



MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE

**January, 23, 2024
10:00 a.m. [NOTE TIME]
Dial-In Info: 1-321-299-0575
Conference ID Number: 262 827 614 593**

Committee Members

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

In-Person/Teams Meeting

Tuesday, January 23, 2024

10:00 a.m.

**Teams Meeting 321-299-0575
Meeting No. 262 827 614 593#
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: January 16, 2024

RE: Member Services Advisory Committee (MSAC) In-Person/Teams Meeting
Tuesday, January 23, 2024, 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 262 827 614 593#

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

Chairman Chad Lynch, 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 October 30, 2023
- 4. Action Item**
 - a. Contract Professional Services Program (Jan Bagnall)
- 5. Information Items:**
 - a. Presentation from Lynne Tejeda on Value of Peer Review

- b. 2023 Reliability Data & SharePoint Site (Jose Bravo)
- c. Member Salary Survey 2024 - Verbal (Sharon Adams)

6. Member Comments

7. Adjournment

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**

January 23, 2024

AGENDA ITEM 2 – SET AGENDA

**FMPA Member Services Advisory
Committee Meeting**

January 23, 2024

**AGENDA ITEM 3 – CONSENT
AGENDA**

- a. Approval of Minutes – Meeting
Held October 30, 2023**

**FMPA Member Services Advisory
Committee Meeting**

January 23, 2024

CLERKS DULY NOTIFIEDOctober 24, 2023
AGENDA PACKAGES SENT TO MEMBERS.....October 24, 2023
REVISED AGENDA PACKAGES SENT TO MEMBERS.....October 26, 2023

MINUTES

TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING

MONDAY, OCTOBER 30, 2023

FLORIDA MUNICIPAL POWER AGENCY

8553 COMMODITY CIRCLE

ORLANDO, FL 32819

At 10:00 AM

PARTICIPANTS PRESENT

Fort Pierce	Eric Meyer
Homestead	Billy Branch - Virtual
Key West	Julio Torrado - Virtual
Kissimmee	Aaron Haderle
Mount Dora	Steve Langley - Virtual
New Smyrna Beach	Vernon Steele
Newberry	Dallas Lee – Virtual
Ocala	Chad Lynch
Wauchula	James Braddock - Virtual
Winter Park	Mo Belfakih – Virtual

* Joined after Roll Call

PARTICIPANTS ABSENT

Jacksonville Beach	Allen Putnam
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OTHERS PRESENT

Jacksonville Beach	Matt Sealy - Virtual
Ocala	Doug Peebles – Virtual
Wayne Hughes – Virtual	

STAFF PRESENT

Jacob Williams, General Manager & CEO
Sharon Adams, Chief People and Member Services Officer
Sue Utley, Executive Assistant to the CEO & Assistant
Secretary to the Board of Directors
Mike McCleary, Member Services Manager
Jose Molina-Bravo, Manager of Member Services
Development
Jan Bagnall, Manager of Member Services Development
Jill Ramsaur, Administrative Assistant
Jody Finklea, General Counsel and Chief Legal Officer
Susan Schumann, Public Relations and External Affairs
Manager
Dan O'Hagan, Assistant General Counsel and Manager of
Regulatory Compliance
Lindsay Jack, Senior Administrative Assistant

Emily Maag, Public Relations Specialist
Mary Kathryn Patterson, Senior Public Relations Specialist

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

The Member Services Advisory Committee Vice Chair Chad Lynch, Ocala called the meeting to order at 10:00 a.m. on Monday, October 30, 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 10 members present out of a possible 11.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Aaron Haderle, Kissimmee, moved to set the agenda as presented. Eric Meyer, Fort Pierce, seconded the motion. Motion carried 10-0.

ITEM 3 –CONSENT AGENDA

Item 3a – Approval of Minutes – Meeting Held July 13, 2023

MOTION: Eric Meyer, Fort Pierce, moved approval of the Minutes of July 13, 2023. Julio Torrado, Key West seconded the motion. Motion carried 10-0.

ITEM 4 – ACTION ITEM

Item 4a – Including All Members on Joint Procurement

MOTION: Julio Torrado, Key West, moved Including All Members on Joint Procurement. Billy Branch, Homestead, seconded the motion. Motion carried 10-0.

ITEM 5 – INFORMATION ITEMS

Item 5a – New Addition to Member Services

Sharon Adams introduced the newest team member in Member Services, Jan Bagnall.

Item 5b –Reliability SharePoint Site Reports

Jose Bravo provided an update on the issues and solutions with the Reliability SharePoint Site Reports.

Aaron Haderle, Kissimmee, commented on data mining capabilities on the reports.

Item 5c – Lineworker Safety Program

Mike McCleary provided an update on the Lineworker Safety Program.

Aaron Haderle, Kissimmee, and Chad Lynch, Ocala, commented on his good experience with TVPPA's trainings.

Item 5d – Member Priorities for Available Training

Lindsay Jack discussed member priorities for available trainings.

Eric Meyer, Fort Pierce, expressed interest in training that is geared towards general knowledge of the utility industry. Aaron Haderle, Kissimmee, expressed interest in a similar training.

Julio Torrado, Key West, commented that he'd like to see training that provides leadership soft skills as well as general knowledge of the utility industry.

Steve Langley, Mount Dora, commented that he would like the Advanced Lineman technical training to continue and take place locally.

Chad Lynch, Ocala, would like to have the Buddy to Boss training.

Julio Torrado, Key West, would like training on outside work do's and don'ts concerning OSHA standards.

Eric Meyer, Fort Pierce, and Chad Lynch, Ocala, expressed interest in training related to general power quality.

Item 5e – Utility System Support Personnel

Jan Bagnall provided information on Utility System Support Personnel.

Chad Lynch, Ocala, commented on transportation for support personnel.

Aaron Haderle, Kissimmee, inquired about the position classification for the support personnel.

Julio Torrado, Key West, commented on his interest in utilizing the program and inquired about the process for maintaining the roster and qualifications of personnel. He also shared an interest in assistance with HR, communications, and customer service.

Chad Lynch, Ocala, and Aaron Haderle, Kissimmee support the program.

ITEM 6 – MEMBER COMMENTS

None

ITEM 7 – ADJOURNMENT

There being no further business, the meeting was adjourned at 10:56 a.m.

Approved: _____

CL/jr

AGENDA ITEM 4 – ACTION ITEMS

- a. Contract Professional Services Program**

**FMPA Member Services Advisory
Committee Meeting**

January 23, 2024



4a - Contract Professional Services Program

Member Services Advisory Committee

January 23, 2024

Support Personnel Approved and Hired by FMMPA

Presented MSAC October of 2023

Mutual Aid = FEMA Eligible

Extensive Experience (possible retirees)

Transportation and Tools by Employee

FMMPA reimbursed by Member for all costs

Deploy on Member Timeline

Contract Professional Services Program

Covered Under Agreement with FMPA

- FMPA will hire professionals as a contract employee
- All contract employees hired under this program will be available to all members
- Contract employees will be processed through FMPA payroll
- Member will be invoiced by FMPA per agreement

Professional with Florida Municipal Experience

- Typically recommended by a member
- Ideal professional will be a Florida Municipal Retiree

Available on Short Notice per Availability of the Professional

Contract Professional Services Program

- Available for Variable Period as Needed by Members
 - Schedule subject to discussion and agreement with FMPA Professional
 - Possible to scope entire needs prior to deployment
- Available with Various and/or Multiple Expertise
 - Construction – Supervisor, lineworker, pole setting
 - Linework – Prescribed maintenance, rebuild, or restoration work
 - Administrative – System assessment, inventory, inspections, storm response
- Costs Known to Member Prior to Deployment
 - Costs addressed in proforma and individualized contracts

Contract Professional Services Program *Implementation*

MSAC Approval

Board Approval

Communicate to Members of New Service
Availability

Compile a list of Personnel and area of expertise to
Members

Motion Slide

Recommended Motion

- Direct Member Services to present *Contract Professional Services Program* to Board of Directors for approval.

Contract Professional Services Program

Occasionally, member utilities need qualified workers to assist the local workforce on a temporary need basis. This program is intended to provide targeted special assistance to member utilities on an as needed basis for short term circumstances.

The Member utility will request the need of a contractor through member services. FMPA can employee them through a 1099 process or as a temporary employee. The benefit is the host utility will not be required to put the temporary employee through a formal hiring process. The program described below is a service that will utilize FMPA Human Resources to hire electric utility professionals.

Each member utility is a unique system that requires expertise and knowledge of professional training, and the ability to work in an ad hoc manner as a front-line representation of the member utility to the public. The counsel, experience, and support of respected utility workers is available to FMPA members. These temporary workers have "been there" and experienced many of the same problems, frustrations, conditions, and conflicts that member utilities experience. This program will enable the member utility to selectively choose the level of services needed for each deployment depending on the nature of the needs of each member.

Structure of the program

1. FMPA will maintain a list of qualified professionals recommended by a member utility or someone who has expressed an interest in being available to assist.
2. Specific credentials and experience will be listed for each professional.
3. Professionals will be an FMPA contract employee.
4. A reasonable agreed upon costs for the service will be known ahead of time for the member utility.
5. The professional will have completed the FMPA hiring process for employment and be available on short notice.
6. Term of assignment will be at the host utility's discretion.
7. Travel expenses will be paid and passed through in accordance with FMPA travel policy.

FMPA will maintain a list of qualified professionals that have utility experience commensurate with host utility's needs.

As an example what a member may request:

Minimum Requirements

1. Possess a Florida Driver's License and have a reliable vehicle that can access potentially hazardous conditions.
2. Willingness to mobilize on short notice and be deployed for extended periods.
3. Prepared to work up to 16-hour days for extended periods.
4. Ability to navigate uneven terrain and/or overgrown right-of-way.
5. Understand that work environment may include standing or moving water.

6. Work conditions may include rain, heat, cold, wind, and darkness.
7. Must be willing to access poles and conductors to the last meter to ensure a full assessment is available to leadership.
8. Possess and provide personal EH rated boots or equivalent, hard hat, gloves, rain gear, safety glasses, high visibility clothing, flashlight and clothing appropriate for working in an energized environment.
9. Ability to read a circuit map and record and communicate damage and conditions noted.
10. Cell phone that can take, send, and receive photos.
11. Able to use radio communications and understands radio protocols.

Example list of qualified personnel maintained by FMPA:

Name	Home Location	Hourly Rate**	Relevant Experience	Notice Requirement*	Summary Qualifications	Will Provide Vehicle
John B.	Williston	\$50	Williston, Bushnell, Newberry	24 Hrs.	Lineman 25 yrs.	Y
Steve D.	Lakeland	\$60	Lakeland, Bartow, Fort Meade, Wauchula, Homestead, Clewiston	12 Hrs.	Dispatcher, Lineman, Front line Supervisor	Y
Derrick F.	St. Augustine	\$65	Green Cove Springs, Jacksonville, Jacksonville Beach, Starke, Alachua, Gainesville	5 Days	Lineman, Customer Service, Contracts and Finance	Y

* - Time required to deploy once called

** - Includes travel time, dependent on travel conditions

Other areas available for temporary worker expertise:

1. Linework/Construction
2. Finance
3. Customer Service
4. Project Management
5. Inventory
6. Professional Administrative Policy Support
7. Information Technology

Implementation

- 1) Legal Review
 - a) Contract review.
- 2) FMPA Human Resources Processes
 - a) New Hire Paperwork
 - b) Employment eligibility

- c) FMPA email address for payroll process
- 3) Maintenance of Program – Member Services
- 4) Expansion of Services - MSAC
- 5) Evaluation of value added for members – Targeted Surveys
- 6) Review of Employee/Member Utility Satisfaction
- 7) Implement program revisions per feedback
- 8) Track utilization of resources

Maintenance

- 1) Solicit Members for recommended personnel additions
- 2) Update roster as individuals are added
- 3) Circulate updated roster
- 4) Annually review policy, procedures, services provided, and distribution and adjust if needed NLT the fourth Thursday in January of each calendar year
- 5) Conduct surveys of users of this service prior to and after use
- 6) Confirm notice provisions for each employee NLT the second Thursday in May of each calendar year in preparation for Hurricane Season
- 7) Present any additions, deletions, or changes to MSAC
- 8) An FMPA MS Manager will be the supervisor of contract employee
- 9) Assigned at time of deployment

**AGENDA ITEM 5 – INFORMATION
ITEMS**

- a. Presentation from Lynne
Tejeda on Value of Peer
Review**

**FMPA Member Services Advisory
Committee Meeting**

January 23, 2024





Ideas for Innovation in Joint Action

Florida Municipal Power Agency's Valuable Member Services

APPA Joint Action Conference
January 9, 2024

Powering Paradise

About KEYS

KEYS is a community-owned, not-for-profit electric utility.

80+ Years
Est. 1943

30,000 Customers

KEYS Service Territory



130 Employees



5 member
Elected
Utility Board

Keys Energy Services

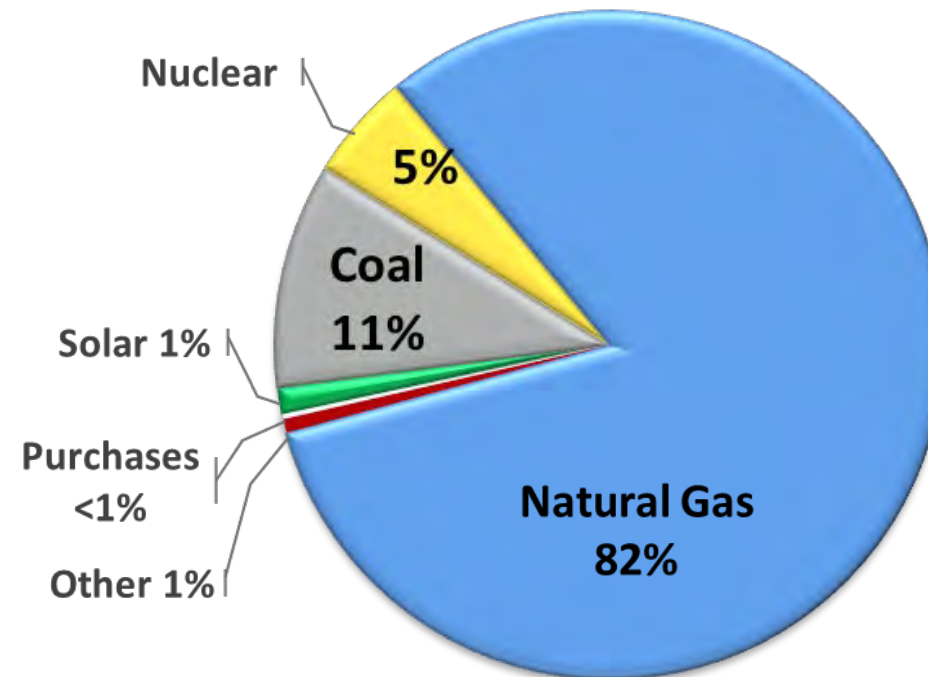
- Radial Transmission Line
- 148.2 MW Peak Demand
- FMPA All-Requirements
- 111 MW Local Generation
- 5% Solar in 2020



Florida Municipal Power Agency

- All Florida municipals are members of FMPA
- Serve over 3 million Florida Residents (~14% of state)
- Ownership in 20 units
- Will control over 2,100 MW of generation 2025

FY 2023 Total FMPA ARP Generation



FMPA Offers Valuable Member Services

Roundtables

- Human Resources
- Purchasing
- Meter Tech
- Lineworkers
- Regional Crew Leader
- System Control Operator
- Distribution Reliability
- Vehicle Fleets
- Substation
- AMI

Trainings

- Substation
- Foreman Academy Certification
- Lineworker Safety
- Certified Power Executive
- Certified Power Supervisor
- Electric Metering Labs
- Utility Purchasing/Materials
- Craft and Maintenance

FMPA Offers Joint Purchase and Contracts Services

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	

FMPA Offers Members Professional Services

- Legal
- Regulatory Compliance
- IT and Cybersecurity
- Utility Rate Services
- Financial Planning
- Human Resources
- Distribution Engineering
- Distribution Reliability
- NERC Compliance
- Retail Power Delivery
- Strategic Planning
- Salary Survey
- Email Surveys
- Communications
- Operations Review
- Hurricane Assistance
- Power Quality Investigations
- Peer Review



Peer Review Basics

- What?
 - A review of operations
- Who?
 - A team of subject-matter experts from other municipal utilities
- How?
 - A multi-day review focusing on a particular functional area
- Outcome?
 - Observations and recommendations on policies, procedures, operations, and more

Peer Review Process

- Member Utility Requests a Peer Review
- FMPA and Member Utility Discuss:
 - Goals of Review
 - Background
 - Timing
- FMPA Creates a two-layered review team
 - Team 1 – Review Team
 - Three subject matter experts from another utility
 - Director or Supervisory Level
 - Close in customer count
 - Diverse geographical locations
 - Team 2 - Steering Committee
 - Three FMPA Board Members
 - Typically, different utilities but can overlap with Team 1

Peer Review Process

- Member Utility provides
 - Background Information
 - Policies
 - Procedures
 - Links to website
 - FMPPA schedules the review
 - Coordinates schedule with all team members
 - Explains purpose and goal of the peer review

Peer Review Schedule

- Day 1
 - Review Team, Steering Committee and FMPA staff members travel to Member City
 - Review Team, Steering Committee, FMPA staff members and Member City staff members enjoy casual get to know you dinner
 - Review Team, Steering Committee and FMPA staff members meet to review schedule
- Day 2
 - Review Team spends the day with FMPA member city
 - Reviewing documentation
 - Interviewing staff members at all levels



Peer Review Schedule

- Day 3
 - Review Team finishes up data collection and interviews
 - Review Team, Steering Committee, FMPA staff members and Member City senior leadership meet briefly over lunch for high level overview
 - Review Team, Steering Committee and FMPA Staff members meet so Review Team can share relevant information and observations
 - Steering Committee and FMPA Staff members meet to discuss findings to draft the report

Peer Review the Results

- FMPA staff drafts report of findings
- Review Team and Steering Committee review draft
- FMPA schedules in person meeting Member City senior leadership
 - Review draft report
 - Discuss any necessary adjustments
- FMPA Finalizes report
- FMPA sends member City final report

Peer Review the Report

- Introduction
- Limitations of Peer Review Process
- Kudos
- Multiple Sections Specific to Subject Matter
 - Observations and Recommendations

KEYS Peer Reviews

- T&D 2019
- Purchasing 2022
- Customer Services 2023



T&D Peer Review

- The Report
 - 11 pages
 - 17 observations
- Sections:
 - General
 - Safety
 - Substations
 - T&D Line
- "I thought the Peer review was very enlightening. FMPA was very engaged in how we operate here at KEYS vs how other utilities operate. As a result, we moved the UG from the substation section to the Line Section which freed up our substation section to do more preventative maintenance." – Fred Culpepper



Purchasing Peer Review

- The Report
 - 11 pages
 - 13 observations
- Sections:
 - Documentation
 - Processes
 - Staffing
 - General Observations
- “The Peer Review for the Purchasing & Warehouse department allowed us to examine our policies and procedures internally and discuss them with knowledgeable outside resources. Base on the final results, we were able to put together a comprehensive action plan. This process was extremely beneficial, not only to move forward with the recommendations but also to take a step back and spend time reviewing our internal processes.” - Jesse Perloff



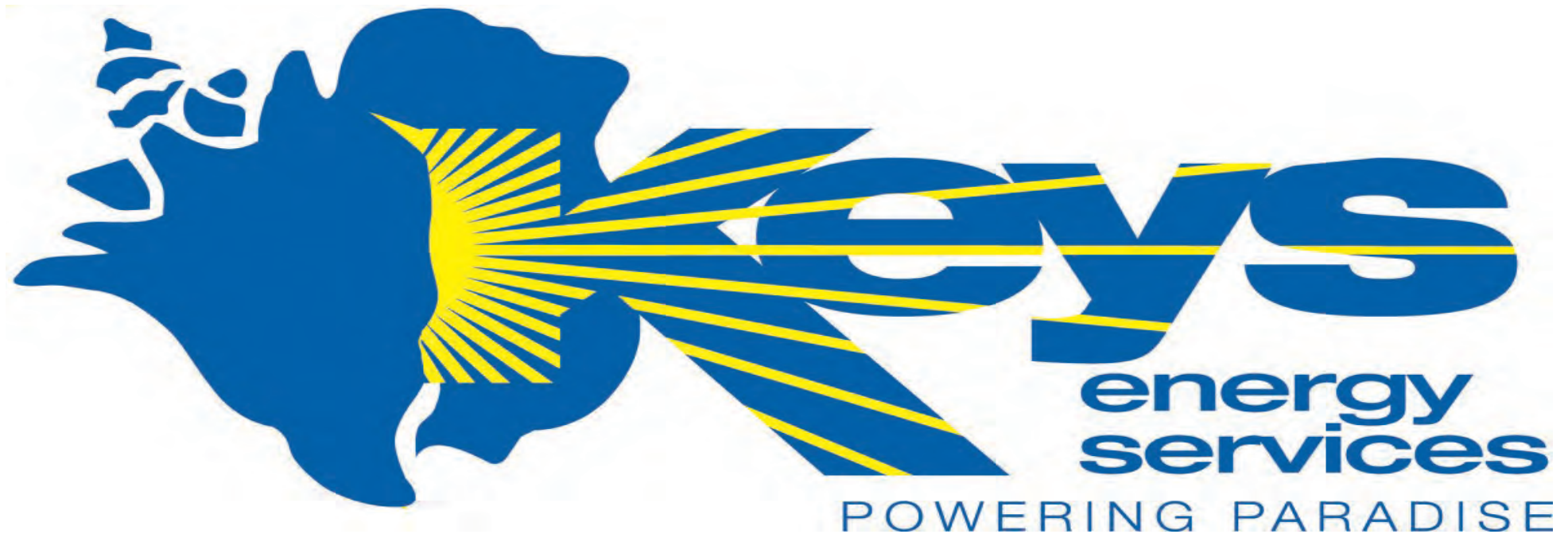
Customer Services Peer Review

- The Report
 - 7 pages
 - 11 observations
- Sections:
 - Customer Services
 - Billing, Collections and Cash Operations
 - Staffing and Training
 - Technology
- “I enjoyed the opportunity to engage in discussions with the peer review team relating to our Customer Service processes and procedures. It was truly valuable to exchange insights and ideas which will contribute to continuing to raise our service level standards and enhance the overall customer service experience” - Erica Zarate



Benefits of a Peer Review

- Requesting City
 - Receives thorough review observations and recommendations
 - Determines how to proceed with report
 - Develops relationships with counterparts at other utilities
 - Receives an inexpensive comprehensive review for a fraction of the cost of a consultant's review
- Reviewing Cities
 - Often have take aways for their own operations
 - Develops relationships with counterparts at other utilities



**AGENDA ITEM 5 – INFORMATION
ITEMS**

**b. 2023 Reliability Data &
SharePoint Site**

**FMPA Member Services Advisory
Committee Meeting**

January 23, 2024



5b – 2023 Reliability Data & SharePoint Site

Member Services Advisory Committee

January 23, 2024

FMPA Upgraded Reliability to SharePoint

New Features and Realtime Updates

New graphical interface for all indices with selectable time frames

New Excel reports

Automated email reminder to upload data each month

Issue Discovered With Excel Report

Members Brought to Our Attention

AutoSave Off reliability_indices2023

File Home Insert Page Layout Formulas Data Review View Help Acrobat

Clipboard Font Alignment Number

Row Labels SAIDI(Overall) Row Labels 1/1/2023 2/1/2023 3/1/2023

Sm	18.60	Sm	0.72	15.84	2.04
Md	4.22	Md	1.67	1.96	0.59
Lg	5.68	Lg	0.97	1.63	3.08
Xl	9.91	Xl	3.15	2.35	4.41
Overall	9.04	Overall	2.77	2.43	3.84
Row Labels SAIDI(Overall) Row Labels 1/1/2023 2/1/2023 3/1/2023					
Bartow	0.60	Bartow	0.19	0.41	

Only Show up to April

Issue with Excel Report

Solution for Excel Report

Problem comes from coding embedded in the SharePoint.

Problem has been resolved.

System updated everyday at 12am.

Issue Discovered With Excel Report

Members Brought to Our Attention

AutoSave Off reliability_indicesv2_plots (3) Search (Alt+Q)

File Home Insert Page Layout Formulas Data Review View Help Acrobat

Clipboard Font Alignment Number Styles Cells Editing

P12

	C	D	E	F	G	H	I	J	K	L	M	N	O
2	Row Labels	1/1/2023	2/1/2023	3/1/2023	4/1/2023	5/1/2023	6/1/2023	7/1/2023	8/1/2023	9/1/2023	10/1/2023	11/1/2023	12/1/2023
3	Sm	0.43	10.85	4.43	11.09	51.23	41.85	49.42	9.71	0.70	0.97	0.36	2.51
4	Md	1.71	1.61	2.24	3.77	6.67	8.70	12.31	7.90	3.02	2.82	2.27	1.06
5	Lg	0.97	1.63	2.81	9.06	10.41	13.19	7.49	3.26	1.57	5.48	4.56	5.28
6	XI	3.43	2.36	4.45	9.49	5.94	21.92	13.18	6.08	8.65	4.35	3.06	5.38
7	Overall	3.04	2.40	4.17	9.19	7.20	20.85	12.99	5.86	7.55	4.36	3.10	5.11
8													
10	Row Labels	1/1/2023	2/1/2023	3/1/2023	4/1/2023	5/1/2023	6/1/2023	7/1/2023	8/1/2023	9/1/2023	10/1/2023	11/1/2023	12/1/2023
11	Alachua	0.00	7.45	5.54	1.47	2.56	29.15						
12	Bartow	0.19	0.41	9.96	5.02	4.47	10.93	0.37	2.09	2.09	0.24	0.24	0.06
13	Beaches Energy	0.67	0.07	0.50	1.93	3.96	7.66	7.52	2.35	0.43	8.79	1.81	0.79
14	Bushnell	0.17	0.98	1.24	3.39	54.85	27.67	18.37	10.60	0.51	0.11	2.21	17.13
15	Clewiston	2.05	57.22	0.97	61.24	290.71	126.15	198.25	5.05	2.01	1.29	0.59	
16	Fort Pierce Utilities Authority	0.40	0.17	1.02	21.61	3.05	6.64	2.43	2.00	1.79	0.76		
17	Gainesville Regional Utilities	0.30	0.47	10.38	3.49	1.87	5.78	6.03	2.93	6.89	1.77	1.50	
18	Havana	0.14	2.45	6.47	8.73	2.93							
19	Homestead	1.79	1.66	1.22	1.42	4.15							
20	Jacksonville Electric Authority	2.54	2.67	3.04	5.82	3.32	10.63	14.84	4.64	5.22	2.48	2.66	5.50
21	Keys Energy	1.46	2.73	4.76	5.14	3.51	2.89	4.51	2.32	3.36	3.66	3.66	13.94
22	Kissimmee Utility Authority	2.32	1.95	1.33	0.19	2.84	2.70	7.79	1.59	5.28	0.75	4.19	0.16
23	Lake Worth Beach	2.20	5.22	3.73	13.57	28.35	40.67	8.65	7.11				
24	Lakeland	1.74	1.93	1.90	4.02	5.65	7.60	7.66	4.32	1.91	3.90	0.78	3.55
25	Leesburg	2.95	2.67	0.59	4.54	13.18	11.42	20.02	14.29	4.43	2.07	2.97	1.66
26	Mount Dora	0.00	0.43	9.43	0.24	0.90	34.05	0.01	21.17	0.49		0.02	0.33

selectors&sourcedata OverallRawData **SAIDI** SAIFI CAIDI MAIFie L BAR IOU Data Raw Data SAIDI plot SAIFI plot

Data now updates automatically

New Updates

2024

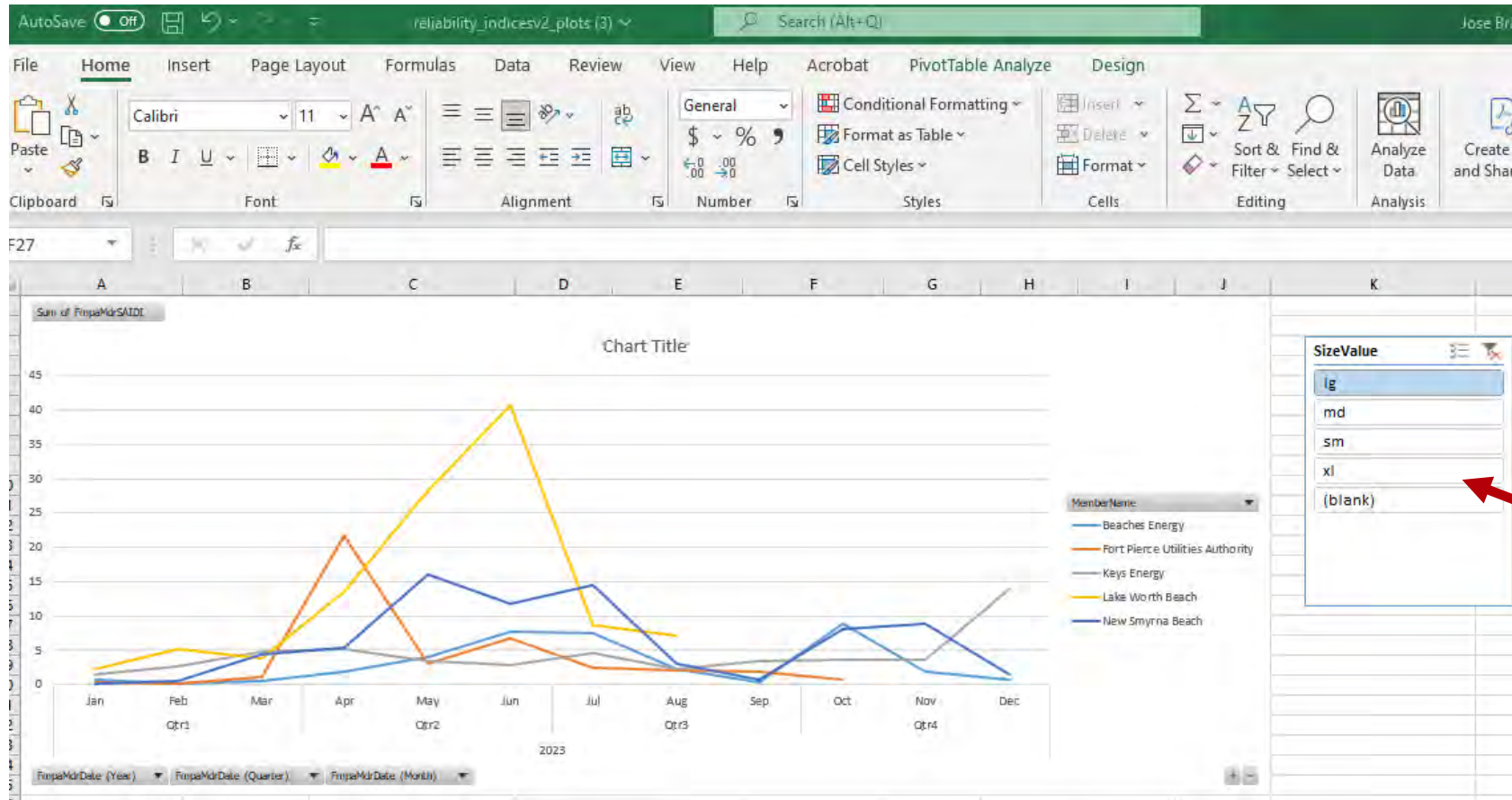
We added a new selector by size in the report

Plans to move reporting to MS Power BI

Members are updating 2023 anticipate report by 1st week Feb. 2024

New Feature

Excel Report



New selector by size option



Thank You



VERBAL REPORT

AGENDA ITEM 5 – INFORMATION ITEMS

c. Member Salary Survey 2024

FMPA Member Services Advisory Committee Meeting

January 23, 2024

**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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January 23, 2024