



## **MEMBER SERVICES ADVISORY COMMITTEE**

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### **AGENDA PACKAGE**

**July 13, 2023**

**10:00 a.m.**

#### **Committee Members**

Chairman – Joe Bunch, New Smyrna Beach  
Eric Meyer, Fort Pierce  
Billy Branch, Homestead  
Allen Putnam, Jacksonville Beach  
Julio Torrado, Keys Energy Services  
Aaron Haderle, Kissimmee  
Steve Langley, Mount Dora  
Dallas Lee, Newberry  
Chad Lynch, Ocala  
James Braddock, Wauchula  
Dan D'Alessandro, Winter Park

#### **In-Person/Teams Meeting**

**Thursday, July 13, 2023**

**10:00 a.m.**

**Teams Meeting 321-299-0575  
Meeting No. 288 355 375 222#  
Florida Municipal Power Agency  
8553 Commodity Circle  
Orlando, FL 32819**



## MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)

FROM: Sharon Adams, Chief People and Member Services Officer

DATE: July 06, 2023

RE: Member Services Advisory Committee (MSAC) In-Person/Teams Meeting  
**Thursday, July 13, 2023, 10:00 a.m. [NOTE TIME]**

PLACE: Florida Municipal Power Agency  
8553 Commodity Circle, Orlando, FL 32819  
Frederick M. Bryant Board Room

**DIAL-IN INFORMATION: 321-299-0575**  
**Meeting Number 288 355 375 222#**

**TEAMS Meeting Link:** [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 .....4
2. Set Agenda (by vote) .....5
3. Consent Agenda
  - a. Approval of Minutes – Meeting Held April 10, 2023.....7
4. Action Item
  - a. Election of Officers (Sharon Adams) .....11
5. Information Items:
  - a. 2023 Reliability Update (Jose Bravo) .....15

|  |           |
|--|-----------|
| b. Customer Communication Provider – Online Energy Survey and Other Resources - Verbal (Mike McCleary) ..... | 27        |
| c. Personnel Changes and Member Services Update (Sharon Adams) .....   | 29        |
| d. Generation Fleet Roundtable - Verbal (Sharon Adams) .....   | 37        |
| <b>6. Member Comments.....</b>   | <b>38</b> |
| <b>7. Adjournment.....</b>   | <b>39</b> |

NOTE: One or more participants in the above referenced public meeting may participate by telephone. At the above location there will be a speaker telephone so that any interested person can attend this public meeting and be fully informed of the discussions taking place either in person or by telephone communication. 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.

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

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**

**AGENDA ITEM 2 – SET AGENDA**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**

**AGENDA ITEM 3 – CONSENT  
AGENDA**

- a. Approval of Minutes – Meeting  
Held April 10, 2023**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**

**MINUTES**  
**TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING**  
**MONDAY, APRIL 10, 2023**  
**FLORIDA MUNICIPAL POWER AGENCY**  
**8553 COMMODITY CIRCLE**  
**ORLANDO, FL 32819**  
**At 11:00 AM**

**PARTICIPANTS  
PRESENT**

|                    |                          |
|--------------------|--------------------------|
| New Smyrna Beach   | Joe Bunch                |
| Fort Pierce        | Eric Meyer               |
| Homestead          | Billy Branch - Virtual   |
| Jacksonville Beach | Allen Putnam – Virtual * |
| Key West           | Julio Torrado            |
| Kissimmee          | Aaron Haderle            |
| Ocala              | Chad Lynch               |
| Wauchula           | James Braddock – Virtual |

\* Joined after Roll Call

**PARTICIPANTS  
ABSENT**

|             |                  |
|-------------|------------------|
| Mount Dora  | Steve Langley    |
| Newberry    | Dallas Lee       |
| Winter Park | Dan D'Alessandro |

**OTHERS  
PRESENT**

**None**

**STAFF PRESENT**

Jacob Williams, General Manager & CEO  
Sharon Adams, Chief People and Member Services Officer  
Sue Utley, Executive Asst. to GM and CEO/Asst.  
Secy. to the Board  
Mike McCleary, Member Services Manager  
Jose Molina-Bravo, Manager of Member Services  
Development  
Sharon Samuels, Member Services Programs and Procurement  
Jill Ramsaur, Administrative Assistant  
Chris Gowder, Vice President IT/OT and Systems Ops  
Jody Finklea, General Counsel and Chief Legal Officer - Virtual  
Dan O'Hagan, Assistant General Counsel and Manager of  
Regulatory Compliance - Virtual

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

The Member Services Advisory Committee Chair Joe Bunch, New Smyrna Beach called the meeting to order at 11:00 a.m. on Monday, April 10, 2023. The meeting was held in the Frederick M. Bryant 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 7 members present out of a possible 11.

## **ITEM 2 – SET AGENDA (BY VOTE)**

**MOTION:** Chad Lynch, Ocala, moved to set the agenda as presented. Billy Branch, Homestead, seconded the motion. Motion Carried 7-0.

## **ITEM 3 –CONSENT AGENDA**

Item 3a – Approval of Minutes – Meeting Held October 25, 2022

**MOTION:** Chad Lynch, Ocala, moved approval of the Minutes of October 25, 2022. Eric Meyer, Fort Pierce, seconded the motion. Motion Carried 7-0.

## **ITEM 4 – ACTION ITEM**

**Item 4a** - Approval and Recommendation to the Finance Committee for Budget Items

Sharon Adams discussed budget items including the FMEA Lineworker Competition (\$1,000 Increase), Min/Max Substation Asset Agreement (\$3,600 annually), TVPPA Lineworker Safety Program (\$25,000 increase), and the APPA Deed Program (\$5,000 increase).

**MOTION:** Aaron Haderle, Kissimmee, moved approval and recommendation to the Finance Committee for Budget Items. Eric Meyer, Fort Pierce seconded the motion. Motion Carried 7-7.

\*Allen Putnam, Jacksonville Beach joined via Teams.

## **ITEM 5 – INFORMATION ITEMS**

**Item 5a – Mobile Substation Project Update**

Mike McCleary provided an update on the Mobile Substation Project.

**Item 5b – Lineworker Safety Program Update**

Mike McCleary provided an update on the Lineworker Safety Program.

**Item 5c – 2023 Training & Events Overview**

Sharon Samuels provided an update and overview on 2023 Training & Events.

**Item 5d – Substation Asset Management Update**



Jose Molina-Bravo provided an update on Substation Asset Management.

**Item 5e – Organizational Changes and Sharing Resources Update**

Sharon Adams discussed organizational changes and provided an update on Sharing Resources.

**ITEM 6 – MEMBER COMMENTS**

**Item 6a – T&D RFP**

Aaron Haderle, Kissimmee and Sharon Samuels discussed the T&D RFP results relative to a recent inquiry from Jason Terry.

Eric Meyer, Fort Pierce, thanked FMPA with recent help with power quality events.

**ITEM 7 – ADJOURNMENT**

There being no further business, the meeting was adjourned at 12:09 p.m.

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

JB/jr

## **AGENDA ITEM 4 – ACTION ITEMS**

### **a. Election of Officers**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**



## 4a – Election of Officers

Member Services Advisory Committee

July 13, 2023



# Officers of MSAC

## *Process to Elect Chair and Vice Chair*

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- Joe Bunch Current Chair scheduled to serve through July 2023
- Chad Lynch Vice Chair scheduled to serve through July 2023
- Nominations for Chair and Vice Chair must come from the floor
- Any member of the MSAC may make a nomination
- Committee member who has been nominated must make it known if they accept the nomination

# Floor Open For Nominations

## *Chair and Vice Chair MSAC*

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- Each office to be voted on separately
- Multiple nominations are acceptable
- After nominations have been validated, a motion and a second is needed to close nominations
- If more than one nomination, a vote must be made by roll call
- If only one nomination is made, a motion and second will elect the nominee
- Previous Chair will announce new Chair
- Chair will announce the Vice Chair

**AGENDA ITEM 5– INFORMATION  
ITEMS**

- a. 2023 Reliability  
Update**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**



## 5a - 2023 Reliability Update

July 13, 2023

# Electric Reliability Throughout Florida

## *Yearly SAIDI Overall Values Munis vs IOU's*

### Distribution Reliability Indices, Calendar Year 2022

Best Performance Highlighted in Green, Second Best Highlighted in Yellow

|                                 | Munis | FPL  | TECO  | Duke  | FPUC |
|---------------------------------|-------|------|-------|-------|------|
| <b>Duration</b> (SAIDI)         | 69.2  | 45.8 | 69.4  | 85.2  | 203  |
| <b>Restoration Time</b> (CAIDI) | 70.9  | 62.2 | 67.1  | 91.7  | 120  |
| <b>Frequency</b> (SAIFI)        | 1.1   | 0.74 | 1     | 0.93  | 1.7  |
| <b>Momentaries</b> (MAIFle)     | 3.7   | 2.2  | 7.4   | 3.5   | n/a  |
| <b>Length</b> (L-Bar)           | 85.1  | 181  | 141.8 | 155.5 | 97.9 |



# Electric Reliability Struggled Throughout Florida

## *Yearly SAIDI Overall Values Munis vs IOU's*

### Distribution Reliability Indices, Calendar Year 2022

Red= increase and Green= decrease

| 2022 vs 2021                    | Munis |      | FPL  |       | TECO  |      | Duke  |      | FPUC  |     |
|---------------------------------|-------|------|------|-------|-------|------|-------|------|-------|-----|
| <b>Duration</b> (SAIDI)         | 69.2  | 13%  | 45.8 | 4%    | 69.4  | -22% | 85.2  | 12%  | 202.7 | 32% |
| <b>Restoration Time</b> (CAIDI) | 70.9  | 21%  | 62.2 | -0.5% | 67.1  | -18% | 91.7  | 3%   | 119.5 | 16% |
| <b>Frequency</b> (SAIFI)        | 1.1   | 4%   | 0.74 | 5%    | 1     | -7%  | 0.93  | 10%  | 1.7   | 20% |
| <b>Momentaries</b> (MAIFle)     | 3.7   | 22%  | 2.2  | -5%   | 7.4   | 12%  | 3.5   | -31% | n/a   | n/a |
| <b>Length</b> (L-Bar)           | 85.1  | -22% | 181  | -1%   | 141.8 | -23% | 155.5 | 7%   | 97.9  | -5% |

# 2021's 60 Minute SAIDI Average Up 13% to 69 in 2022

Second best SAIDI vs IOU's and Best in Length (L-Bar) vs IUO's

Two of our larger members had consecutive storm days driving average up significantly

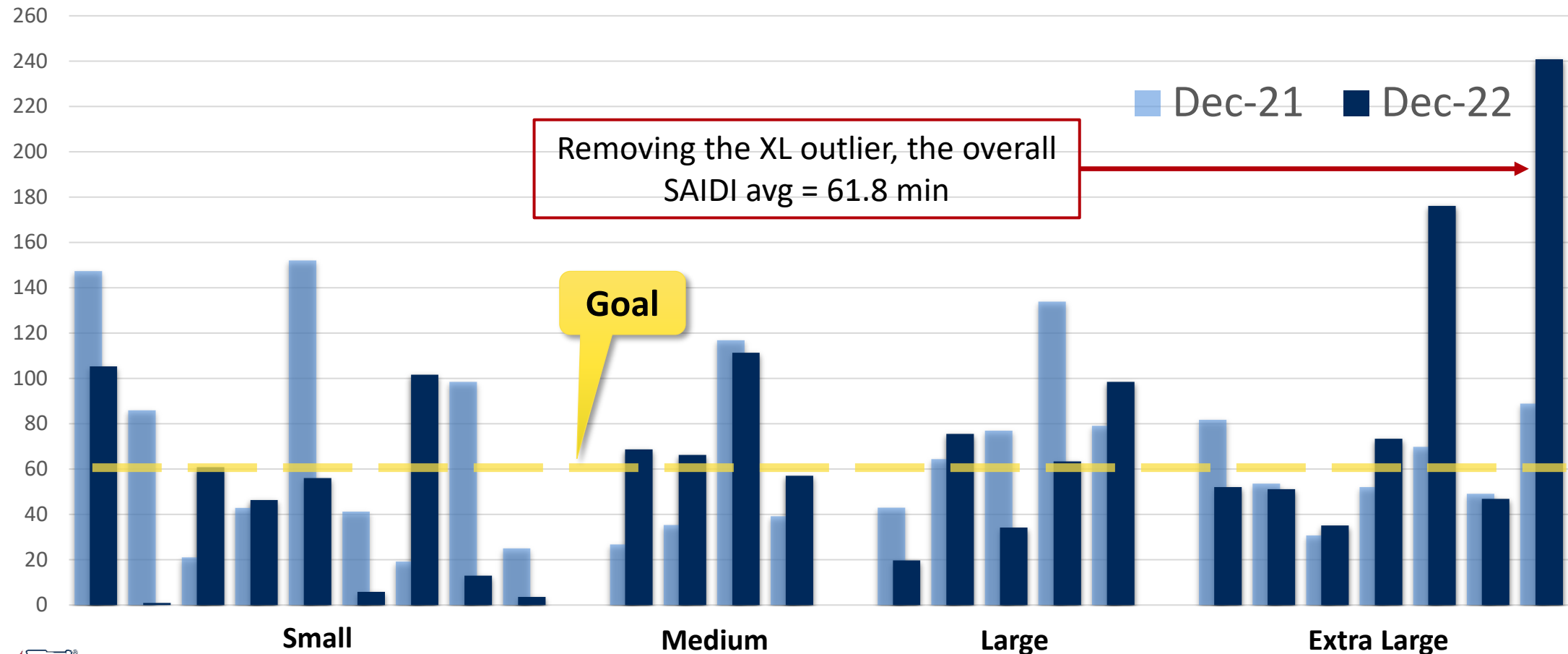
Average for 2023 is trending similar to 2022

## Many Members Saw SAIDI Improvement

| Starke                          | Wauchula         |
|---------------------------------|------------------|
| Gainesville Regional Utilities  | Mount Dora       |
| Alachua                         | Havana           |
| Leesburg                        | Keys Energy      |
| Jacksonville Electric Authority | Beaches Energy   |
| Orlando Utilities Commission    | Lake Worth Beach |

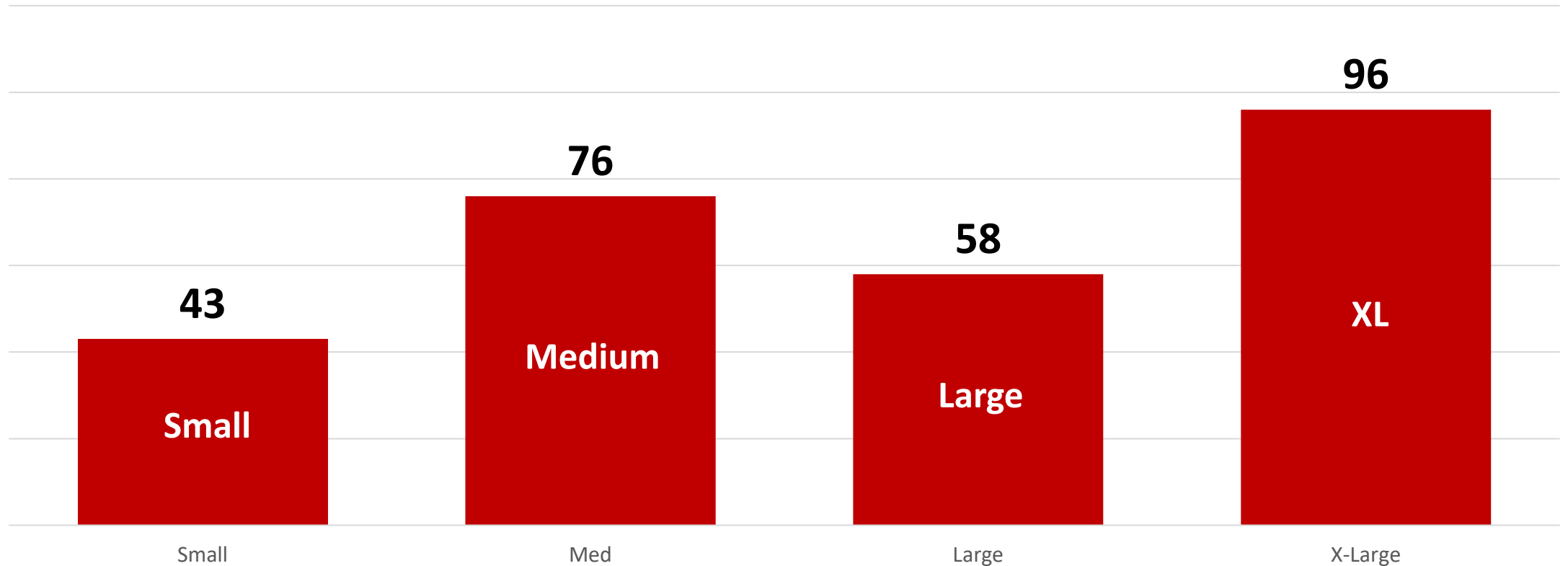
# 2022 SAIDI Data Showing Mixed Results

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



# Reliability By Size

SAIDI (2022) for FL Municipal Cohorts



NOTE: A COUPLE OF MEDIUM & XL UTILITIES HAD EXTENSIVE OUTAGES THAT WERE OUT OF THE TYPICAL RANGE

# Growing Member Interest for Reliability Projects

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Fort Meade

2 Substation breaker  
replacement

Bartow

TripSaver deployments,  
protection coordination  
study

New Smyrna Beach  
5-Year Construction  
Work Plan

Mount Dora

Protection coordination  
review on two feeders

Alachua

TripSaver deployments

Clewiston

Substation  
improvements



# FMMPA Reliability SharePoint Update

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New graphical interphase for all indices with different time frames

New Excel reports

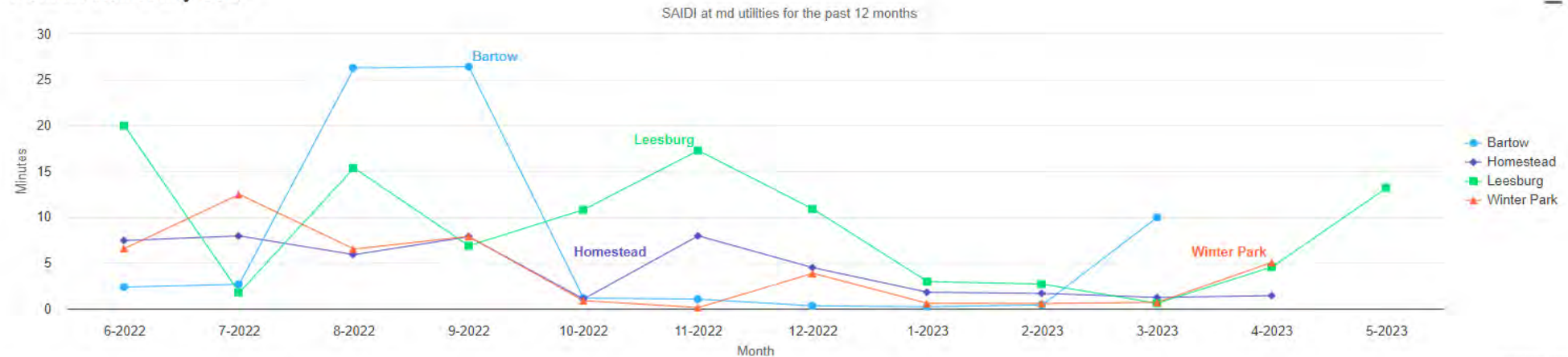
New automated email reminder to upload data the 5<sup>th</sup> of each month

# FMMPA Reliability SharePoint Update

Content Editor

Last 12 Months ▾ md ▾ SAIDI ▾  
 Vero Beach  
 Wauchula  
 Williston  
 Winter Park ▾  
☐ Show Exclusions Graph Actual Data ▾

## Member Reliability Data



Basic line chart showing trends in a dataset. This chart includes the series-label module, which adds a label to each line for enhanced readability.

CSV

| Utility     | 6-2022 | 7-2022 | 8-2022 | 9-2022 | 10-2022 | 11-2022 | 12-2022 | 1-2023 | 2-2023 | 3-2023 | 4-2023  | 5-2023  | Total   |
|-------------|--------|--------|--------|--------|---------|---------|---------|--------|--------|--------|---------|---------|---------|
| Bartow      | 2.355  | 2.657  | 26.27  | 26.427 | 1.144   | 1.034   | 0.304   | 0.194  | 0.409  | 9.963  | missing | missing | 70.756  |
| Homestead   | 7.436  | 7.934  | 5.89   | 7.845  | 1.046   | 7.946   | 4.47    | 1.788  | 1.662  | 1.222  | 1.415   | missing | 48.656  |
| Leesburg    | 19.962 | 1.761  | 15.359 | 6.864  | 10.785  | 17.263  | 10.872  | 2.947  | 2.674  | 0.588  | 4.54    | 13.177  | 106.792 |
| Winter Park | 6.554  | 12.471 | 6.503  | 7.882  | 0.869   | 0.111   | 3.855   | 0.579  | 0.558  | 0.68   | 5.038   | missing | 45.1    |

Custom Data Export



# FMMPA Reliability SharePoint Update



Member Distribution Reliability Data

Reliability Indices

Outage Summary

Detailed Outage Summary

Monthly Dashboard

EDIT LINKS

ReliabilityIndicesV2

Excel - reliability\_indicesv2

Open in Desktop App Data Find Comments

| <div> <div>Exclusions</div> <div>FALSE</div> <div>TRUE</div> </div> <div> <div>Date (individual)</div> <div>2022</div> <div>YEARS</div> <div>017 2018 2019 2020 2021 2022 2023</div> </div> <div> <div>Date (overall)</div> <div>2022</div> <div>YEARS</div> <div>016 2017 2018 2019 2020 2021 2022 2023</div> </div> <div> <div>Utility</div> <div>Alachua</div> <div>Bartow</div> <div>Beaches Energy</div> <div>Blountstown</div> <div>Bushnell</div> <div>Clewiston</div> <div>Fort Pierce Utilities Authority</div> <div>Gainesville Regional Utilities</div> <div>Havana</div> <div>Homestead</div> </div> |                     |                   |                  |                   |                       |                       |                       |          |  |
|--|---------------------|-------------------|------------------|-------------------|-----------------------|-----------------------|-----------------------|----------|--|
| Row Labels   | Average of FmpaMdrC | Sum of FmpaMdrCMI | Sum of FmpaMdrCI | Sum of FmpaMdrCME | Sum of FmpaMdrMinutes | Sum of FmpaMdrOutages | Count of FmpaMdrCAIDI | Count of |  |
| Alachua  | 4652.00             | 60145.00          | 716.00           | -5.00             | 2336.00               | 33.00                 | 5                     |          |  |
| Bartow   | 12576.92            | 867662.00         | 7867.00          | -12.00            | 32895.00              | 295.00                | 12                    |          |  |
| Beaches Energy   | 35835.50            | 706800.00         | 11810.00         | 116161.00         | 15557.00              | 118.00                | 12                    |          |  |
| Blountstown  | 1265.00             | 1125.00           | 25.00            | -2.00             | 45.00                 | 1.00                  | 2                     |          |  |
| Bushnell   | 1622.25             | 98328.00          | 1169.00          | -12.00            | 4202.00               | 39.00                 | 12                    |          |  |
| Clewiston  | 4187.92             | 193774.00         | 4781.00          | -12.00            | 4233.00               | 74.00                 | 12                    |          |  |
| Fort Pierce Utilities Authority  | 29060.08            | 2196775.00        | 33931.00         | 293968.00         | 49975.00              | 591.00                | 12                    |          |  |
| Gainesville Regional Utilities   | 101385.75           | 5273445.00        | 98793.00         | 186162.00         | 107755.00             | 811.00                | 12                    |          |  |
| Havana   | 1459.58             | 81711.00          | 941.00           | -12.00            | 4620.00               | 47.00                 | 12                    |          |  |
| Homestead  | 26200.00            | 1735878.00        | 15393.00         | -12.00            | 76229.00              | 548.00                | 12                    |          |  |
| Jacksonville Electric Authority  | 504003.08           | 25776187.00       | 511079.00        | 864843.00         | 721885.00             | 4887.00               | 12                    |          |  |
| Keys Energy  | 31654.83            | 1075467.00        | 32779.00         | 44851.00          | 16511.00              | 193.00                | 12                    |          |  |

Workbook Statistics

Give Feedback to Microsoft

100%


# FMPA Reliability SharePoint Update

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Website upgrade is online and available to all members



Currently all members that are registered to input data to SharePoint can access the new features



Anyone not registered and wants access to view can request via email to [jose.bravo@fmpa.com](mailto:jose.bravo@fmpa.com)

## **VERBAL REPORT**

### **AGENDA ITEM 5 – INFORMATION ITEMS**

- b. Customer Communication  
Provider – Online Energy  
Survey and Other Resources**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**

**AGENDA ITEM 5 – INFORMATION  
ITEMS**

- c. Personnel Changes and  
Member Services Update**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**



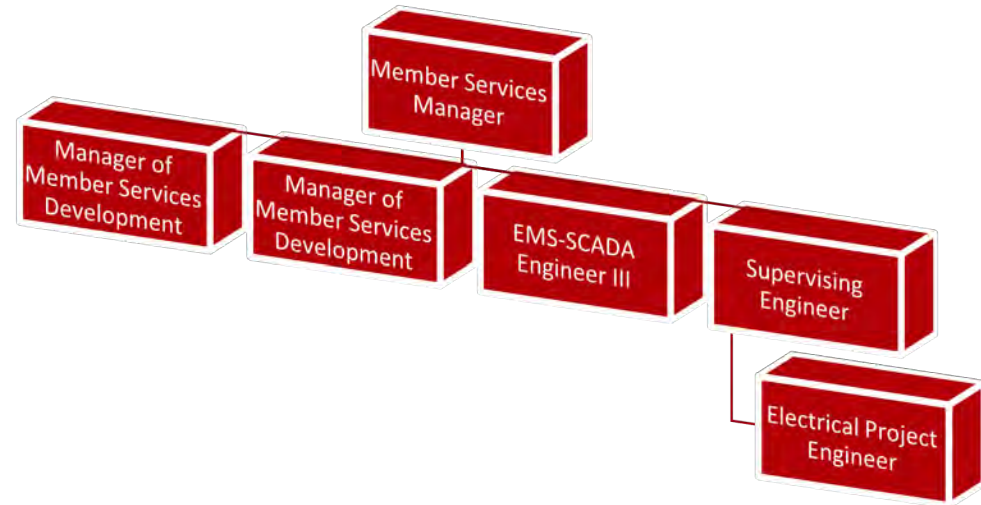
## **5c – Personnel Changes and Member Services Update**

Member Services Advisory Committee  
July 13, 2023

# Member Services Team

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- Sharon Samuels over Procurement for Agency and Joint Purchasing
- Lindsay Jack coordinating roundtables and trainings
- Jill Ramsaur coordinating the ARP conservation program reporting



# Member Service Projects Increasing

|           |  |
|-----------|--|
| July 2018 | • 7 distribution assistance projects for 5 cities  |
| FY 2019   | • 27 member projects in 2019   |
| FY 2020   | • 29 new member projects, 11 cyber scorecards, 5 reliability improvements, 6 solar subscriptions |
| FY 2021   | • 70 member-service efforts  |
| FY 2022   | • ~100 active member-service efforts   |

## TYPES OF SERVICES

Communications

Cybersecurity

Distribution Engineering

Distribution Reliability

Finance/Accounting

Financial Planning

Human Resources

Information Technology

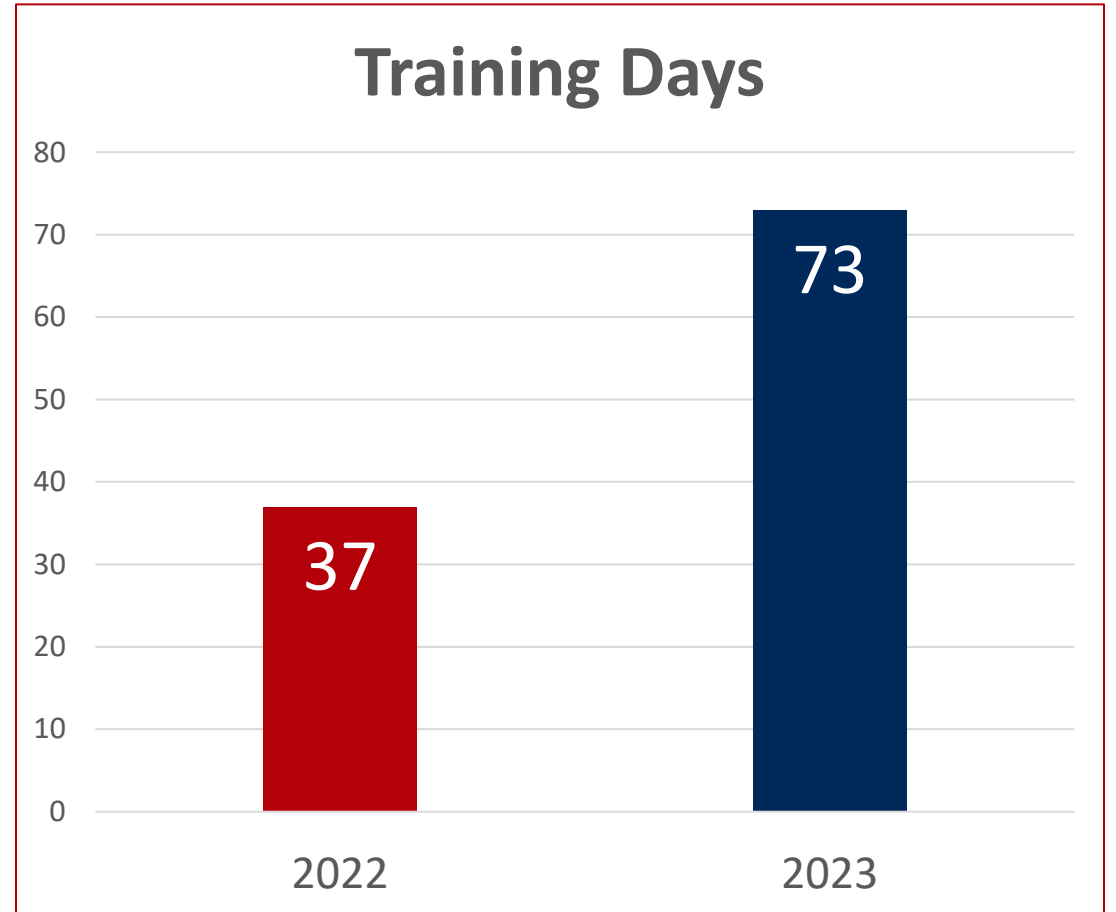
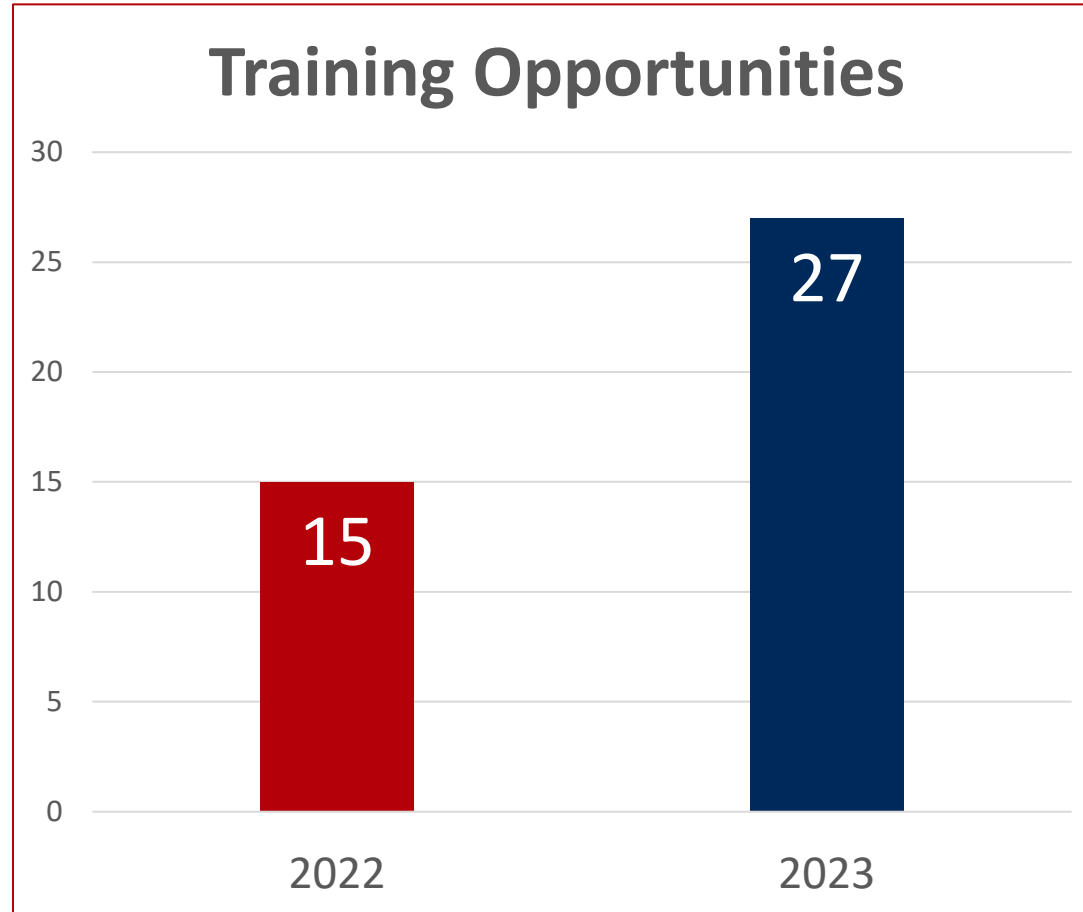
Legal

NERC Compliance

Retail Power Delivery

Strategic Planning

# Number Of Programs Sees Significant Growth





# Member Priorities Drive Areas Of Focus

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## 16 Member City Presentations

- Increased Cost of Energy
- Value of the Utility
- Understanding Rate Structure

## Actively Manage 12 Master Service Agreement Projects

- AMI
- System Studies
- Planned Development Design
- Long Range Planning

# Events and Training Services

## *Established and Recent Additions*

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### Reoccurring Training Programs

- Roundtables & Workshops
  - Meter Tech
  - Purchasing
  - Lineman's Roundtable
  - Distribution Reliability Roundtable
  - Substation Roundtable
  - AMI Roundtable
- Substation Training Series
- Foreman Academy Certification
- TVPPA Lineworker Safety Program

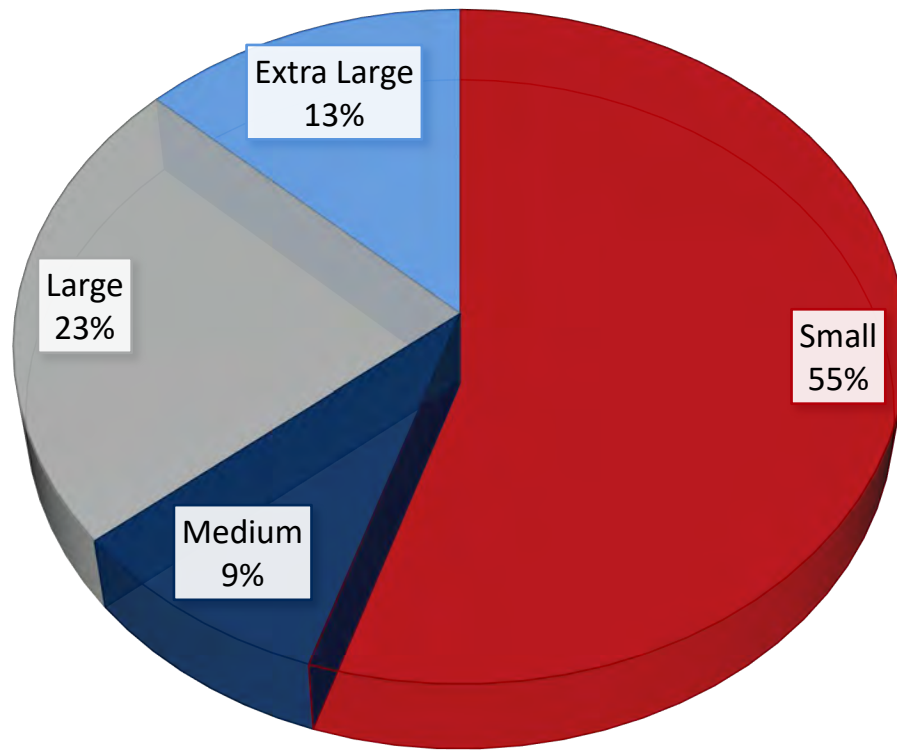
# Increased Joint Purchase and Contracts Services

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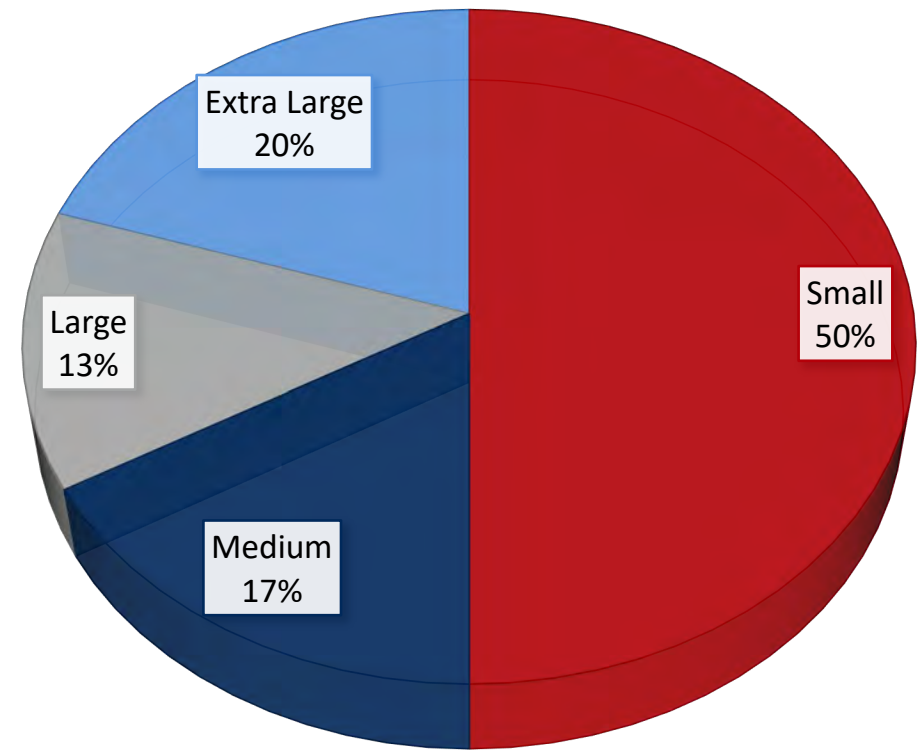
|  |                             |  |                                  |                             |   |
|--|-----------------------------|--|----------------------------------|-----------------------------|---|
| 3 Phase Transformers   | Asset Management Solution   | CEMS                                       | Call Center Support Services     | Concrete Poles              | Debris Removal Services                         |
| Disposal & Recycling of Utility Wood Poles, Pallets, and Reels | Ductile Iron Poles          | Heavy Equipment & Utility-Related Services | Mass Communication Services      | Meter Testing Services      | Overhead Transformers                           |
| PCB Disposal   | Pole Inspection & Treatment | Pole Line Hardware                         | Post-Storm Assessment Services   | Project Management Services | Refurbish, Repair, and Disposal of Transformers |
| Single Phase Padmount Transformers                             | Substation Maintenance      | Substation Painting Services               | T&D Construction and Maintenance | Thermal Infrared & Imaging  | Transformer Painting & Inspection               |
| Tree Trimming & Vegetation Management                          | Utility Rate Services       | Waste Water Pipes, Valves & Fittings       | Wire & Cable                     | Wood Poles                  |   |

# Individual Services Provided to Members of All Sizes

**SERVICES BY UTILITY SIZE**



**% OF MEMBERS IN EACH GROUP**



# **VERBAL REPORT**

## **AGENDA ITEM 5 – INFORMATION ITEMS**

### **d. Generation Fleet Roundtable**

#### **FMPA Member Services Advisory Committee Meeting**

**July 13, 2023**

**AGENDA ITEM 6 – MEMBER  
COMMENTS**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**

## **AGENDA ITEM 7 – ADJOURNMENT**

**FMPA Member Services Advisory  
Committee Meeting**

**July 13, 2023**