

### MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE

WEDNESDAY, APRIL 16, 2025 2:00 p.m. [NOTE TIME] Dial-In Info: 1-321-299-0575 Conference ID Number: 227 642 452 595

#### **Committee Members**

Chairman - Allen Putnam, Jacksonville Beach Mike Poucher, Bartow Eric Meyer, Fort Pierce Billy Branch, Homestead Julio Torrado, Keys Energy Services Aaron Haderle, Kissimmee Steve Langley, Mount Dora Chris Miller, New Smyrna Beach Dallas Lee, Newberry Chad Lynch, Ocala Drew Mullins, Starke James Braddock, Wauchula Jamie England, Winter Park

> In-Person/Teams Meeting Wednesday, April 16, 2025 2:00 P.M. Teams Meeting 321-299-0575 Meeting No. 227 642 452 595# 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: April 9, 2025
- RE: Member Services Advisory Committee (MSAC) In-Person/Teams Meeting Wednesday, April 16, 2025, 2:00 p.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 227 642 452 595

TEAMS Meeting Link: Join the meeting now (If you have trouble connecting via phone, please call 407-355-7767)

**Chairman Allen Putnam, Presiding** 

### AGENDA

1.	. Call to Order, Roll Call, Declaration of Quorum4
2.	Set Agenda (by vote)
3.	Comments from the Chairman (Allen Putnam)
4.	Comments from Chief People and Member Services Officer (Sharon Adams)
5.	Consent Agenda
	a. Approval of Minutes – Meeting Held January 15, 2025
6.	Action Items
	a. Member Services FY 2026 Budget Approval (Mike McCleary)

#### 7. Information Items

9.	Ad	ljournment	57
8.	Me	ember Comments	56
	e.	Training and Roundtable Update (MacKayla Cross)	58
	d.	Leased Employee Success Story, Starke (Mike McCleary/Drew Mullins)	51
	c.	GIS Working Group Update (Angel Rivera-Lopez/Navid Nowakhtar)	45
		(Jose Bravo)	26
	b.	2024 Reliability Metrics Update and Florida Public Power Reliability Awards	
	a.	Member Services Goals Update (Sharon Adams)	23

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

#### AGENDA ITEM 2 – SET AGENDA

FMPA Member Services Advisory Committee Meeting

AGENDA ITEM 3 – COMMENTS FROM THE CHAIRMAN

FMPA Member Services Advisory Committee Meeting

AGENDA ITEM 4 – COMMENTS FROM CHIEF PEOPLE AND MEMBER SERVICES OFFICER

FMPA Member Services Advisory Committee Meeting

#### AGENDA ITEM 5 – CONSENT AGENDA

a. Approval of Minutes – Meeting Held January 15, 2025

FMPA Member Services Advisory Committee Meeting

CLERKS DULY NOTIFIED	JANUARY 08, 2025
AGENDA PACKAGES SENT TO MEMBERS	JANUARY 08, 2025

#### MINUTES

#### TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING WEDNESDAY, JANUARY 15, 2025 FLORIDA MUNICIPAL POWER AGENCY 8553 COMMODITY CIRCLE ORLANDO, FL 32819 At 2:00 P.M.

PARTICIPANTS PRESENT VIRTUALLY	Bartow Eric Meyer Billy Branch Jacksonville Beach Key West Kissimmee Ocala Wauchula Winter Park Winter Park	Mike Poucher Fort Pierce Homestead Allen Putnam, In Person Julio Torrado Michal Wagner Doug Peebles James Braddock Jamie England Lisa Vedder
PARTICIPANTS ABSENT	Mount Dora New Smyrna Beach Newberry	Steve Langley Chris Miller Dallas Lee
OTHERS PRESENT		
STAFF PRESENT	Dan O'Hagan, Deputy G Regulatory Complian Sharon Adams, Chief Pe Chris Gowder, Chief Sys Officer Sue Utley, Executive As Secretary to the Boa Navid Nowakhtar, Memb Analytics Director Mike McCleary, Member Jose Molina-Bravo, Man Development	counsel and Chief Legal Officer General Counsel and Manager of ace eople and Member Services Officer stem Operations and Technology sistant to the CEO & Assistant rd of Directors ber Services, Strategic Planning and

Susan Schumann, Public Relations and External Affairs Manager MacKayla Cross, Administrative Assistant Wayne Koback, IT Manager Angel Rivera-Lopez, Engineering Services Manager

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

The Member Services Advisory Committee Chair Allen Putnam, Jacksonville Beach, called the meeting to order at 2:06 p.m. on Wednesday, January 15, 2025. 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 9 members present out of a possible 12.

#### ITEM 2 – SET AGENDA (BY VOTE)

**MOTION**: Mike Poucher, Bartow, moved to set the agenda as presented. Doug Peebles, Ocala, seconded the motion. Motion carried 9-0.

#### **ITEM 3- COMMENTS FROM THE CHAIRMAN**

Allen Putnam, Jacksonville Beach, shared insights on the APPA Joint Action Conference that he and other FMPA staff attended in Scottsdale, Arizona earlier in the week.

#### ITEM 4 – CONSENT AGENDA

Item 4a – Approval of Minutes – Meeting Held October 16, 2024

**MOTION**: Julio Torrado, Key West, moved approval of the Minutes of October 16, 2024. Mike Poucher, Bartow seconded the motion. Motion carried 9-0.

#### ITEM 5 – ACTION ITEM

Item 5a – Reliability Awards

Sharon Adams presented the Reliability Awards for approval by the Member Services Advisory Committee for recommendation to the Board of Directors.

Allen Putnam, Jacksonville Beach, inquired about the deadline of May 30<sup>th</sup> and if all data would be available by that date.

Jacob Williams confirmed the data will be available for the Reliability Roundtable in early May.

Member Services Advisory Committee January 15, 2025 Page 3

**MOTION**: Julio Torrado, Key West, moved approval of the MSAC Reliability Awards Program to be presented to Board of Directors for final approval. Mike Poucher, Bartow, seconded the motion. Motion carried 9-0.

#### ITEM 6 – INFORMATION ITEMS

Item 6a – Member Services Goals Update

Sharon Adams presented the Member Services Goals Update.

Item 6b – Engineering Services RFQ Update

Navid Nowakhtar presented the Engineering Services RFQ Update.

Item 6c – Project Profile – Beaches Energy COM Plan

Navid Nowakhtar and Mike McCleary presented the Project Profile Beaches Energy COM Plan.

Item 6d – PCA Support Services

Navid Nowakhtar presented PCA Support Services.

Allen Putnam, Jacksonville Beach, expressed appreciation of having different vendors as options to choose from.

Item 6e – Leased Employee Program Update

Mike McCleary provided a verbal update on the Leased Employee Program.

Mike McCleary made mention of the first two leased employees since the program started. Both were successful, one leased employee was hired as a full-time employee with the Member City.

Item 6f – Training and Roundtable Update

Lindsay Jack presented the Training and Roundtable Update

Jamie England, Winter Park, asked if the Regional Safety Trainings can be personalized to assist with passing an internal safety audit.

Mike McCleary explained that the training has not been outlined for that purpose, however, he believes that is something the trainers with Leidos may be able to assist with.

Member Services Advisory Committee January 15, 2025 Page 4

#### **ITEM 6 – MEMBER COMMENTS**

None

#### ITEM 7 – ADJOURNMENT

There being no further business, the meeting was adjourned at 2:54 p.m.

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

AP/mc

#### AGENDA ITEM 6 – ACTION ITEMS

a. Member Services FY 2026 Budget Approval

FMPA Member Services Advisory Committee Meeting

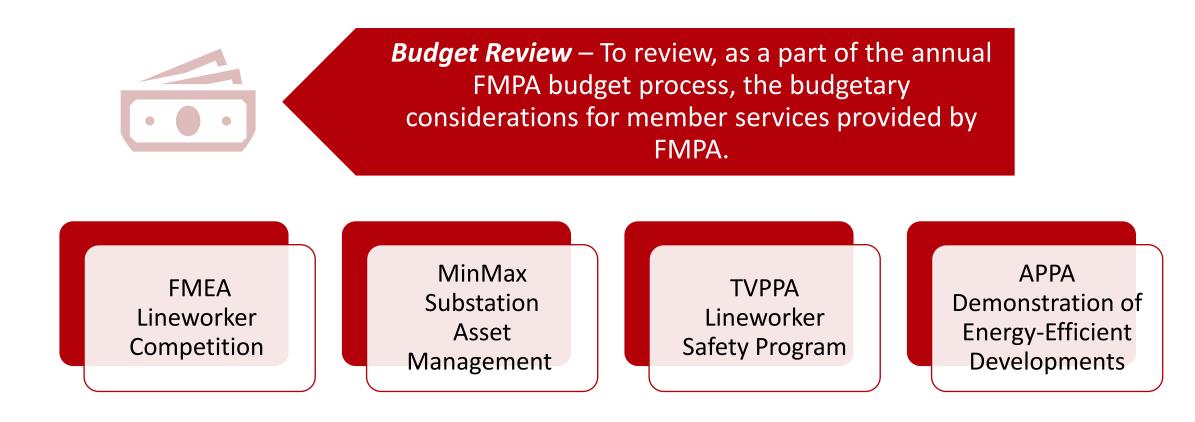


# 6a – Member Services FY 2026 Budget Approval

Member Services Advisory Committee April 16, 2025

# **Currently Four Budget Items for MSAC Review**

MSAC Makes Recommendations to Finance Committee





## **FMEA Lineman Competition**

FMPA Supports FMEA Event Through Sponsorship



Sponsorship goes to Journeyman team and Apprentice winners



Currently budgeted at \$8,000 – Meets FMEA Sponsorship Level and provides up to \$2,000 per participant for travel



Payment is a reimbursement if participants compete at National Lineman Competition in the same calendar year



### **MinMax Substation Asset Management**

FMPA is Host and Members Have Individual Accounts

FMPA currently pays yearly subscription of \$3,600 All participating members pay \$600 per substation per year

Four utilities signed on and others are reviewing

Others reviewing for PRC-005-6 utilization



## **TVPPA Lineworker Safety Program**

Current Budget Supports Membership and Discounted Meetings

### \$150,000 Budget

- Currently 21 members in Safety Meeting Program
  - Newberry and Starke left for budgetary reasons
- Larger member costs for safety meeting program capped at \$15,000 annually
- Smaller members pay a pro-rata share of costs
- TVPPA Apprenticeship and other program offerings at a discounted rate



### **Demonstration of Energy-Efficient Development Grants** APPA DEED Program for FMPA Members

### Budget amount \$35,000

- APPA invoices FMPA for member dues at discounted rate
- Approximately \$655,000 in grants awarded to 12 participating members
- Member Services to assist all 25 eligible members with potential opportunities for DEED grants
- Individual member cost total if not under JAA structure \$115,000



## Four Existing Programs in Budget

Program Budgets Remain Flat from 2025 Prior Fiscal Year

FMEA Lineworker Competition	\$8,000
MinMax Asset Management for Substations	\$3,600
Lineworker Safety Program and TVPPA Training	\$150,000
APPA DEED Program	\$35,000



### Motion

Approval of Member Services budget for Finance Committee approval



### AGENDA ITEM 7 – INFORMATION ITEMS

a. Member Services Goals Update

FMPA Member Services Advisory Committee Meeting



## 7a – Member Services Goals Update

Member Services Advisory Committee April 16, 2025

### Member Services Goals Scorecard

### Goal Progress Reported to Board of Directors Monthly

Goal		Status	Actual	YTD Actual	YTD Target	FY 2025 Target	Comment
	Reliability Major		1	9	6	12	Starke Equipment Fusing
7. Member Reliability	Reliability Minor		2	12	12	18	Winter Park commissioning recloser Bartow 1ph Reclosers
	RP3		2	2	3	6	RP3 – 2 Members Contacted RP3 – Release May 1
	Leadership member visits		12	42	38	75	
8. Member Services	Member training attendance		81	141	115	275	Significant soft-skills training and Lineworker Roundtable
Jeivices	Stakeholder Presentations & Major Policy Advocacy (Bal. Energy/Nuke)Posts		5	23	17	40	Fort Meade & 4 High Impression LinkedIn Energy Posts; GCS, Quincy and Starke in March/April



#### AGENDA ITEM 7 – INFORMATION ITEMS

b. 2024 Reliability Metrics Update and Florida Public Power Reliability Awards

FMPA Member Services Advisory Committee Meeting



# 7b – 2024 Reliability Metrics Update and Florida Public Power Reliability Awards

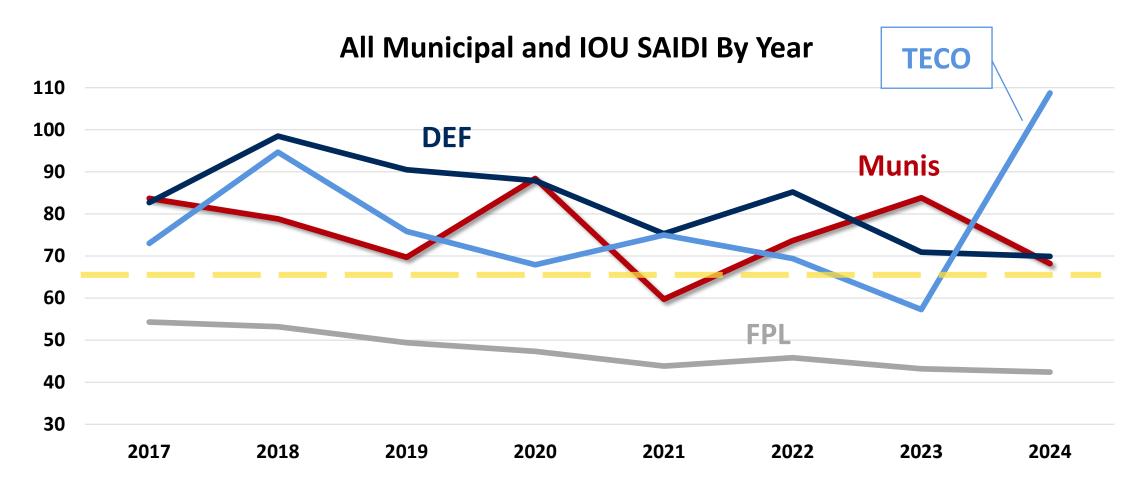
Member Services Advisory Committee April 16, 2025

### **2024 Municipals Significant Reliability Improvement** *Gaining Ground On IOUs, Working To Continue Trend*

- Municipals ~23% reduction in average outage duration (SAIDI)
- Municipals made greater SAIDI gains than IOUs in 2024
- 13 of 24 participating municipals showed SAIDI improvement
- 7 municipals lower outage duration than best IOU in state
- Municipals lead state in restoration time and length of outage
- Municipal rate advantage over IOUs presents opportunity to invest in reliability and stay competitive



### **Municipals' SAIDI Down ~23% In 2024, Close To Goal** Improvement Over Duke & TECO With FPL ~Flat To Prior Year





## **Municipals Improved on Most Key Categories**

23% SAIDI Improvement Vs. 2023, 3 Other Key Metrics Down

### **Distribution Reliability Indices, Calendar Year 2024**

Red= increase and Green= decrease (improvement)

2023 vs 2024	Mu	ınis		FPL	TEC	0	Du	ke
Duration (SAIDI)	68	-23%	42	-2%	109	47%	70	-1%
Restoration Time (CAIDI)	70	-3%	77	9%	105	33%	84	2%
Frequency (SAIFI)	0.98	-19%	0.6	-13%	1.0	21%	0.8	-4%
Momentaries (MAIFIe)	1.8	-22%	2	0%	5.4	-18%	1	-80%
Length (L-Bar)	147	8%	205	8%	195	33%	193	17%

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



### **Municipals Gaining Ground On Reliability Metrics** *Munis Lead In Restoration Time & Length, 2<sup>nd</sup> in Duration*

### **Distribution Reliability Indices, Calendar Year 2024**

Best Performance Highlighted in Green, Second Best Highlighted in Yellow

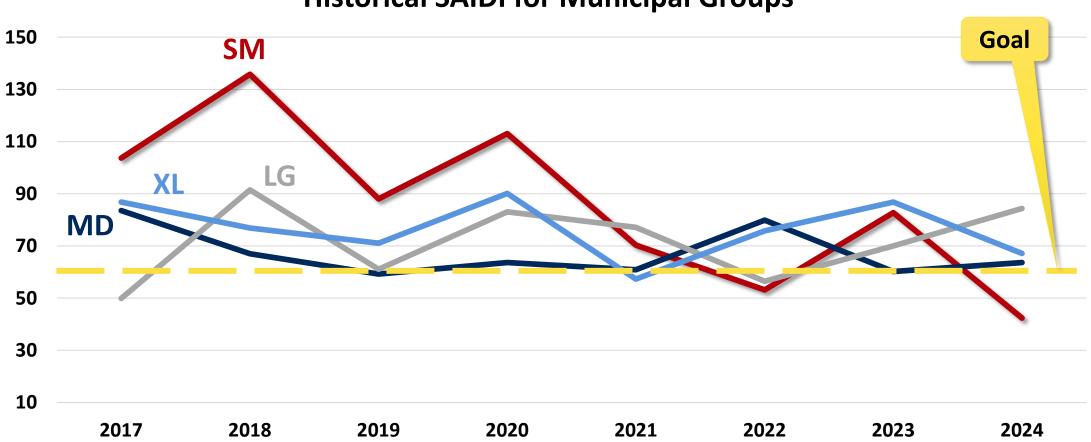
	Munis	FPL	TECO	Duke
Duration (SAIDI)	68	42	109	70
Restoration Time (CAIDI)	70	77	105	84
Frequency (SAIFI)	0.98	0.6	1.0	0.8
Momentaries (MAIFIe)	1.83	2	5.4	1
Length (L-Bar)	147	205	195	193

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



## **Municipal Small Group Below SAIDI Goal**

Reliability Spending Required to Continue Improving Performance



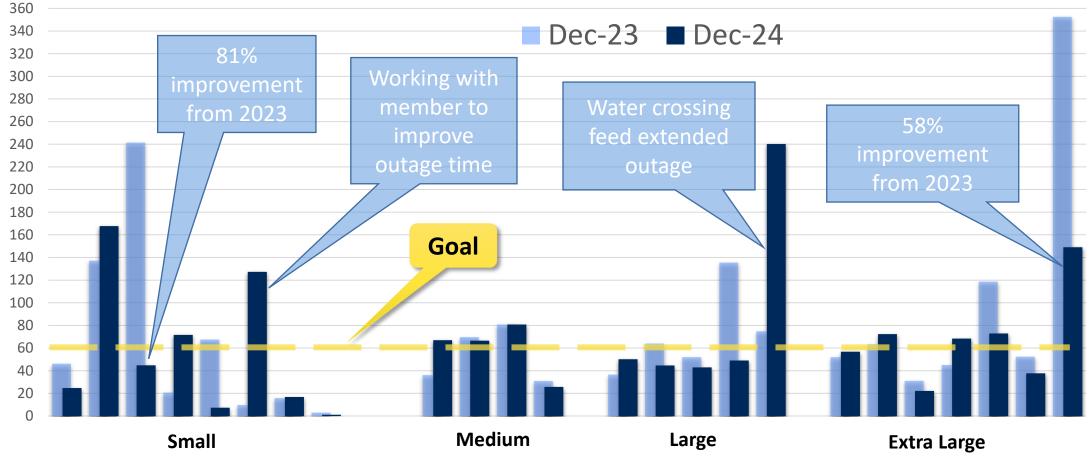
**Historical SAIDI for Municipal Groups** 



### Improvements in XL, LG and SM Groups

Best in Each Category Wauchula/Mt. Dora, Winter Park, Keys, KUA

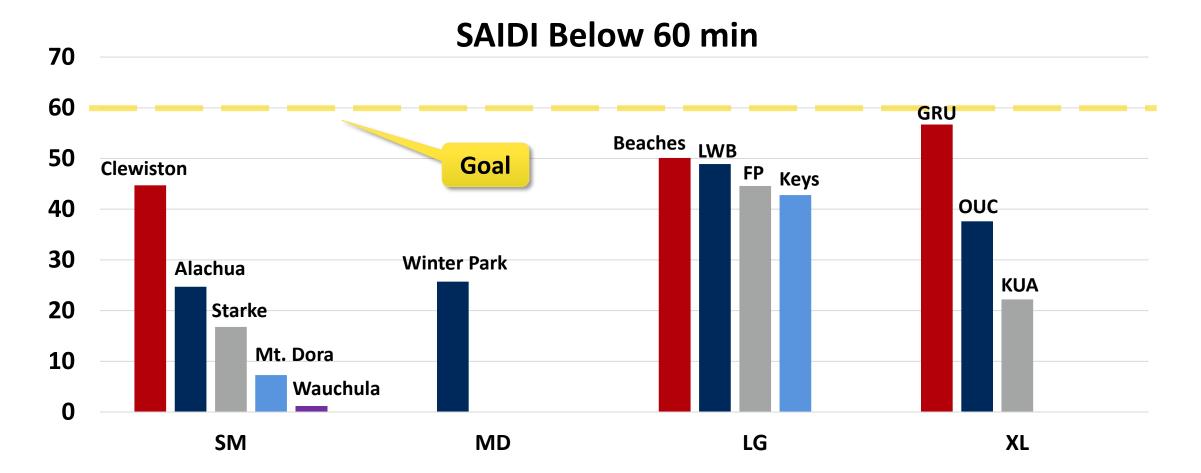
### Average Outage Duration (SAIDI) for Municipals That Provide Data to FMPA





## Leading Municipals Providing Best In Class Reliability

13 Municipals At Or Significantly Below 60 Min SAIDI Goal

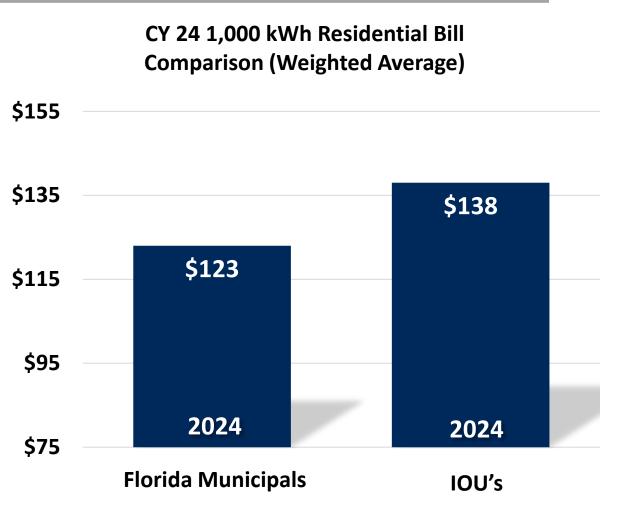




## **Municipals In Unique Cost Position To Invest**

Time to Capitalize on Rate Advantage to Regain Ground

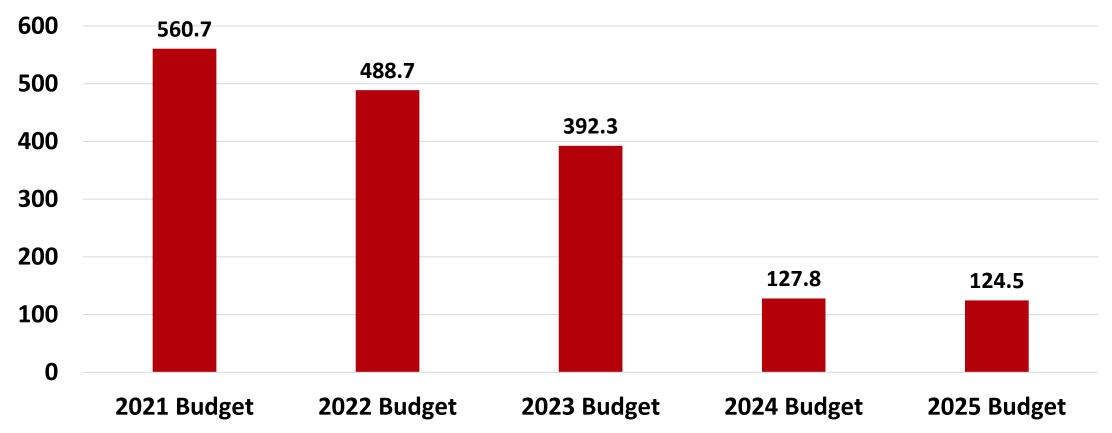
- Florida Municipal's SAIDI improved from 2023 but still 13.6% above goal
- Municipal rates ~11% lower than IOU's
- Opportunity to use rate headroom for capital improvements & maintenance
  - Vegetation Management
  - Fuse Coordination
  - Thermal (IR) Scans
  - Routine Inspections
  - Strategic Undergrounding





# FPL Storm Hardening Budget Totals Moderating

Year Over Year Decline In Capital Investment



#### FPL Reliability Performance Improvement Program Spend (\$M)



## **FPL Multi Year Storm Hardening Budget**

Top 4 Capital Investments Suggest Range of Tactics

<ul> <li>Distribution Automation \$130M</li> <li>System</li> <li>Distribution Automation \$187M</li> <li>System</li> <li>Distribution Automation \$142M</li> <li>System</li> <li>System</li> <li>System</li> <li>System</li> <li>System</li> <li>System</li> </ul>	2021	2022	2023	2024	2025
Expansion \$128MExpansion \$119MExpansion \$101MExpansion \$40MAutomation \$34.5M• Vegetation management \$70M• UG Direct Buried \$31M• UG Direct Buried \$41M• Handhole Insp \$9M• UG Direct Pad-TX \$9M• UG Direct • Buried \$9M• UG Direct Buried \$55M• Automatic TR Switches ATS \$28M• Pad-TX \$24M• UG Direct 	Automation \$130M • System Expansion \$128M • Vegetation management \$70M • UG Direct	<ul> <li>Automation \$187M</li> <li>System Expansion \$119M</li> <li>UG Direct Buried \$31M</li> <li>Automatic TR Switches</li> </ul>	Automation \$142M • System Expansion \$101M • UG Direct Buried \$41M • Handhole Insp. Pad-TX	Automation \$41M • System Expansion \$40M • Handhole Insp Pad-TX \$9M • UG Direct	Expansion \$48M •Distribution Automation \$34.5M •UG Direct •Buried \$9M •Handhole Insp.



### **Member Efforts Show Results in Several Communities**

Continued Improvement Needed to Meet SAIDI 60 Minute Goal

Top SAIDI Improvement by Group			
SM	MD	LG	XL
Clewiston	Winter Park	Lake Worth	Tallahassee
Mt. Dora		Fort Pierce	OUC
Alachua		Keys Energy	KUA



### **Members Working to Improve on Reliability**

Targeting Specific Areas and Utilizing Technology

Strategic Undergrounding	Self-Healing Networks	
Expanding GIS Programs	Fuse Coordination	
Min/Max Asset Management	Trip Saver Installation (expansion)	
TOA4 for Substation Transformers	System Hardening	
AMI Programs and Upgrades	Vegetation Programs	





#### FLORIDA PUBLIC POWER RELIABILITY AWARDS



### Florida Public Power Reliability Awards

Program Approved By Board in Feb 2025 For Implementation

#### SAIDI Leadership Award Best performer in

group

#### **SAIDI Endurance Award**

60 minutes or less for multiple years

#### SAIDI Momentum Award Highest overall SAIDI

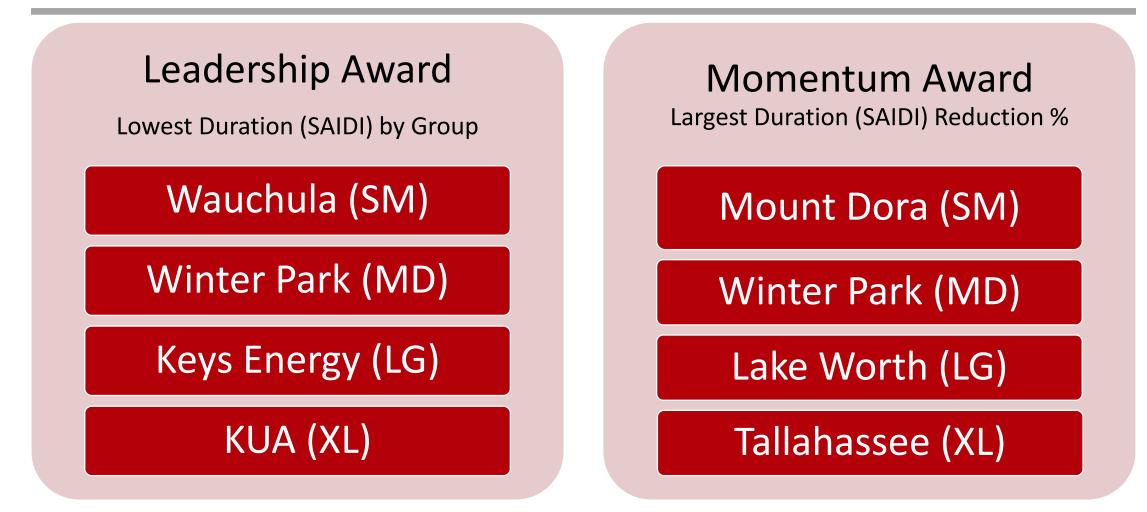
Improvement by %



SAIDI Improvements =>10%
Small
Medium
Large
Extra Large

### Florida Public Power Reliability Awards

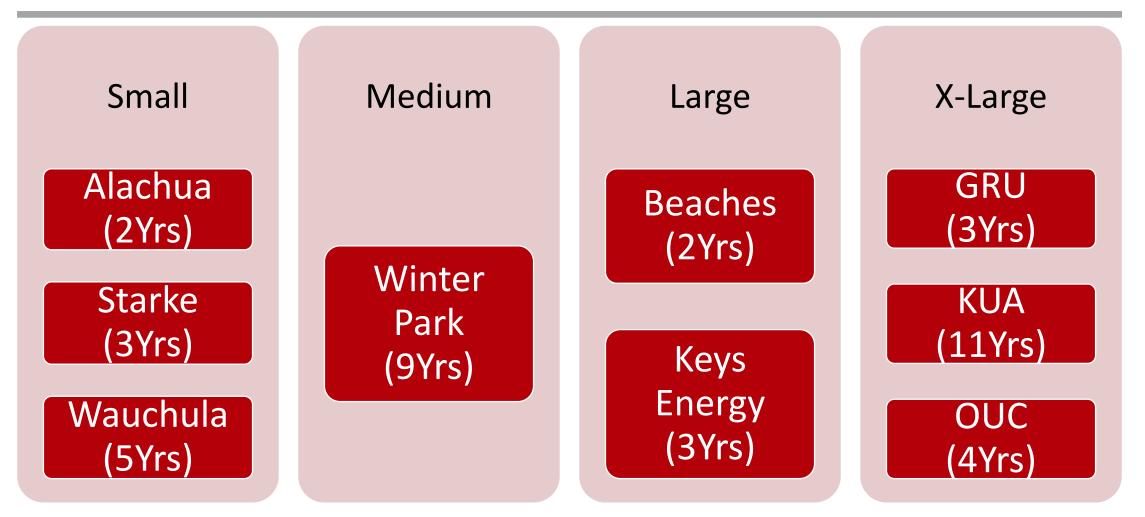
Lowest Duration and Largest Reduction % Winners





### Florida Public Power Reliability Awards

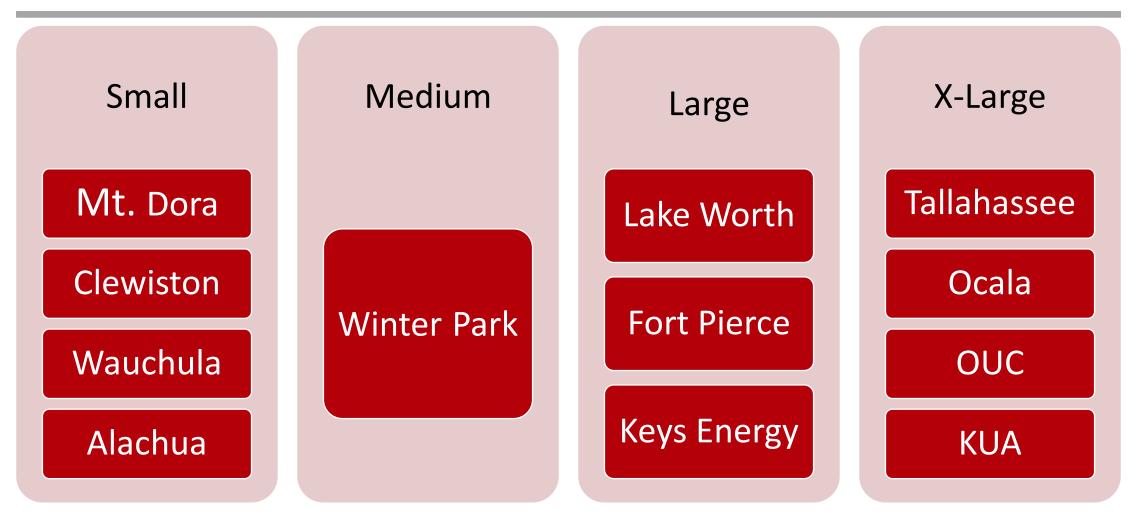
Endurance Award Winners – 60 Minutes or Less, Consecutive Years





#### Florida Public Power Reliability Awards Program

Duration (SAIDI) Improvement Awards, Equal To Or Greater Than 10%





#### AGENDA ITEM 7 – INFORMATION ITEMS

c. GIS Working Group Update

FMPA Member Services Advisory Committee Meeting



### 7c – GIS Focus Group Update

#### Member Services Advisory Committee April 16, 2025



#### **MSAC Recommendation Drives Focus Group Kickoff** October 2024 Committee Direction To Collaborate & Explore

- The MSAC recommended that FMPA form a Geographic Information System (GIS) focus group from a cross-section of our members
- The purpose of the focus group is to:
  - Encourage collaboration between members
  - Discuss common challenges and share lessons learned
  - Discuss latest GIS technologies and determine opportunities for joint efforts
  - Advise FMPA on how we can assist
- Member Services invited participants from FMPA's GIS Roundtable as part of focus group





## **Kickoff Meeting With Strong Participation Jan 2025**

Quarterly Discussions To Continue w/Survey For Baselining

- 16 GIS staff from 13 member-utilities attended via Teams
- The group agreed to meet:
  - quarterly to discuss a GIS-related topic
  - as needed member requests assistance
- Online survey was conducted after meeting to gather GIS systems and related technologies information from Members





#### **Field Applications Discussion Collaboration Example** March 2025 Meeting Shows Value Of Information Sharing

- A member requested a meeting to discuss field application for GIS
- Twelve (12) GIS staff from nine (9) member-utilities attended via Teams
- Participants shared information on field applications and smart devices being used







#### **Next Steps To Further Advance Focus Group**

Open Discussions Key To Fostering Exchange Among Peers

 Recent meeting occurred early April per one of the member's request to discuss software for engineering design

Good attendance

- Member Services team to support/lead quarterly discussions and provide technical support when possible
- Leverage survey results to pair peers together in similar stages or with common platforms, when possible
  - Continue to foster knowledge sharing



#### AGENDA ITEM 7 – INFORMATION ITEMS

d. Leased Employee Success Story, Starke

FMPA Member Services Advisory Committee Meeting



#### 7d - Leased Employee Success Story In Starke

Member Services Advisory Committee April 16, 2025

### **Starke Has Great Electric Supervisor**

Lacked Systems For Managing Operations

- Starke reached out to FMPA to determine if Leased Employee Program could support administrative team needs
- Arranged David Sparks, GRU retiree, as Leased Employee
- David worked for 6 months as a Leased Employee, driving positive performance across a range of issues
- Now a member of the Starke staff



### **Initial Plan For Short Engagement Evolved**

Starke Realized Value Of Continued Support On Range of Items

# **Reliability Improvements** SCADA GIS Maintenance Programs Equipment Replacement

- Allows supervisor to be in the field
  - Work with Crews
  - Visit job sites
  - Consult with customers and developers
- Supervisor not tied to desk work
  - Fewer meetings with City Hall
  - Fewer forms and reports
  - Able to actively engage in emergent situations



#### **FMPA Leased Employee Program**

How It Works – Steps to follow

#### Member Identifies a Need and Reaches Out

- Resource is identified
- Mutual Aid Agreement is Executed

#### Scope of Services

- Determined among Member, Leased Employee and FMPA
- Detailed in Schedule A of Agreement

#### Price & Payment

- Leased Employee hourly wage information to be provided by FMPA to Members
- Leased Employee submits hours & reimbursement requests to FMPA
- FMPA pays Leased Employees directly; bills Member a like amount



#### AGENDA ITEM 7 – INFORMATION ITEMS

e. Training and Roundtable Update

FMPA Member Services Advisory Committee Meeting

#### AGENDA ITEM 8 – MEMBER COMMENTS

FMPA Member Services Advisory Committee Meeting

#### AGENDA ITEM 9 – ADJOURNMENT

FMPA Member Services Advisory Committee Meeting



### 7e – Training and Roundtable Update

Member Services Advisory Committee April 16, 2025

### **Trainings and Roundtables High Participation**

Attendance is Strong Across Membership

Training	Cities	Total
Interpersonal Supervisory Skills 1	3	11
Hot Weather & Fleet Safety	3	4
Interpersonal Supervisory Skills 2	7	21
Environmental Air Compliance	4	8
Electric Metering Lab A	5	8
Foreman Academy Track 1	6	10

Roundtable	Cities	Total
Lineman Roundtable	8	22





# **Upcoming Trainings**

#### Held At FMPA Offices

Training Opportunity	Dates	Key Audience
Negotiations and Contracts	4/22	Procurement, Supervisors, Future Leaders
Security Workshop with SERC	4/29-5/1	Utility staff responsible for securing electric facilities and assets
Communicating Effectively w/ Utility Customers	6/2	All levels of utility personnel
Work Order, Inventory and Plant	6/5	Procurement, Supervisors, Future Leaders
Utility 101	6/24	New employees or looking to broaden understanding
Foreman Academy Track 2	7/14	Lineworkers, Foreman, Future Leaders



#### **Upcoming Roundtables**

#### Note Location, Some Hosted by Others

Roundtable	Date	Key Audience
Purchasing Roundtable	5/8	Procurement teams, reviewers/SMEs
Reliability Roundtable	5/13	Distribution planners, linemen
Transportation Fleet Roundtable	5/28	Fleet managers, purchasing, planners
AMI & Meter Tech hosted by JEA	6/4	AMI staff, Revenue metering personnel, engineers



### **Regional Safety Leadership Training**

Facilitated by Leidos



#### May 21 – Tallahassee

May 22 - Gainesville

June 10 - Homestead

September 17 - Lakeland

October 29 - Kissimmee

