



## **MEMBER SERVICES ADVISORY COMMITTEE**

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### **TELEPHONIC MEETING AGENDA PACKAGE**

**February 7, 2022**

**1:00 p.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**

**Monday, February 7, 2022**

**1:00 p.m.**

**Teams Meeting 321-299-0575**

**Meeting No. 805 420 878#**

**Florida Municipal Power Agency**

**8553 Commodity Circle**

**Orlando, FL 32819**



# MEMORANDUM

**TO: FMPA Member Services Advisory Committee (MSAC)**

**FROM: Mark McCain**

**DATE: January 31, 2022**

**RE: Member Services Advisory Committee (MSAC) Telephonic/Teams Meeting**  
**Monday, February 7, 2022 at 1:00 PM [Note Time]**

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

**DIAL-IN INFORMATION: 321-299-0575**  
**Meeting Number 805 420 878#**

**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 – Meetings Held April 7, 2021 and August 10, 2021
- 4. Action Item**
  - a. Revising Guidelines for Chargeable Member Service Projects
- 5. Information Items:**
  - a. Update on Member Reliability Efforts (Cairo Vanegas)
  - b. Update on Mobile Substation Project (Cairo Vanegas)
  - c. Update on Lineworker Safety Program (Mike McCleary)

- d. Update on Expanded Substation Services (Mike McCleary)
- e. Member Services 2021 Year in Review (Mark McCain)
- f. Update on 2022 Training & Events Calendar (Sharon Samuels)

## 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  
February 7, 2022**

**AGENDA ITEM 2 – SET AGENDA**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**

**AGENDA ITEM 3 – CONSENT  
AGENDA**

- a) Approval of Minutes – Meeting Held  
April 7, 2021 and August 10, 2021**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**

**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

**MINUTE NOTES**  
**TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING**  
**TUESDAY, AUGUST 10, 2021**  
**FLORIDA MUNICIPAL POWER AGENCY**  
**8553 COMMODITY CIRCLE**  
**ORLANDO, FL 32819**  
**At 10:30 AM**

**PARTICIPANTS PRESENT VIA TELEPHONE**

Fort Pierce	Paul Jakubczak
Homestead	Billy Branch
Kissimmee	Jason Terry
Mount Dora	Steve Langley
Winter Park	Dan D'Alessandro

**PARTICIPANTS ABSENT**

Jacksonville Beach	Allen Putnam
Key West	Julio Torrado
New Smyrna Beach	Joe Bunch
Newberry	Dallas Lee
Wauchula	James Braddock

**OTHERS PRESENT**

Lynne Tejeda, Key West

**STAFF PRESENT**

Dan O'Hagan, Assistant General Counsel and Regulatory Compliance Counsel  
Mark McCain, Asst. General Manager, 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  
Alan O'Heron, Manager of Member Services Development  
Cairo Vanegas, Manager of Member Services Development  
Sharon Samuels, Member Services Programs and Procurement

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

The MSAC Chairman Joe Bunch, New Smyrna Beach, was not available to Chair the meeting. The meeting convened at 10:32 a.m. on Tuesday, August 10, 2021. The telephonic meeting was held in the 1<sup>st</sup> 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 not declared with only 5 members present out of a possible 10.

The Committee decided to elect a Chair Pro Tem to call the FMPA Member Services Advisory Committee (MSAC) meeting to order.

**MOTION:** Dan D'Alessandro, Winter Park, nominated Billy Branch, Homestead, to act as Chair Pro Tem. Paul Jakubczak, Fort Pierce, seconded the motion. Motion carried unanimously.

With no quorum present, no action could be taken by the Committee. Only Information Items were discussed.

## **ITEM 2 – SET AGENDA (BY VOTE)**

No quorum present to set the agenda.

## **ITEM 3 – CONSENT AGENDA**

### **Item 3a – Approval of Minutes – Meeting Held April 7, 2021**

No quorum present to approve the Consent Agenda. This item will be brought back to the next Member Services Advisory Committee meeting.

## **ITEM 4 – ACTION ITEM**

a. None

## **ITEM 5 – INFORMATION ITEMS**

### **Item 5a – Follow Up on FMPA's Strategic Plan Related to Member Services**

Mark McCain discussed the follow up on FMPA's Strategic Plan Related to Member Services.

### **Item 5b – Distribution Reliability Best Practices Toolkit**

Cairo Vanegas reported on the Distribution Reliability Best Practices Toolkit.

### **Item 5c – Update on Mobile Substation Project**

Cairo Vanegas gave an Update on the Mobile Substation Project and timeline.

### **Item 5d – Evaluation of Potential Substation Services**

Mike McCleary presented information on the Evaluation of Potential Substation Services.

### **Item 5e – Next Steps on Lineworker Safety and Training Programs**

Mike McCleary reported on the Next Steps on Lineworker Safety and Training Programs.

**Item 5f – Update on AMI MDM / Analytics Working Group**

Mike McCleary updated the MSAC on AMI MDM / Analytics Working Group.

**ITEM 6 – MEMBER COMMENTS**

None

**ITEM 7 – ADJOURNMENT**

There being no further business, the meeting was adjourned at 11:33 a.m.

Approved: \_\_\_\_\_

BB/su

**AGENDA ITEM 4 – ACTION ITEMS**

- a) Revising Guidelines for Chargeable  
Member Services Projects**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# **4a – Revising Guidelines for Chargeable Member Service Projects**

Member Services Advisory Committee  
February 7, 2022

# Two Years Since Chargeable Service Policy Adopted

## *MSAC Requested Periodic Updates on Policy Implementation*

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- FMPA has a policy governing when to bill for significant time on individual member projects so those projects not subsidized by others
- When MSAC approved the guidelines for chargeable member services, MSAC requested periodic updates on the policy's implementation
- Many service projects provided to date but only 7 chargeable
- Question: To mitigate any potential subsidy concerns, should the hourly threshold for chargeable services be lowered from the current 120-hour level (i.e., hours above 120 charged)?

# Highlights of FMMPA's Existing Chargeable-Service Policy

## *Billings Contribute to Cost Recovery for Significant Services*

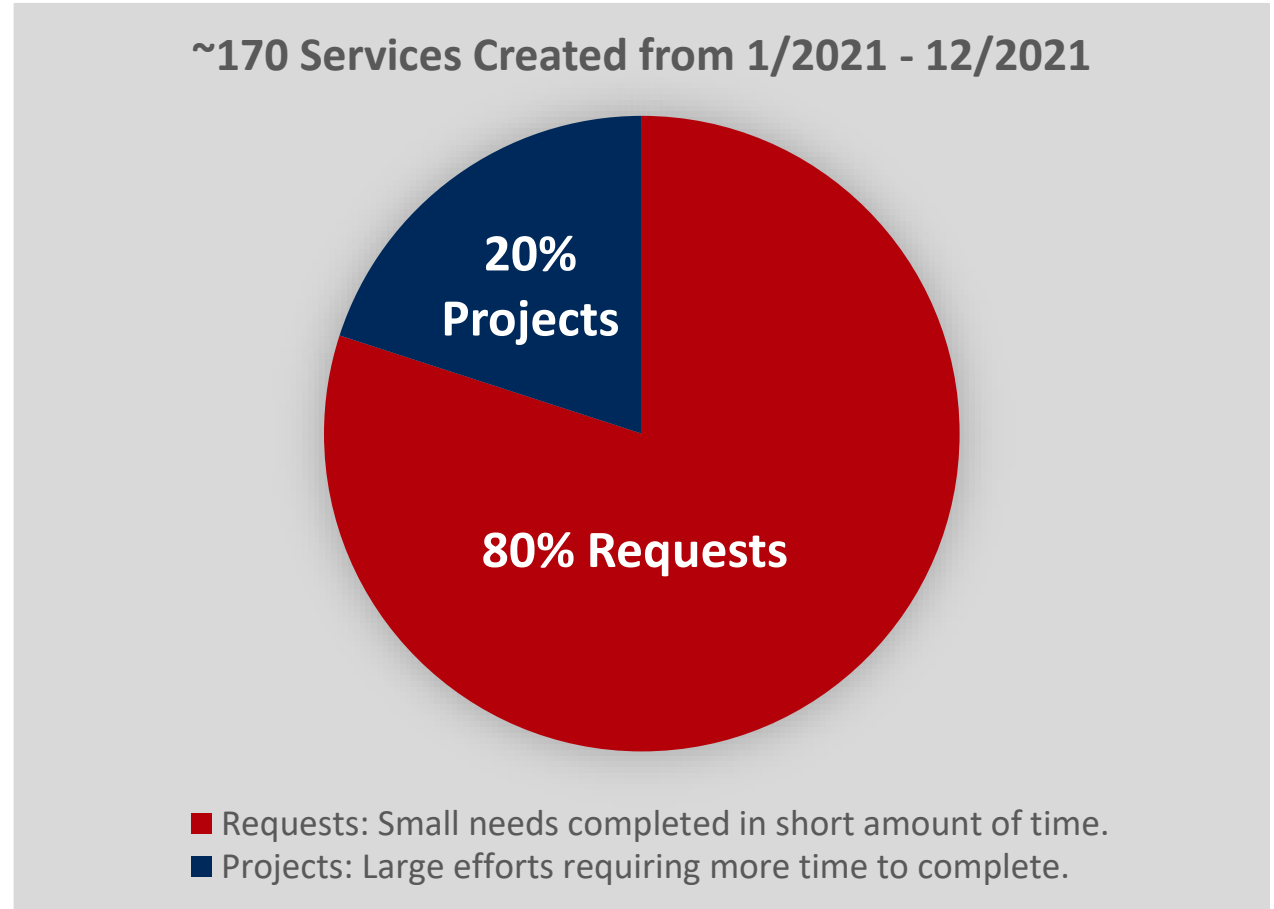
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- Existing policy approved by MSAC in October 2019 and by FMMPA's Board of Directors in January 2020; last update to MSAC in April 2021
- “Significant projects” defined as more than 120 staff hours, includes worked performed by FMMPA or FMMPA's project-management 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



# FMPA Initiated ~170 Individual Service Projects/Request *Provided Services Supporting 30 of FMPA's 31 Members\**

- FMPA initiated ~170 service projects/requests for individual members in 2021
- “Services” includes multi-step “Projects” as well as smaller “Requests”
- The services supported 30 of FMPA's 31 members



# FMPA Provides Additional Services to Members

## *Many Individual Member Service Efforts in These Four Areas*

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### Legal

- Assisted 28 of 31 members
- ~35 projects on variety of issues, such as territory, contracts, regulatory, tax and retail rate structure

### Regulatory Compliance

- Bi-weekly calls (approx. 13 members)
- 2 Peer Reviews
- Compliance Workshop - 2-day event; 12 member cities in attendance
- Standard review/voting; Commented on 10 proposed standards

### Transmission Support

- Interconnections and transmission scenarios
- Short circuit requests and protection evaluations
- NERC compliance support

### Human Resources

- Salary survey
- Interview panel
- Policy development
- Job postings

# In Past 2 Years, 7 Projects with Estimates $\geq$ 120-Hours

## *Most Projects Fall Below the Chargeable 120-Hour Threshold*

Completed Projects	Estimated Hours	Actual Hours	Chargeable Hours	Revenue <sup>1</sup>
Operational Business Plan	188	176.5	56.5	\$5,650
Information Technology Assistance	370	371.25	251.25	\$25,125
Financial Statement Preparation	140	76.5	--	

Ongoing Projects	Estimated Hours	Actual Hours to Date	Potentially Chargeable	Potential Revenue <sup>1</sup>
Substation Project	116	36.5	0	--
Substation Interconnection	388	107	268	\$26,800
Financial Statement	120	31	0	--
Substation Interconnection	406	61	286	\$28,600

# 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	176.5	\$5,650	\$9,650
Information Technology Assistance	371.25	\$25,125	\$29,125
Financial Statement Preparation	76.5	--	--
Substation Project	116	--	\$3,600
Substation Interconnection	388	\$26,800	\$30,800
Financial Statement	120	--	\$4,000
Substation Interconnection	406	\$28,600	\$32,600
<b>TOTAL</b>		<b>\$86,175</b>	<b>\$109,775</b>

For the most active project managers, 80 hours/project, times 12 projects would equal nearly 50% of their annual time.

# MSAC Might Want to Consider Reducing the Threshold

## *Lower Chargeable Level Could Mitigate Any Subsidy Concerns*

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- MSAC requested periodic updates on policy's implementation
- During the first two years of implementation, there have been only seven chargeable projects above or near the 120-hour threshold
- To mitigate any potential concerns about subsidizing individual members projects, MSAC might want to consider reducing the threshold
- Several FMPA members that used services indicated they would be willing to pay more, considering the services/value they received
- Reducing chargeable threshold to 80-hours should not impact many more projects, thus balancing cost recovery with added administrative burden

# Recommended Motion

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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

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January 2020  
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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, unrelated 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) Update on Member Reliability Efforts**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# 5a – Update on Member Reliability Efforts

Member Services Advisory Committee

February 7, 2022

# Growing Member Interest for Reliability Projects

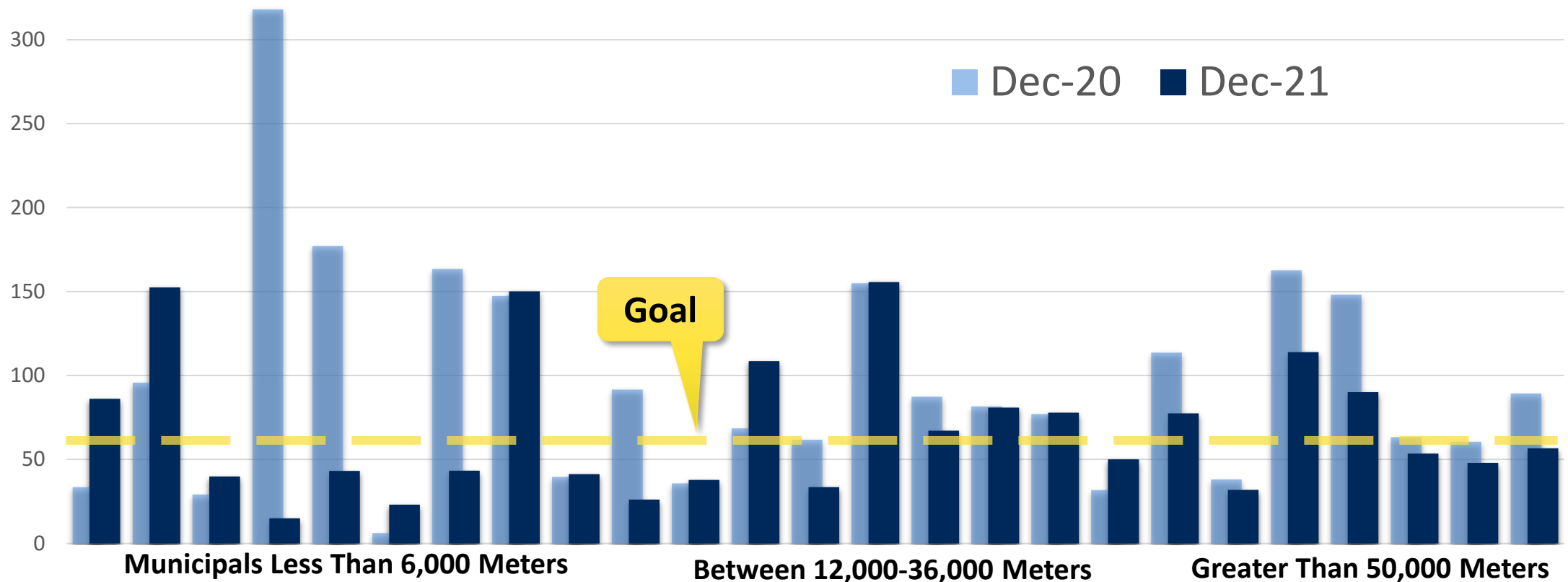
## *FMPA Support Available from SMEs, Consultants & Contracts*

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- **Fort Meade:** Recloser deployments (complete), breaker #5 replacement
- **Bartow:** TripSaver deployments (Phase I & II completed; Phase 3 on-going), protection coordination study
- **New Smyrna Beach:** Five-Year Construction Work Plan (complete), maintenance programs best practices
- **Mount Dora:** Protection coordination review on two feeders
- **Alachua:** TripSaver deployments
- **Clewiston:** Substation improvements
- **Wauchula:** Five-year capital plan

# Preliminary CY '21 SAIDI Data Showing Improvement Through December, Overall SAIDI Close to 60 Minute Goal

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





# Current SAIDI of 64 Minutes a 28% Improvement

*14 Cities Have SAIDI Below 60, Twice as Many as in CY 2020*

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- Current median SAIDI is 53.5 with 4 cities exceeding 100 minutes; 2020 median SAIDI was 81.5 with 8 cities exceeding 100 minutes
- Of the 17 cities with SAIDI above 60 minutes in 2020, 12 improved performance in 2021
- Some of the best improvements in cities focusing on reliability, including Bartow, Clewiston, Newberry and Starke
- Full report later this year when IOU comparative data is available

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

**b) Update on Mobile Substation Project**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# 5b Mobile Substation Project Update

Member Services Advisory Committee

February 7, 2022

# Substation Redundancy Critical for Reliability

## *Joint Action Approach Necessary to Attain Economies of Scale*

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- Board asked staff to investigate mobile substation on December 2019
- Staff proposed a long-term contract with an operator-owner of the asset who would store, maintain and deploy when requested
- Eight members have provided a non-binding expression of interest
  - Keys, Homestead, Lake Worth Beach, New Smyrna Beach, Leesburg, Winter Park, Bartow, Jacksonville Beaches

# Project Timeline for Remaining Steps

## *Protracted Schedule Due to COVID Delays*

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- Substation data collection for interested members completed April 21
- Next step to issue RFP in coming weeks
- Discussions with transformer manufacturers have revealed risks to the project
  - Manufacturer preference to build conventional transformers
  - Supply chain impacting lead times and prices

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

**c) Update on Lineworker Safety  
Program**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# 5c – Lineworker Safety Program Update

Member Services Advisory Committee

February 7, 2022

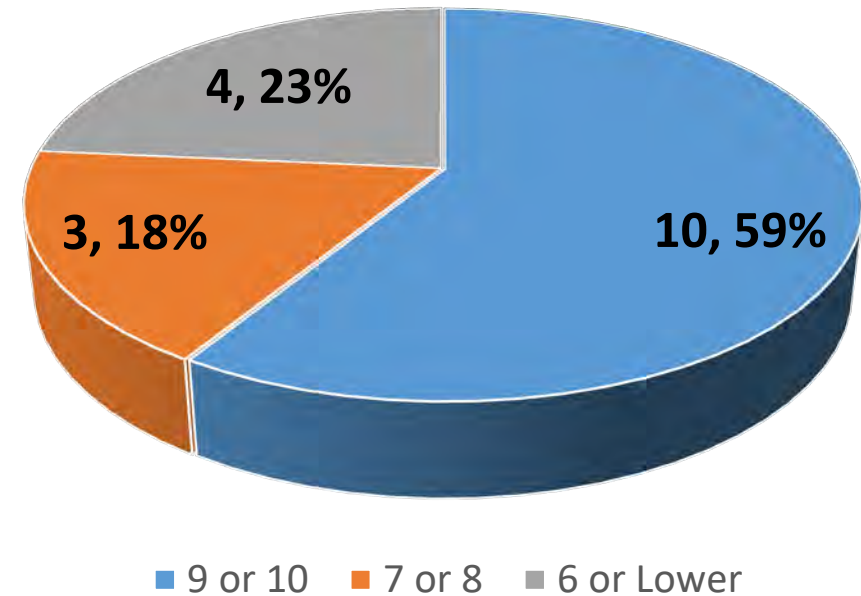
# New Lineworker Safety Program Went Live July 2021

## *Program Committee Met in October for Initial Feedback*

- Two surveys performed prior to Steering Committee meeting
  - One survey to utility Program Managers, who manage the meetings for each utility
  - Another survey to training program Participants (i.e., lineworkers)
- Steering Committee feedback
  - Initial scheduling was not optimal, had some growing pains
  - Overall program is going well with room for improvement

How satisfied are you with the scheduling of meetings?

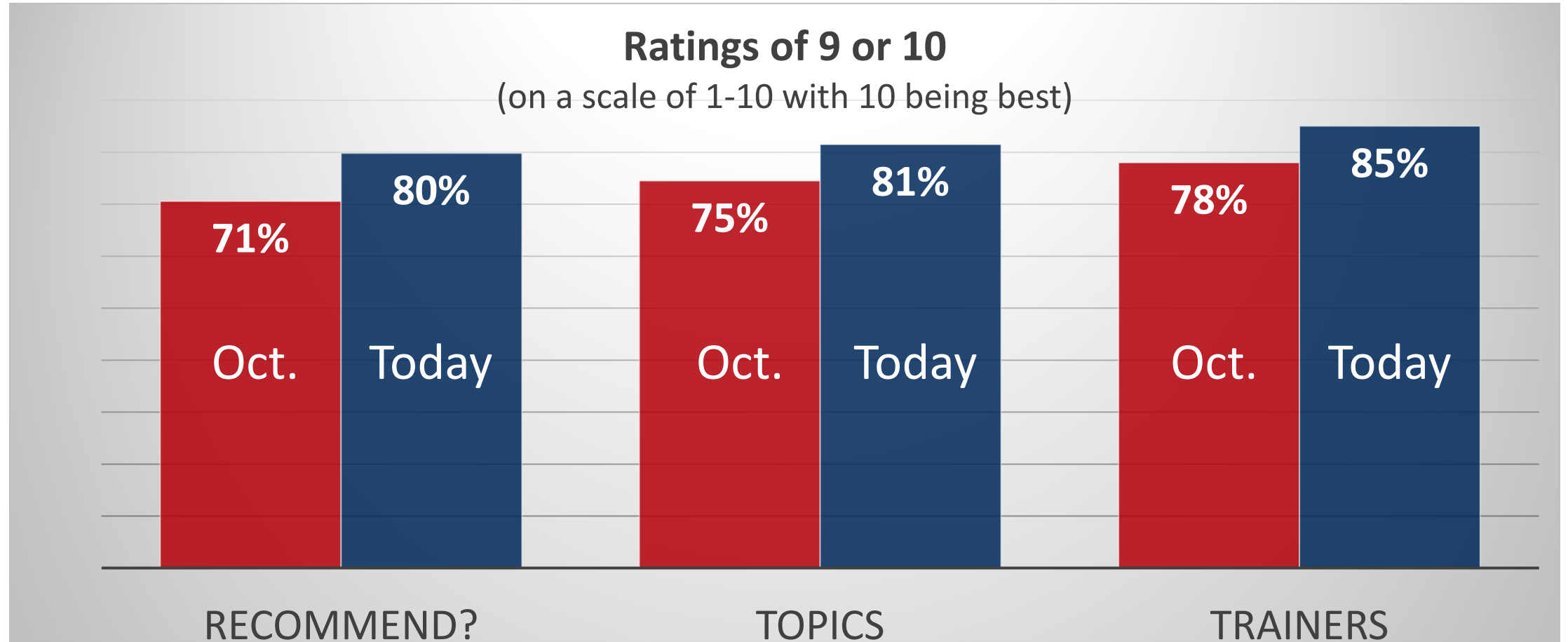
17 Program Mangers Responded





# Continue to Survey Participants After Safety Meetings

*Program Receiving High Marks and Ratings Trending Upward*



# Safety Program Off to a Good Start in Its First Year

*Scheduling Has Improved, and Other Services Being Utilized*

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All meetings  
have been  
scheduled  
for 2022

A member  
has utilized  
the “Safety  
Audit”  
service

Members  
not in Safety  
Program are  
participating  
in other  
training

Next  
Steering  
Committee  
meeting  
April 19

Microsoft Teams site created to facilitate communication  
among Steering Committee members

# Looking Ahead to Annual Program Confirmation

*FMPA Will Aim to Grow Program Participation for Next Term*

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March 1

- TVPPA provides cost of safety meetings for next term

April 1

- FMPA members provide FMPA with commitment to participate for the next term and confirm number of enrolled lineworkers

May 1

- FMPA provides participants with Schedule A cost for the next term, effective October 1

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

**d) Update on Expanded Substation  
Services**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# **5d - Expanded Substation Services for 2022**

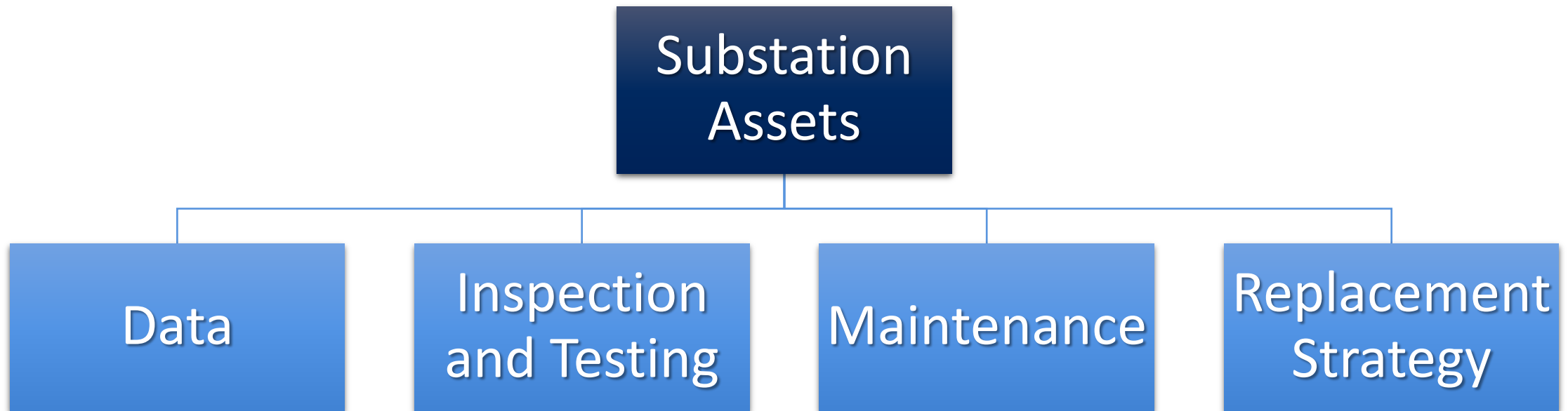
Member Services Advisory Committee

February 7, 2022

# Assist Members With Substation Asset Management

## *Developing a Tool for Creating a Substation Maintenance Plan*

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# Asset Database Helps Manage a Range of Variables

## *Easily Evaluate Cost & Impact of Alternative Plan Strategies*

Transmission Breakers			2022						2023						
LOCATION	S/N	Maint Year	Age	Replace?	Replace Cost	Maint Years	Maintain?	Maintain Cost	Age	Replace?	Replace Cost	Maint Year			
US 1 Substation	52270-5	2016	21	NO		6	NO		22	NO		7			
US 1 Substation	52270-8	2018	21	NO		4	NO		22	NO		5			
US 1 Substation	52270-9	2020	21	NO		2	NO		22	NO		3			
US 1 Substation	20916-2	2012	15	NO		10	YES	\$2,400.00	16	NO		1			
US 1 Substation	101125-01	2016	49	NO		6	NO		50	YES	\$75,000.00	0			
			2022						2023						
			Replace	0		Maintain	5		Replace	1		Maintain			
			Replacement Cost			\$0.00	Maintenance Cost			\$13,600.00	Replacement Cost			\$75,000.00	Maintenanc
			2022	Capital Cost	\$0.00	2022	O&M Cost	\$13,600.00	2023	Capital Cost	\$75,000.00	2023	O&M Cost		
			<b>10 Year Cost</b>												
			10 yr Replacement Cost			\$75,000.00									
			10 yr Testing Cost			\$42,200.00									
			10 yr Maintenance Cost			\$111,600.00									
			<b>Replacement Strategy</b> <b>50</b> years						<b>Maintenance Interval</b> <b>10</b> years						
			<b>Replacement Costs</b>						<b>Maintenance Costs</b>						
			230kV			\$180,000.00	230kV			\$3,600.00					
			138kV			\$100,000.00	138kV			\$2,800.00					
			115kV			\$90,000.00	115kV			\$2,400.00					
			69kV			\$75,000.00	69kV			\$2,400.00					
			27kV			\$30,000.00	27kV			\$1,200.00					
			13.8kV			\$24,000.00	13.8kV			\$1,200.00					

Sample Tab From Planning Tool

# Testing the Prototype Planner With a Few Initial Cities

*Intend to Roll Out the Planner to Other Cities in 2022*

---

## Members with a Planner

- Mount Dora
- Clewiston
- Fort Meade
- New Smyrna Beach
- Keys Energy (in progress)

## Rollout Plans for 2022

- Havana
- Green Cove Springs
- Homestead
- Alachua
- Winter Park
- Bartow



# Looking to Expand Substation Service Agreements

*Members Have Expressed Interest in Additional MSAs*

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What Master Service Agreements (MSA) would members most like to have?

- DGA testing
- Transformer testing
- Breaker timing testing
- Battery testing
- MSAC recommendations?

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

**e) Member Services 2021 Year in Review**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# **5e – Member Services 2021 Year in Review**

Member Services Advisory Committee

February 7, 2022

# Calendar Year 2021 Highlights for Member Services

*All Members Participated in at Least One FMPA Service Offering*

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**100%**

FMPA  
member  
participation

## Service Offerings

31 FMPA member utilities engaged in at least one service offering from FMPA in 2021

## Member Projects

FMPA was engaged by its members to help manage 26 projects in 2021

## RFPs

23 agreements available to members through Joint Purchasing with 16 FEMA compliant, an increase from 2020

## Training

149 participants attended events in 2021, representing 20 FMPA members, which was lower than 2020

# What Types of Services Does FMPA Provide?

## *Operations, Purchasing, Training, Professional and More*

### Operations Support

- Distribution Reliability Measurement Program
- Peer Review or Operational Review
- Power Quality Investigations
- Hurricane Assistance
- Substation Services

### Technical Training

- Lineworker Safety Program
- Lineworker, craft and management training
- Substation Training
- Safety Compliance
- Customized training upon request

### Purchasing

- Joint Purchasing Project
- Joint Services Procurement
- AURSI support (procurement platform)
- FEMA compliance support

### Professional Services

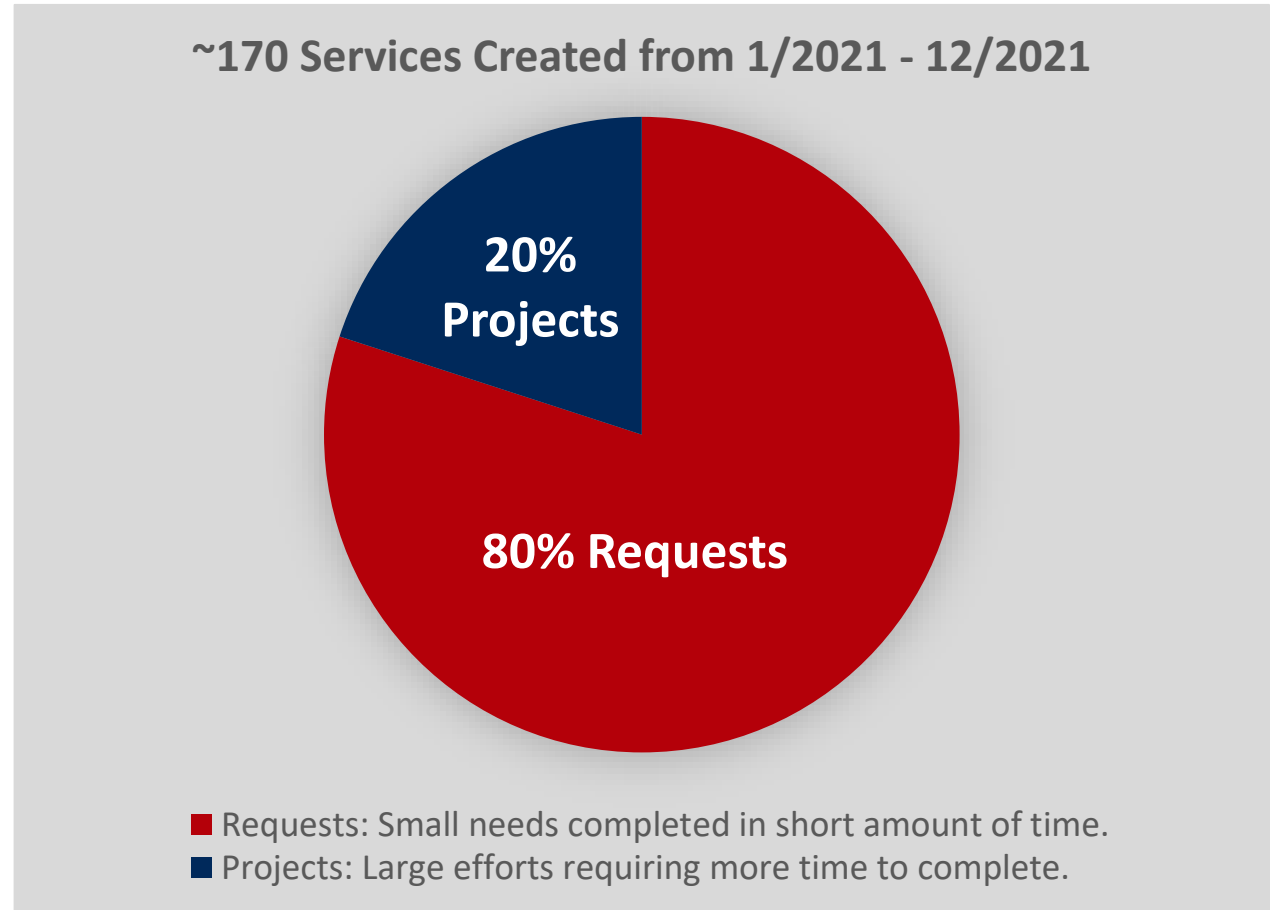
- Legal
- Regulatory Compliance
- IT and Cybersecurity
- Utility Rate Services
- Salary Survey
- Email Surveys
- Accounting & Finance

### Roundtables

- Human Resources
- Purchasing
- Meter Technician
- Lineworkers
- Regional Crew Leader
- Distribution Reliability
- System Control Operator

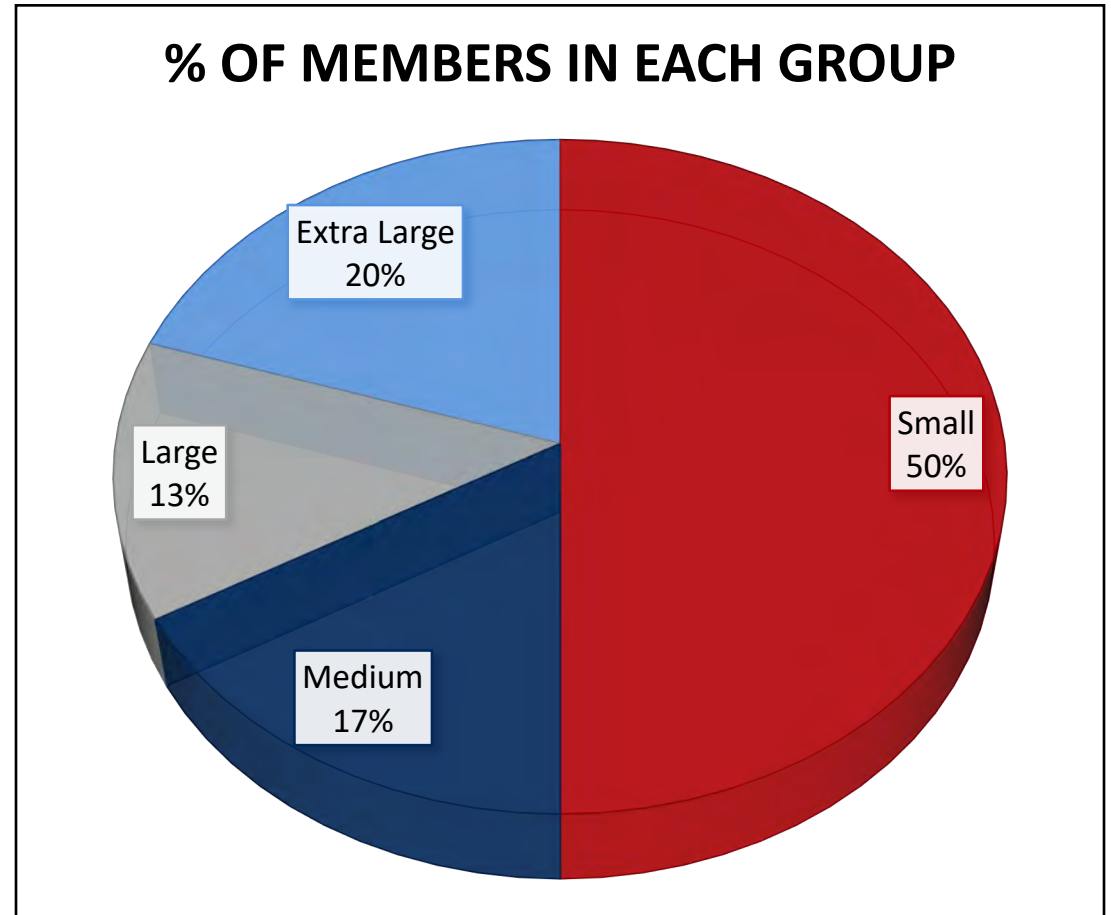
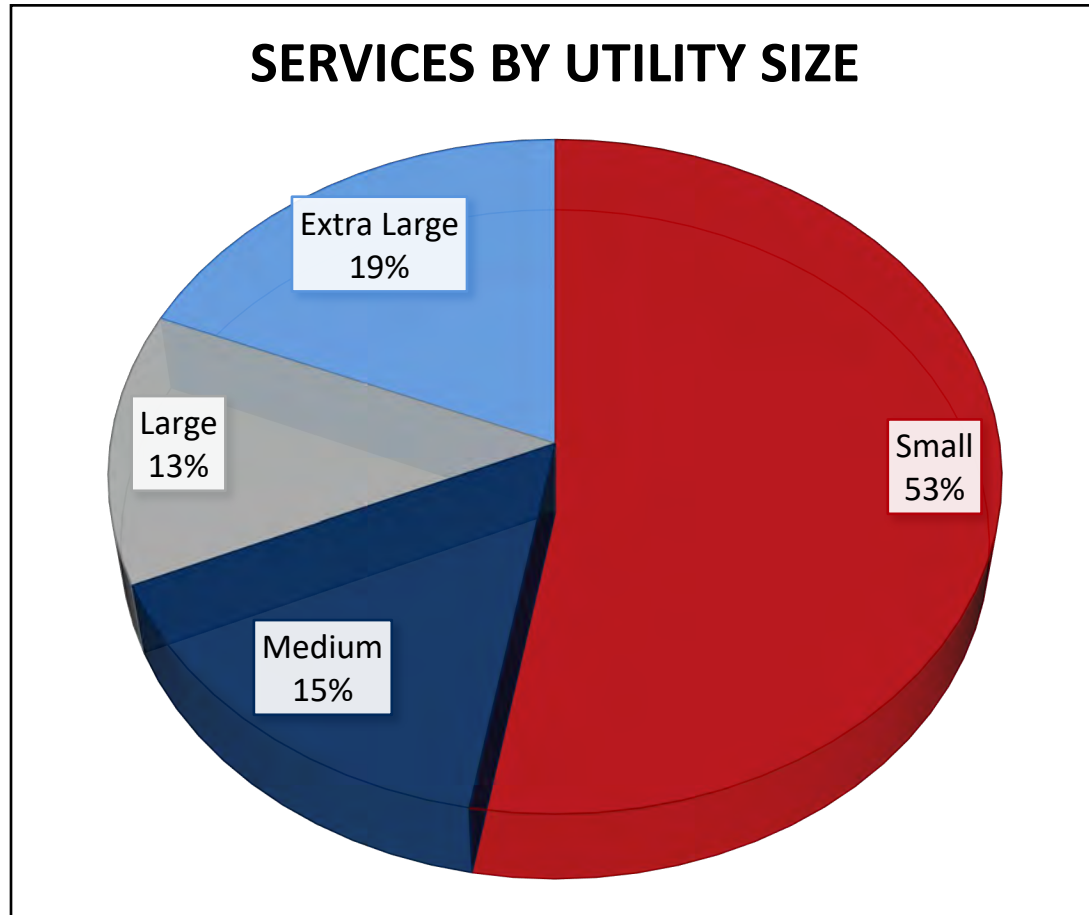
# FMPA Initiated ~170 Individual Service Projects/Request *Provided Services Supporting 30 of FMPA's 31 Members\**

- FMPA initiated ~170 service projects/requests for individual members in 2021
- “Services” includes multi-step “Projects” as well as smaller “Requests”
- The services supported 30 of FMPA's 31 members



# Individual Services Provided to Members of All Sizes

*Breakdown of Services by Utility Size Mirrors FMPA's Members*



# FMPA Provides Additional Services to Members

## *Many Individual Member Service Efforts in These Four Areas*

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### Legal

- Assisted 28 of 31 members
- ~35 projects on variety of issues, such as territory, contracts, regulatory, tax and retail rate structure

### Regulatory Compliance

- Bi-weekly calls (approx. 13 members)
- 2 Peer Reviews
- Compliance Workshop - 2-day event; 12 member cities in attendance
- Standard review/voting; Commented on 10 proposed standards

### Transmission Support

- Interconnections and transmission scenarios
- Short circuit requests and protection evaluations
- NERC compliance support

### Human Resources

- Salary survey
- Interview panel
- Policy development
- Job postings



# FMPA Focused on Helping Cities Enhance Reliability

*Spend Through FMPA's Joint Purchasing Increased 46%*

**183  
Member Visits**

Member Services staff engaged with members directly to discuss issues that were important to them

**25  
Members**

Participation in the Distribution Reliability Measurement Program to benchmark reliability with other utilities

**23 agreements,  
\$3.8 M spent**

23 joint purchasing agreements available to FMPA members in areas of distribution, transmission and utility support; Total spent of \$3.8 million, a 46% increase over 2020

# New FMPA Service Offerings in Three Areas

*Expansion of Substation Services a Key Focus Area*

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## Substation Maintenance

Developing an Excel-based tool to assist members with substation asset management and maintenance

## IT Assessments

Completed several vulnerability studies, phishing programs, and Office 365 migrations

## Accounting & Finance

Assisted several members with financial statement preparation, bank reconciliation, and investments

# Launched New Lineworker Safety Program in 2021

## *New Training Options Provided*

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### Reoccurring Training Programs

- Roundtables & Workshops
  - Meter Tech
  - Purchasing
  - Human Resources
  - Distribution Reliability Roundtable
- Trainings
  - Foreman Academy Certification

### New Trainings Offered in 2021

- Safety By Design Series (6 sessions)
- TVPPA Safety Program
- AMI Roundtable
- Substation Roundtable

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

**f) Update on 2022 Training & Events  
Calendar**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**



# 5f – FMIPA 2022 Training & Events Calendar

Member Services Advisory Committee

February 7, 2022

# FMPA's 2022 Training Calendar Now Available Online

## *2022 Events Include Reoccurring Programs and New Offerings*

### Reoccurring Training Programs

- Roundtables & Workshops
  - AMI Roundtable
  - Meter Tech
  - Purchasing
  - Human Resources
  - Lineman's Roundtable
  - Distribution Reliability
- Trainings
  - TVPPA Foreman Academy Certification
- TVPPA Lineworker Training
  - Advanced Lineworker Trainings
  - Monthly Safety Training

### New/Expanded Training Offering

- TVPPA Training Programs
  - Certified Power Executive
  - Certification of Customer Service
  - Electrical Metering Program
  - Substation Maintenance Program
- Training Programs
  - NESC Update
  - Spill Prevention, Control, & Countermeasure

# New: Substation Maintenance Program from TVPPA

## *Specialized Training for Substation Personnel*

---

- Designed for substation personnel on all levels
- Outline similar to the lineworker apprentice program
- Course Content:
  - 3 Self-Study Modules
    - 20 lesson areas - Basic Math, Alternating Current, and Substation Operations
  - 5-day Lab at KUA
    - Exercises include Phase Sequence, Angle Determinations, and Three-Phase Connections
- Register on [TVPPA.com](http://TVPPA.com)

# New: Certified Power Executive from TVPPA

## *Training for Mid- to Upper-Level Management*

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- Designed for management of public power distribution systems
- 5 classes – February thru December
- \$2,000 per person
- Course Content:
  - Meeting Management
  - Dynamics of Change
  - Business & Strategic Issues
  - Conflict Management
- Register on [FMPA.com](http://FMPA.com)



# New: Electrical Metering Program from TVPPA

## *Specialized Training for Metering Personnel*

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- Designed for metering personnel on all levels
- 5-day course – August 8 thru 12
- \$1,500 per person
- Course Content:
  - Meter Testing Fundamentals
  - Site Inspection and Safety
  - Field Testing & Troubleshooting (HANDS ON)
  - Metering Communication (AMI, SCADA, Outage Management)
- Register on [FMPPA.com](http://FMPPA.com)

**AGENDA ITEM 6 – MEMBER  
COMMENTS**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**

**AGENDA ITEM 7 – ADJOURNMENT**

**FMPA Member Services Advisory  
Committee Meeting  
February 7, 2022**