



## **MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE**

**THURSDAY, JULY 24, 2025  
4:15 p.m. [NOTE TIME]  
IN PERSON MEETING  
NO DIAL-IN INFO**

### **Committee Members**

Chairman - Allen Putnam, Jacksonville Beach  
Mike Poucher, Bartow  
Keith Stephens, 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 Meeting**

**July 24, 2025**

**4:15 p.m.**

**Sawgrass Marriott Golf Resort & Spa  
1000 Tournament Players Club Blvd  
Ponte Vedra Beach, FL 32082  
(904) 285-7777**



## MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)

FROM: Sharon Adams, Chief People and Member Services Officer

DATE: July 16, 2025

RE: Member Services Advisory Committee (MSAC) IN-PERSON  
**Thursday, July 24, 2025, 4:15 p.m. [NOTE TIME]**

PLACE: **Sawgrass Marriott, 1000 Tournament Players Blvd, Ponte Vedra Beach, FL 32082 [NOTE PLACE]**

Chairman Allen Putnam, Presiding

## AGENDA

1. Call to Order, Roll Call, Declaration of Quorum .....4
2. Set Agenda (by vote) .....5
3. Comments from the Chairman (Allen Putnam) .....6
4. Comments from Chief People and  
Member Services Officer (Sharon Adams).....7
5. Consent Agenda
  - a. Approval of Minutes – Meeting Held April 16, 2025.....9
6. Action Items
  - a. Election of Officers (Sharon Adams) .....14
7. Information Items
  - a. Member Services Goals Update (Sharon Adams) .....18
  - b. Member Services Annual Update (Navid Nowakhtar) .....21
  - c. Texting Services Options for Attendees (Mike McCleary) .....32
  - d. Training and Roundtable Update (MacKayla Cross) .....37

<b>8. Member Comments.....</b>	<b>43</b>
<b>9. Adjournment.....</b>	<b>44</b>

NOTE: This public meeting is being held in Ponte Vedra Beach, Florida at the above-referenced location. 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 24, 2025**

**AGENDA ITEM 2 – SET AGENDA**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**

**AGENDA ITEM 3 – COMMENTS  
FROM THE CHAIRMAN**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**

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

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**

**AGENDA ITEM 5 – CONSENT  
AGENDA**

- a. Approval of Minutes – Meeting  
Held April 16, 2025**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



CLERKS DULY NOTIFIED .....APRIL 9, 2025  
AGENDA PACKAGES SENT TO MEMBERS.....APRIL 9,2025

**MINUTES**  
**TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING**  
**WEDNESDAY, APRIL 16, 2025**  
**FLORIDA MUNICIPAL POWER AGENCY**  
**8553 COMMODITY CIRCLE**  
**ORLANDO, FL 32819**  
**At 2:00 P.M.**

**PARTICIPANTS  
PRESENT**

Mike Poucher	Bartow -virtual*
Eric Meyer	Fort Pierce -virtual
Billy Branch	Homestead -virtual
Allen Putnam	Jacksonville Beach -virtual
Julio Torrado	Key West -virtual
Michael Wagner	Kissimmee -virtual*
Steve Langley	Mount Dora -virtual
Chad Lynch	Ocala -virtual
Drew Mullins	Starke
James Braddock	Wauchula -virtual
Lisa Vedder	Winter Park -virtual

\* Joined after Roll Call

**PARTICIPANTS  
ABSENT**

New Smyrna Beach	Chris Miller
Newberry	Dallas Lee

**OTHERS  
PRESENT**

**STAFF PRESENT**

Jacob Williams, General Manager & CEO  
Sharon Adams, Chief People and Member Services Officer  
Jody Finklea, General Counsel and Chief Legal Officer  
Dan O'Hagan, Deputy General Counsel and Manager of  
Regulatory Compliance  
Sue Utley, Executive Assistant to the CEO & Assistant  
Secretary to the Board of Directors  
Navid Nowakhtar, Member Services Strategic Planning and  
Analytics Director  
Mike McCleary, Senior Manager of Member Services  
Jose Molina-Bravo, Manager of Member Services  
Development  
MacKayla Cross, Member Services Coordinator  
Mary Kathryn Patterson, Senior Public Relations Specialist  
Andrei Benjamin, Cloud Systems Administrator  
Lindsay Jack, Administrative Services Supervisor

## **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 2:00 p.m. on Wednesday, April 16, 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 13.

## **ITEM 2 – SET AGENDA (BY VOTE)**

**MOTION:** Mike Poucher, Bartow, moved to set the agenda as presented. Allen Putnam, Jacksonville Beach, seconded the motion. Motion carried 11-0.

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

Allen Putnam, Jacksonville Beach hopes everyone has an enjoyable Easter weekend.

## **ITEM 4- COMMENTS FROM CHIEF PEOPLE AND MEMBER SERVICES OFFICER**

Sharon Adams introduced new MSAC member Drew Mullins from Stark.

## **ITEM 5 –CONSENT AGENDA**

**Item 5a** – Approval of Minutes – Meeting Held January 15, 2025

**MOTION:** James Braddock, Wauchula, moved approval of the Minutes of January 15, 2025. Mike Poucher, Bartow, seconded the motion. Motion carried 11-0.

## **ITEM 6 – ACTION ITEM**

**Item 6a** – Member Services FY 2026 Budget Approval

Mike McCleary presented the FY 2026 Budget Approval.

**MOTION:** Drew Mullins, Starke, moved approval of the Member Services budget for Finance Committee approval. Steve Langley, Mount Dora, seconded the motion. Motion carried 11-0.

## **ITEM 7 – INFORMATION ITEMS**

**Item 7a** – Member Services Goals Update

Sharon Adams provided the Member Services Goals Update.

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

Jose Bravo provided the 2024 Reliability Metrics Update and Florida Public Power Reliability Awards

Chad Lynch, Ocala asked if the numbers are including or excluding major storm?

Jose Bravo confirmed, stating that they are excluding major storms and substation or transmission type outages.

Allen Putnam, Jacksonville Beach, asked why the momentary numbers are lower than the previous year.

Jose Bravo stated they made some upgrades, including replacing substation breakers, installing new closures, and adding other equipment

**Item 7c – GIS Working Group Update**

Angel Rivera-Lopez and Navid Nowakhtar provided the GIS Working Group Update.

Chad Lynch, Ocala, asked if the GIS Meetings are recorded.

Angel Rivera-Lopez confirmed GIS Meetings are recorded.

**Item 7d – Leased Employee Success Story, Starke**

Mike McCleary and Drew Mullins presented the Leased Employee Success Story

**Item 7e – Training and Roundtable Update**

MacKayla Cross provided the Training and Roundtable Update.

Allen Putnam, Jacksonville Beach asked if we know why only 8 people attended Electric Metering Lab and Lineman roundtable?

Sharon Adams stated that the right people don't know about the trainings and roundtables and suggested that we start a texting system so people can voluntarily sign up to learn about the next trainings and roundtables.

**ITEM 8 – MEMBER COMMENTS**

None.

**ITEM 9 – ADJOURNMENT**

There being no further business, the meeting was adjourned at 2:55 p.m.

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

AP/mc

**AGENDA ITEM 6 – ACTION  
ITEMS**

**a. Election of Officers**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



## **6a – Election of Officers**

Member Services Advisory Committee

July 24, 2025

# Officers of MSAC Election Process

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- Allen Putnam currently serves as Chair through July 2025
- Billy Branch currently serves as Vice Chair through July 2025
- 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 For MSAC New Term*

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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
- New Chair will announce the Vice Chair



**AGENDA ITEM 7 – INFORMATION  
ITEMS**

**a. Member Services Goals Update**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



# **7a – Member Services Goals Update**

Member Services Advisory Committee

July 24, 2025

# Member Services Goals Scorecard

## *Goal Progress Reported to Board of Directors Monthly*

Goal		Status	Actual	YTD Actual	YTD Target	FY 2025 Target	Comment
7. Member Reliability	Reliability Major		2	12	9	12	GCS – Single Phase Investigation Fort Meade Tie Breaker Bartow Power Quality Ocala Tabletop – Emer. Response RP3 – 2 New Participants YTD
	Reliability Minor		3	18	13.5	18	
	RP3		4	7	4.5	6	
8. Member Services	Leadership member visits		4	46	44	75	Certified Power Supervisor Classes, AMI RT Fort Meade & 4 High Impression LinkedIn Energy Posts; GCS, Quincy and Starke in March/April
	Member training attendance		84	449	206	275	
	Stakeholder Presentations & Major Policy Advocacy Posts		5	23	17	40	

**AGENDA ITEM 7 – INFORMATION  
ITEMS**

**b. Member Services Annual Update**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



## **7b – Member Services Update**

Member Services Advisory Committee

July 24, 2025

# Member Services Beyond Operations/Reliability

## *Extension of Staff for Many Members*

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400+ attendees from 27 Members for technical & development training and roundtables



5 Peer reviews YTD across operations, customer service, and compliance



Budgets, Financial Planning and rate adjustment support for 9 Members



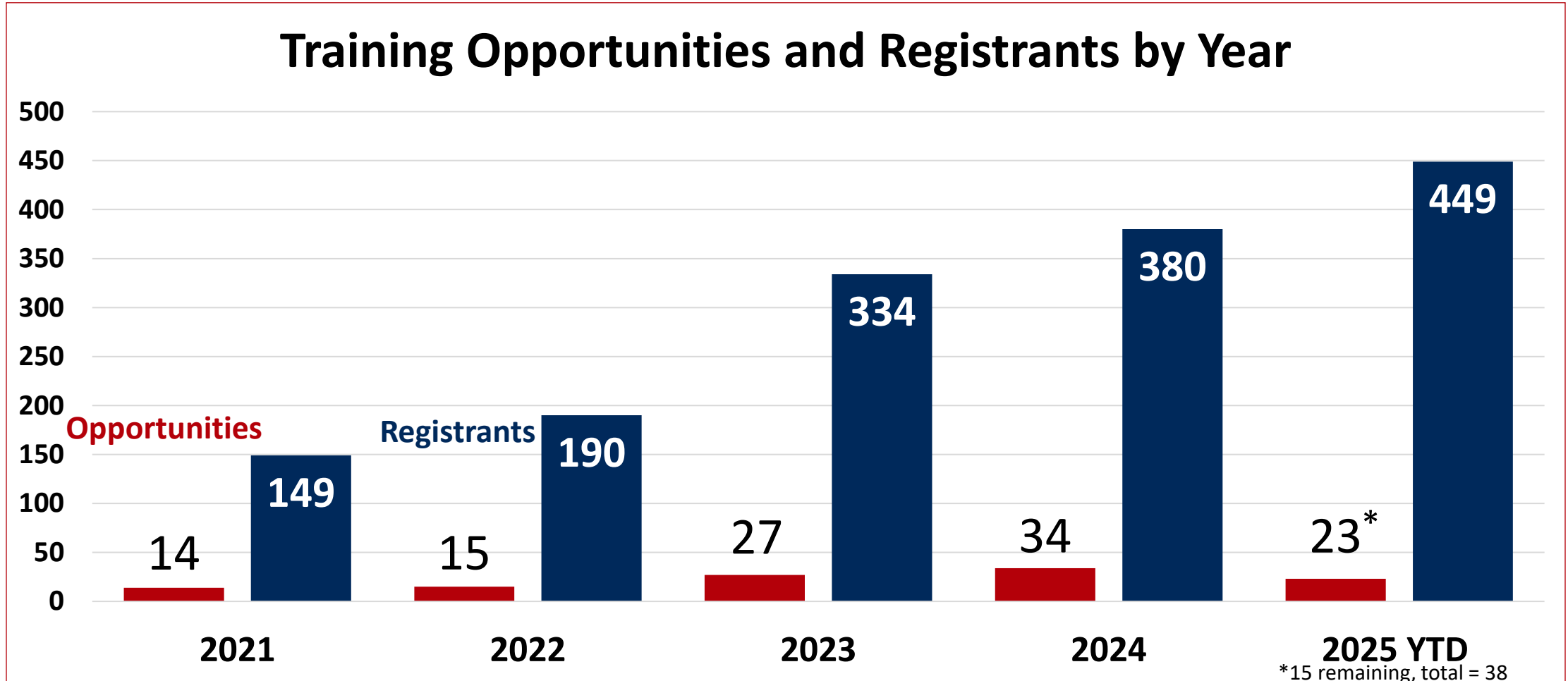
Legal, compliance and regulatory support for 29 Members



Overall project volume up ~45% in 2025 versus recent history

# Training Program And Registrations Up

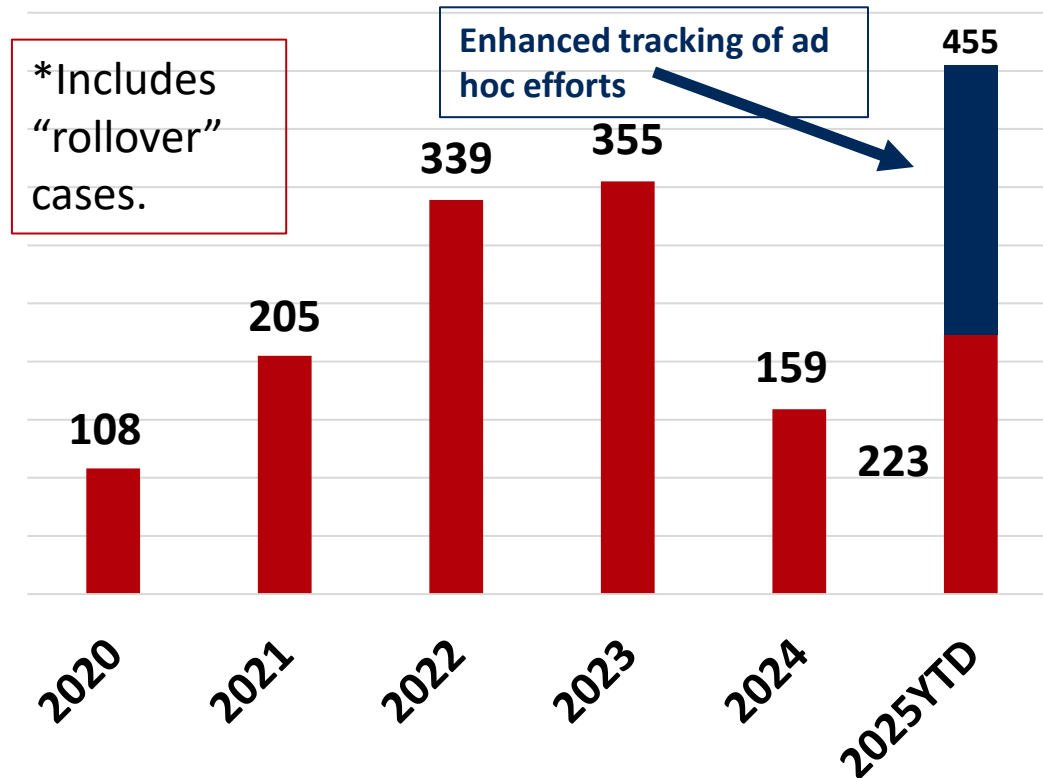
*Many Programs, Multi-Day, Multi-Session Certifications*



# Member Services Projects, Ad Hoc Support Growing

## *MSA Support, Financial Structures, Engineering Areas Most Active*

Cases\* & Ad Hoc Support Projects



## Topics Rising to the top

- Rate Sufficiency/planning
- Power Quality
- Application of Power Cost Adjustment
- Peer reviews and educational efforts
- Reliability project support
- Ad hoc operations support



# FMPA Provides Single Point of Contact for Members

*Training, Procurement, Operations, Engineering & Business Experiential Support*

## Business Support

- Finance & Accounting; Pooled Loans, Ledger Validation
- Compliance; Regulatory Collaboration and Support
- IT SMEs Provide Guidance and Reviews
- HR Assistance; Policies and Hiring
- Legal; Contract Support, Ordinance Review
- Peer Review; Facilitate Member Collaboration
- Communications/PR Support

## Engineering Support

- Reliability Improvements/Engineering Services RFQ
- Power Quality
- Transmission & Distribution Planning & Mapping

## Training and Safety

- Safety Meetings
- Career Development
- Roundtable discussions

## Procurement

- Joint Purchasing
- Master Services Agreements
- Aid in Finding Emergency Needs

## Strategic Planning

- Financial modeling/budgets
- Rates & revenue sufficiency
- Project management of consultants



# Aided Members in Understanding Core Business

*Facilitated Multiple Peer Reviews, Expanding Analytical Tools*

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## Power Cost Adjustment

Expanding support using advanced analytical tools.  
Continue to provide support and validation as needed.

## Peer Reviews

Coordinate review teams from similar utilities to provide perspective on functional areas.

Operational Review  
Customer Service Review

## Financial

Among the ways FMPA helps our members continue to provide reliable service to their rate payers:

Pooled Loans  
Ledger Validation  
Rate Sufficiency

# FMPA Aids Members at the Customer Level

## *Multiple Opportunities to Aid Members With Customer Concerns*

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### Power Quality Support

Commercial and Residential Voltage Irregularities

- High/Low or flickering voltage



### Validation of Net Metering (Customers w/Solar Panels)

Work with member and customer to compare utility meter to solar app



### Installed Voltage Monitoring Equipment

Provided Independent Report

- Attended meetings with member and customer to clarify findings

# FMPA Subject Matter Experts in Your Communities

*FMPA Team Works Beside Members on Significant Projects*

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## FMPA Legal Support

Ordinance review

Territorial recommendations

Attends council and commission meetings

## Actively Manage 11 Master Service Agreement Projects

Substation Upgrades

System Studies

Planned Development Design

Long Range Planning

AMI

# Joint Purchasing Providing Strong Support

## *17 Current Agreements Are FEMA Eligible*

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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	Information Technology Services	Mass Communication Services	Meter Testing Services	PCB Disposal	Pole Inspection & Treatment
Pole Line Hardware	Post-Storm Assessment Services	Project Management Services	Refurbish, Repair, and Disposal of Transformers	Substation Maintenance	Substation Painting Services	T&D Construction and Maintenance
Thermal Infrared & Imaging	Transformer Painting & Inspection	Tree Trimming & Vegetation Management	Waste Water Pipes, Valves & Fittings	Wire & Cable	Wood Poles	

# Technical Support Services and Software At Scale Up

## *Significant New Member Services Contracts To Add Value*

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- Transmission Operations – Lake Worth Beach TOP-002 support leverages in-house expertise to support mission-critical daily work
- Software at Scale – planning/protection and control software sharing arrangements with several members, added GRU to CAPE © model
- Compliance at Scale – added New Smyrna Beach to Underfrequency Load Shed program with ARP + Lake Worth Beach
  - Value today and added scale tomorrow to deal with evolving program design risks of tomorrow given new solar on the grid

**AGENDA ITEM 7 – INFORMATION  
ITEMS**

**c. Texting Services Options for  
Attendees**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



## **7c – Texting Services Options for Attendees**

Member Services Advisory Committee

July 24, 2025



# Challenges With Reaching Target Audience

## *Need More Effective Ways To Notify Attendees*

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Not all attendees utilize or check their email regularly



Emails tend to get overlooked as junk or spam



Some attendees are registered by a 3<sup>rd</sup> party, don't get direct updates/information

# Texting Service Options Can Increase Visibility

*Cost Effective Solutions Available*

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NOTIFICATIONS OF  
UPCOMING EVENTS



REGISTRATION  
REMINDERS



98% of SMS messages are opened,  
compared to 20% of marketing emails



70% of SMS messages are opened  
within 5 minutes of delivery



Cost of texting service varies  
depending on number of texts sent



Annual costs would not exceed  
\$1,500

# Staff Seeks Input from Committee

## *Do You Feel There Is Value In Implementing?*

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Does your utility currently utilize a texting service?



Suggested audience for texts?



Preferred timing for messaging?

**AGENDA ITEM 7 – INFORMATION  
ITEMS**

**d. Training and Roundtable Update**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**



# **7d – Training and Roundtable Update**

Member Services Advisory Committee

July 24, 2025

# Trainings and Roundtables High Participation

## *Attendance is Strong Across Membership*



Training	Cities	Attendees
Negotiations and Contracts	3	5
Communicating Effectively w/ Utility Customers	5	12
SERC Physical Security Workshop	9	24
Work Order Inventory and Plant	3	3

Roundtable	Cities	Attendees
Purchasing Roundtable	8	18
Reliability Roundtable	10	24
AMI / Meter Tech Roundtable	13	35

# Upcoming Trainings

## *Held At FMMPA Offices*

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Training	Dates	Key Audience
Buddy-to-Boss w/ Succession Planning	7/30	Supervisors, future leaders
Bridging the Generation Gap	7/31	All levels of utility personnel
Fundamental Supervisory Skills	8/12	Supervisors, future leaders
Interpersonal Supervisory Skills	9/9 – 9/10	Supervisors, future leaders

# Upcoming Roundtables

*Note Location, Some Hosted by Others*

Roundtable	Date	Key Audience
Substation Roundtable Hosted at Keys Energy	8/14 – 8/15	Substation Technicians, Relay Technicians, team members who focus on compliance
GIS Roundtable	8/28	Team Members who regularly influence GIS data and other field documentation resources
SCADA & System Control Roundtable	10/22	Team members involved in monitoring day to day distribution operations & trouble dispatch



# Regional Safety Leadership Training

*Facilitated by Leidos*

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May 21: Tallahassee - 22 attended

May 22: Gainesville - 24 attended

August 27- Homestead

September 17 - Lakeland

October 29 - Kissimmee

# Offered Trainings/Roundtables for 2026

## *Preparing Schedule Based On Recommendations*

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Suggestions on Subject Matter



Benefits of Regional Events



Requesting Feedback via Email

**AGENDA ITEM 8 – MEMBER  
COMMENTS**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**

**AGENDA ITEM 9 – ADJOURNMENT**

**FMPA Member Services Advisory  
Committee Meeting**

**July 24, 2025**