10, 2021

Helping Members Enhance Reliability to Customers

Investment Needed in Electric System to Improve Performance

- Customers expect reliable power
- Investor-owned utilities (IOUs) are making system investments and setting new standard for reliability
- Some municipals perform excellent in reliability but performance on some indices varies widely
- Municipals could benefit from reliability best practices to enhance customer satisfaction

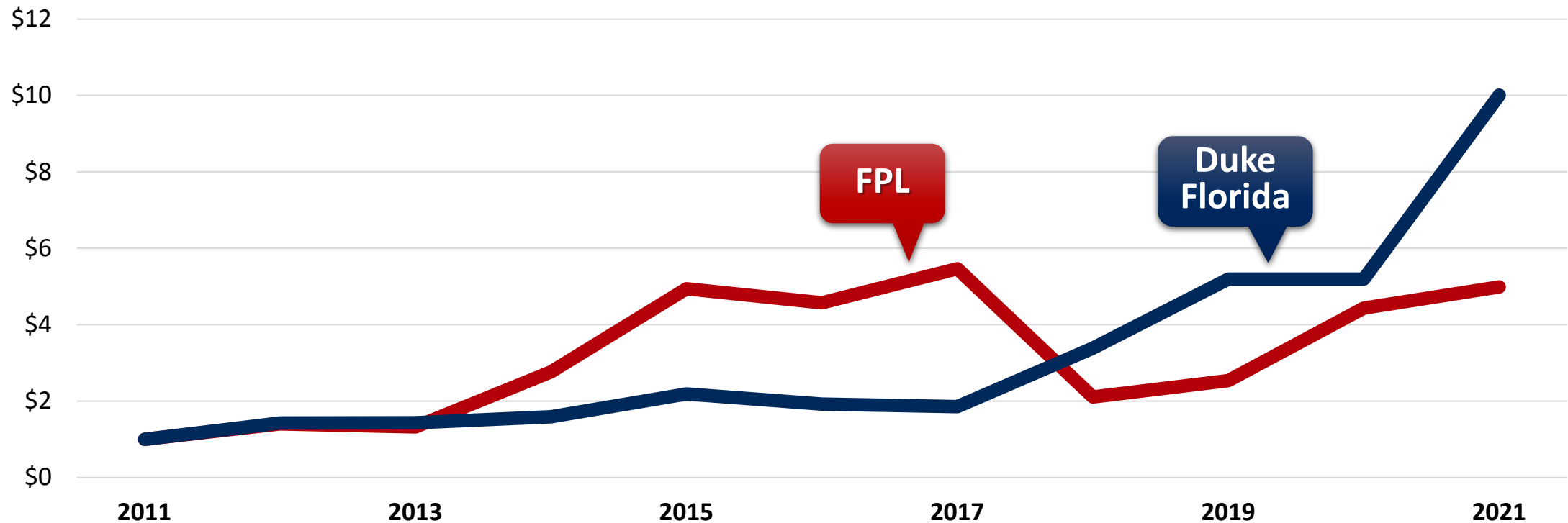


IOU Spend on Reliability Up ~4-10 Times Since 2011

Reinvestment in the System Impacts Reliability Performance

Investor-Owned Utility (IOU) Spending on Reliability

Indexed spending from base year of 2011



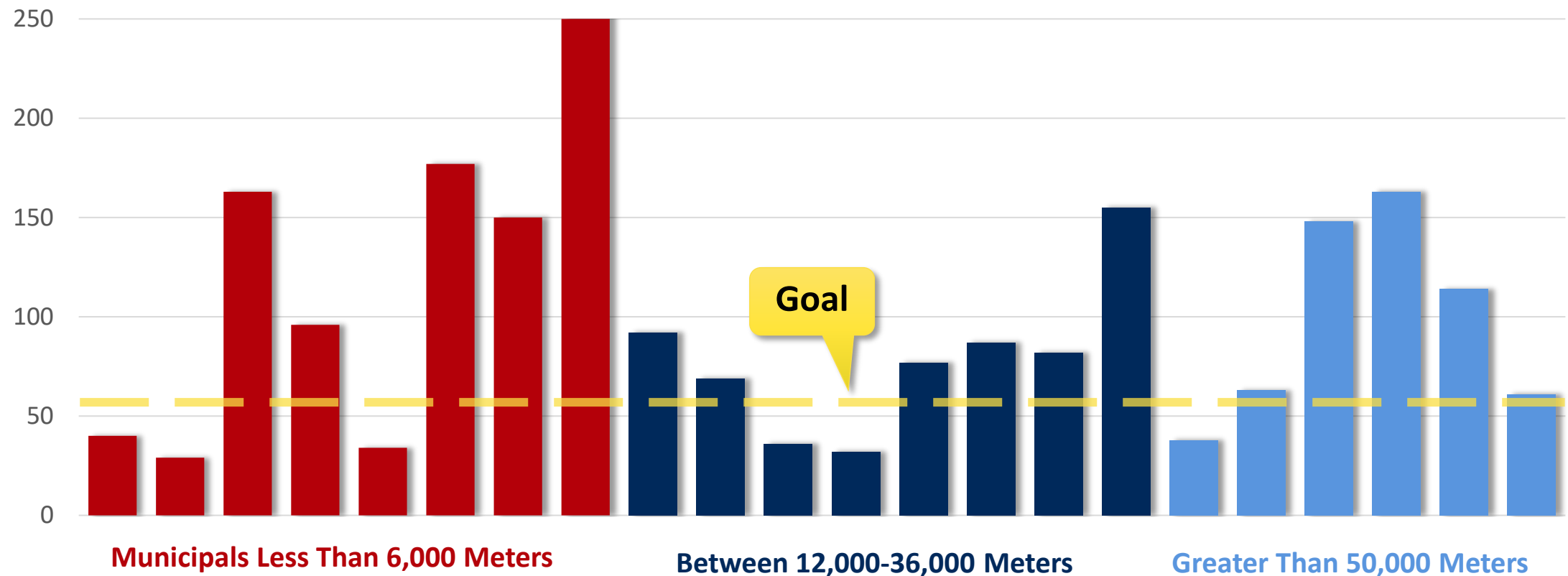
SOURCE: Distribution Reliability Report filed with Florida Public Service Commission

Municipal Reliability Performance Varies Widely

Significant Effort Needed to Meet SAIDI Goal of 60 Minutes

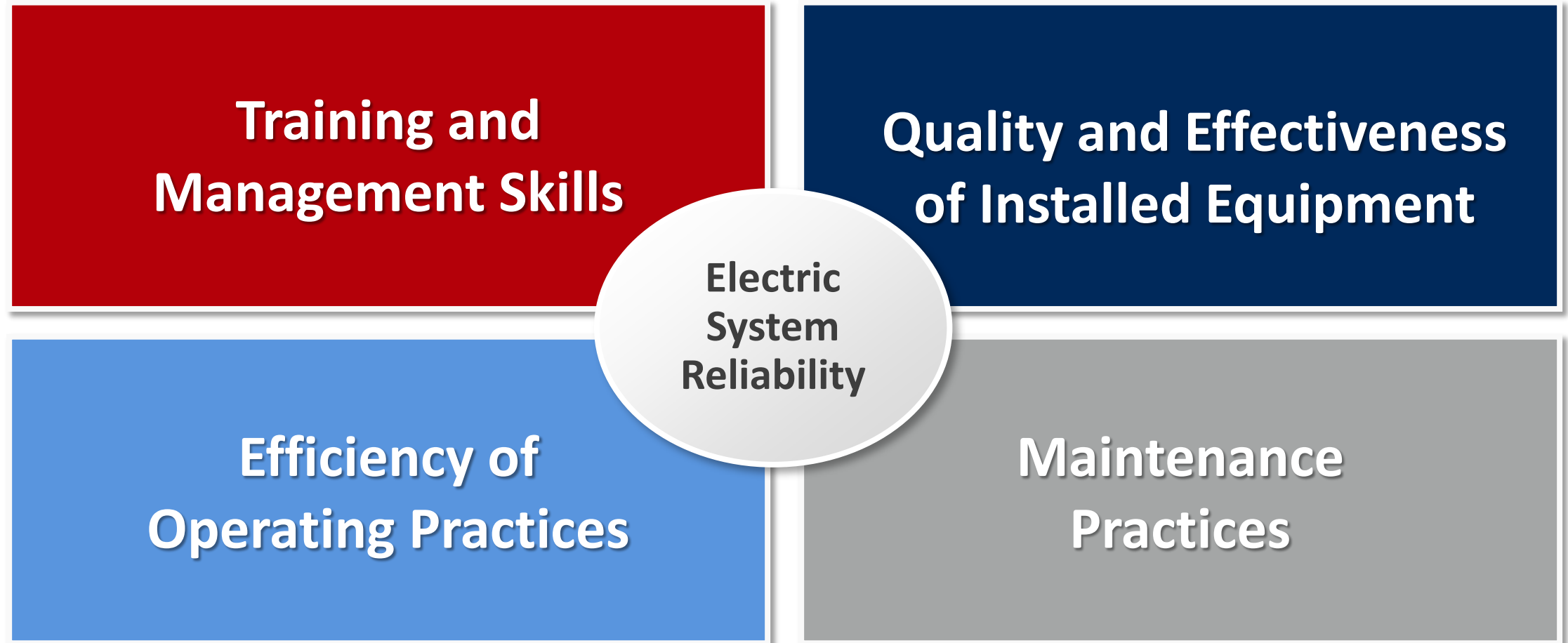
Average Outage Duration (SAIDI) for Municipals That Provide Data to FMPA

In minutes for CY 2020























Best Practices Form the Foundation for Reliability













FMPA Can Help in All Areas That Impact Reliability










Fundamental Best Practices & FMPA Support Available

Fundamental Best Practices	SME Support at FMPA Available	FMPA Contract Services Available	Consultant MSA Available
1. Vegetation management			
2. Pole inspection and replacement			
3. Wildlife mitigation			
4. Lightning protection			
5. Circuit inspection			
6. Padmount equipment inspection/replacement			
7. Underground cable replacement			
8. Fault indicators			
9. Substation inspection and maintenance			
10. Dissolved gas analysis			

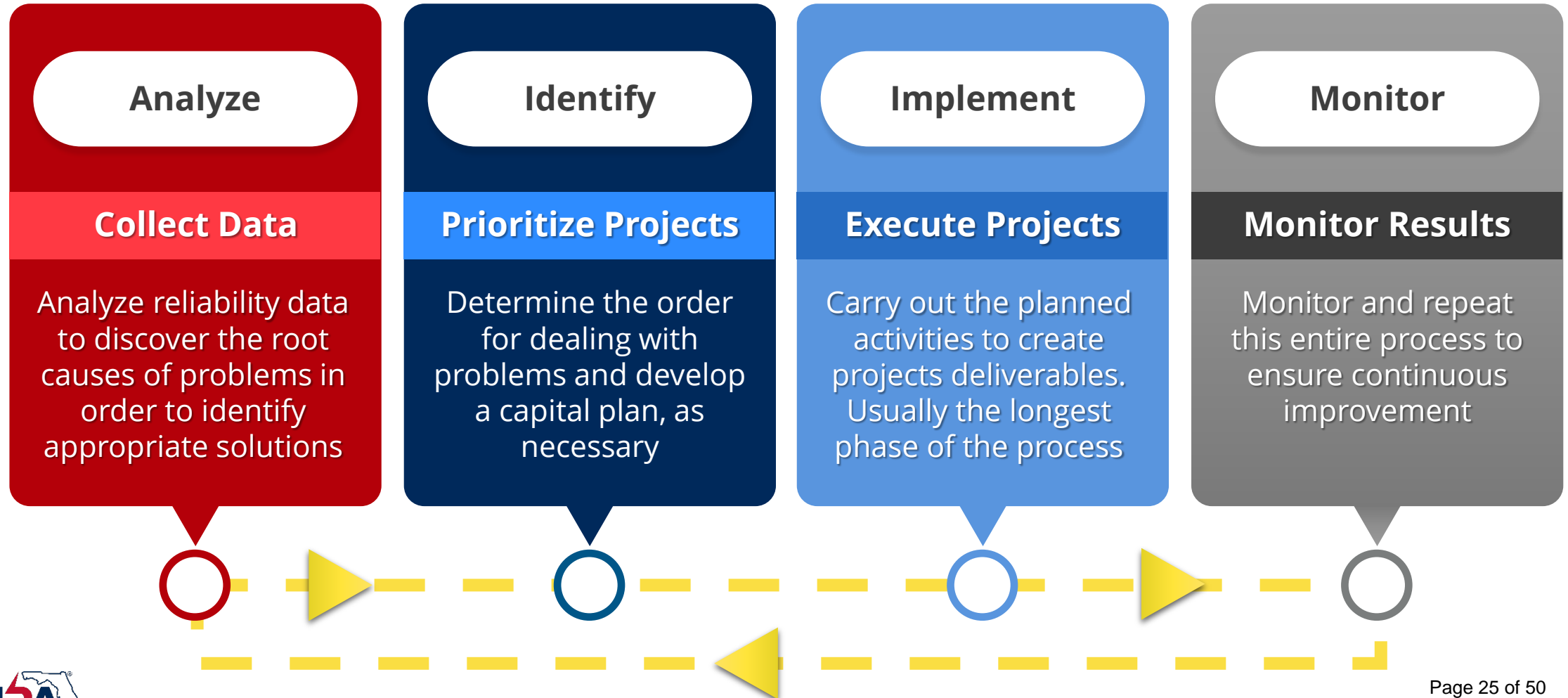
Other Best Practices & FMPA Support Available

Advanced Best Practices	SME Support at FMPA Available	FMPA Contract Services Available	Consultant MSA Available
1. Feeder sectionalizing and lateral reclosing			
2. Targeted hardening			
3. Selective undergrounding			
4. Distribution automation			

Studies and Other Best Practices	SME Support at FMPA Available	FMPA Contract Services Available	Consultant MSA Available
1. Staff training and tools for outage reporting			
2. Reliability analysis			
3. Protection coordination studies			
4. Distribution planning			

Reliability Requires Continuous Process Improvement

A Typical Process to Apply Best Practices



Conclusion: Focus Needed to Improve Reliability

As Wholesale Costs Come Down, Need to Invest in Systems

- IOUs investing in their systems are achieving best-ever performance
- Municipals of all sizes need to focus on reliability. If we don't improve, we risk falling behind
- Municipal investment on maintenance and system improvements required to reverse the trends
- FMPA offers subject-matter experts and an array of contract services to support munis with implementation of reliability best practices

**AGENDA ITEM 5 – INFORMATION
ITEMS**

c) Update on Mobile Substation Project

**FMPA Member Services Advisory
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5c – Mobile Substation Project Update

Member Services Advisory Committee

August 10, 2021

Substation Redundancy Critical to Reliability

Exploring Joint Action Approach to Attain Economies of Scale

- FMPA Board asked staff to investigate options for mobile substation
- Eight members provided a non-binding expression of interest
 - Bartow, Homestead, Jacksonville Beach, Key West, Lake Worth Beach, Leesburg, New Smyrna Beach and Winter Park
- Staff proposed a long-term contract with an operator-owner of the asset, who would store, maintain and deploy, when requested

Project Timeline for Remaining Steps

Protracted Schedule Due to COVID Delays, Manufacturer Lead Time

Key Step	Anticipated Completion
Collect key data for substations of interested members	Completed September 2020
Review with members key assumptions for candidate substations	Completed April 2020
Issue bid	August 2021
Present evaluation of responses to members	September 2021
Obtain firm commitment from members	November 2021
Execute contract	January 2022
Mobile substation available for deployment	December 2022

**AGENDA ITEM 5 – INFORMATION
ITEMS**

**d) Evaluation of Potential Substation
Services**

**FMPA Member Services Advisory
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5d – Evaluation of Potential Substation Services

Member Services Advisory Committee

August 10, 2021

Substation Reliability a Significant Concern

What We've Heard from Our Members

Our staff are lineworkers
with limited substation
knowledge/experience

We have substation
staff who have limited
time and resources

FMPA
Members

How do we validate the
contractors who work for us?

We're not sure our
processes are current
best practices

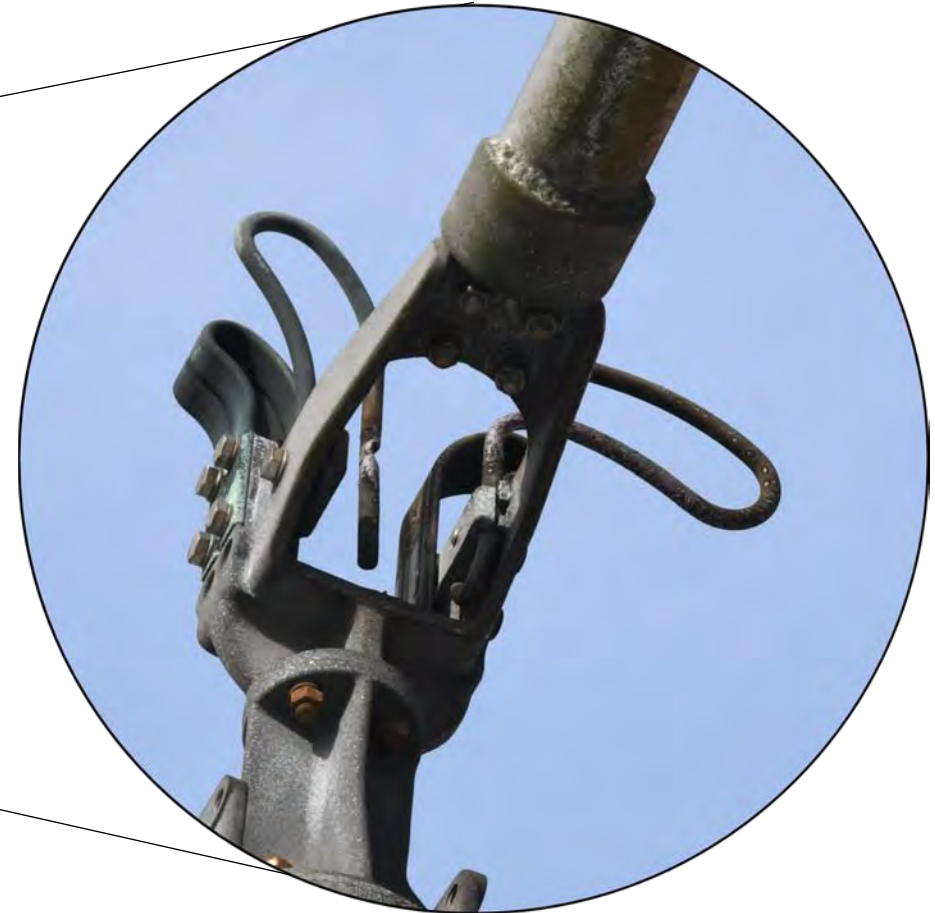
FMPA Responds to Member Needs

Add Substation SME to Member Services – Begin Introductions

- Alan O'Heron has significant experience in substation operations
- FMPA Engineering has been assisting several members with current substation-related projects
- Alan has met with many members to learn more about each member's specific circumstance
- We will continue to meet with members to better understand individual needs

Assist with Substation Inspection to Identify Concerns

Circuit Switcher Damaged During Operation



Assist with Process Review to Note Procedural Gaps

Checklists Would Help Identify Concerns Early



Water Intrusion

Evident from
rust

Corrosion
concern

Regular
inspection
needed



Provide Support on Capital Improvement Projects

FMPA Assisted on a Breaker Replacement Project



Expanding Substation Services for Members

Possible Paths to Bring Value to Each Community

Facilitate	Facilitate educational opportunities specifically for non-substation personnel
Expand	Expand educational and networking opportunities for substation personnel
Provide	Provide review of member inspection processes and system documentation
Deliver	Deliver a member specific program outline of potential substation needs
Offer	Offer SME support for current and emerging substation projects

**AGENDA ITEM 5 – INFORMATION
ITEMS**

**e) Next Steps on Lineworker and Safety
and Training Programs**

**FMPA Member Services Advisory
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5e – Next Steps on Lineworker Safety and Training Programs

Member Services Advisory Committee

August 10, 2021

New Safety Program Kicked Off July 1, 2021

TVPPA Off to Good Start, Being Prepared & Accommodating



Many meetings in July rescheduled due to tropical storm/hurricane Elsa



August dates and topics have been scheduled



September dates and topics have been scheduled

Classes have been well received

“Great class, look forward to them coming back”

“Went well, very knowledgeable, good interaction”

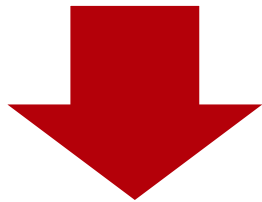
“I was pleasantly surprised, enjoyed the class”

New Training Program Has Bit of a Learning Curve

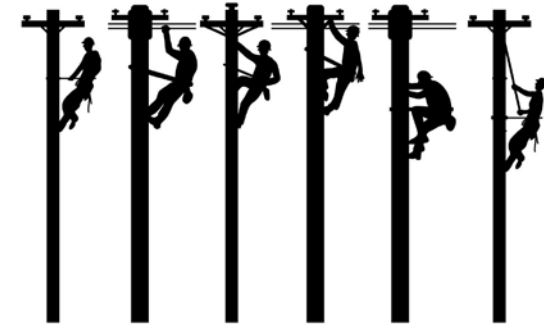
Cost Changes & Scheduling Have Been Issues to Work Through



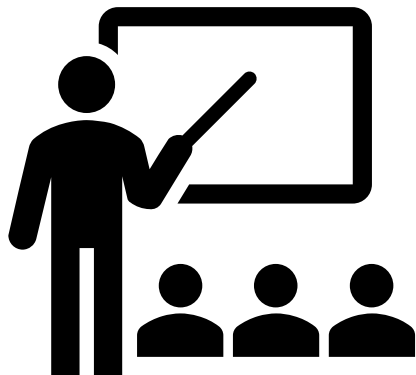
Apprentice classes more in depth
and have longer term



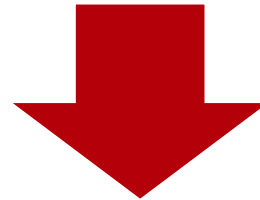
Higher overall cost



Vecteezy.com



Covid created a significant
demand



Foreman Academy and Advanced
Lineworker compete for schedule

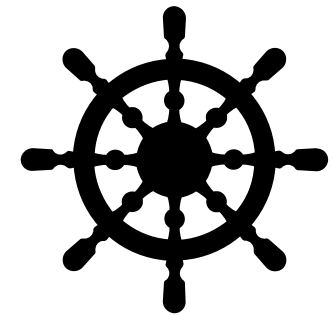
Next Steps: Monitor Implementation, Seek Feedback

All Invited to Safety Program Steering Committee Meeting

Continue to monitor safety meetings
and keep pulse on member satisfaction



Safety Program Steering Committee
meeting scheduled for October 12 from
9:30 a.m. to 11 a.m. at FMPPA



**AGENDA ITEM 5 – INFORMATION
ITEMS**

**f) Update on AMI MDM / Analytics
Working Group**

**FMPA Member Services Advisory
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5f – Update on AMI MDM/Analytics Working Group

Member Services Advisory Committee

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Action Items from AMI Workshop in September 2020

Serving a Range of AMI Interests Among FMMPA Members

Create AMI Information Exchanges

FMMPA held an AMI Roundtable on April 28, 2021, and 43 people from 18 utilities participated via phone or in person

Develop Minimum Requirements Document

Document created with recommendations for minimum AMI system requirements that could be used in a request for proposals for AMI system

Create Working Group to Explore MDM/Analytics

FMMPA create a working group to continue discussion of meter data management and data analytics. Group met on May 26, 2021

MDM/Analytics Diverse Implementation

Variety of AMI and MDM Vendors Across FMPPA's Membership

13

Members at some stage of AMI deployment

8

Members use MDM in some form

7

MDM Vendors

4

AMI Vendors

Members Met to Discuss Possible Synergies

10 of the 13 Deployed/Deploying Systems Attended

Most mature systems still exploring how to best use MDM

One member starting over with MDM implementation

Group felt AMI vendor-specific groups would be helpful

FMPPA will facilitate small group discussions

FMPPA will continue to offer AMI Roundtables

**AGENDA ITEM 6 – MEMBER
COMMENTS**

**FMPA Member Services Advisory
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AGENDA ITEM 7 – ADJOURNMENT

**FMPA Member Services Advisory
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