



MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE

WEDNESDAY, OCTOBER 22, 2025

11:00 a.m. [NOTE TIME]

Dial-In Info: 1-321-299-0575

Conference ID Number: 282 527 455 456

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
Dallas Lee, Newberry
Chad Lynch, Ocala
Drew Mullins, Starke
James Braddock, Wauchula
Jamie England, Winter Park

In-Person/Teams Meeting

October 22, 2025

11:00 a.m.

Teams Meeting 321-299-0575

Meeting No. 282 527 455 456

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: October 15, 2025

RE: Member Services Advisory Committee (MSAC) IN-PERSON and TEAMS
Wednesday, October 22, 2025, 11:00 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 282 527 455 456

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

Chairman Allen Putnam, Presiding

AGENDA

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Services Officer (Sharon Adams) 7
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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**

October 22, 2025

AGENDA ITEM 2 – SET AGENDA

**FMPA Member Services Advisory
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**AGENDA ITEM 3 – COMMENTS
FROM THE CHAIRMAN**

**FMPA Member Services Advisory
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**AGENDA ITEM 4 – COMMENTS
FROM CHIEF PEOPLE AND MEMBER
SERVICES OFFICER**

**FMPA Member Services Advisory
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**AGENDA ITEM 5 – CONSENT
AGENDA**

- a. Approval of Minutes – Meeting
Held July 24, 2025**

**FMPA Member Services Advisory
Committee Meeting**

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MINUTES
MEMBER SERVICES ADVISORY COMMITTEE MEETING
FLORIDA MUNICIPAL POWER AGENCY
THURSDAY, JULY 24, 2025
1000 TOURNAMENT PLAYERS BLVD,
PONTE VEDRA BEACH, FL 32082
At 4:00 P.M.

**PARTICIPANTS
PRESENT**

Mike Poucher	Bartow*
Eric Meyer	Fort Pierce
Billy Branch	Homestead
Allen Putnam	Jacksonville Beach
Lynne Tejeda	Key West
Doug Peebles	Ocala
Drew Mullins	Starke
Lisa Vedder	Winter Park

*Joined after Roll Call

**PARTICIPANTS
ABSENT**

Aaron Haderle	Kissimmee
Steve Langley	Mount Dora
Chris Miller	New Smyrna Beach
Dallas Lee	Newberry
James Braddock	Wauchula

**OTHERS
PRESENT**

Ed Liberty	Lake Worth Beach
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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
Navid Nowakhtar, Member Services Strategic Planning and
Analytics Director
Mike McCleary, Senior Manager of Member Services
Jose Molina-Bravo, Manager of Member Services
Development
Lindsay Jack, Executive Assistant Support Coordinator
MacKayla Cross, Member and Support Services Supervisor
Mary Kathryn Patterson, Senior Public Relations Specialist
Emily Maag, Public Relations Specialist
Jeff Hanson, IT/OT 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 4:08 p.m. on Thursday, July 24, 2025, at the Sawgrass Marriott, 1000 Tournament Players Blvd, Ponte Verde Beach, FL. The roll was taken, and a quorum was declared with 7 members present out of a possible 13.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Billy Branch, Homestead, moved to set the agenda as presented. Eric Meyer, Fort Pierce, seconded the motion. Motion carried 7-0.

ITEM 3- COMMENTS FROM THE CHAIRMAN

None.

ITEM 4- COMMENTS FROM CHIEF PEOPLE AND MEMBER SERVICES OFFICER

None.

ITEM 5 –CONSENT AGENDA

Item 5a – Approval of Minutes – Meeting Held April 16, 2025

MOTION: Doug Peebles, Ocala, moved approval of the Minutes of April 16, 2025. Billy Branch, Homestead, seconded the motion. Motion carried 8-0.

ITEM 6 – ACTION ITEM

Item 6a – Election of Officers

Sharon Adams presented the Election of Officers.

Billy Branch, Homestead, nominated Allen Putnam, Jacksonville Beach, for Chair. Allen Putnam, Jacksonville Beach, accepted the nomination.

MOTION: Billy Branch, Homestead, moved to approve the nomination of Allen Putnam, Jacksonville Beach, for Chair. Lynne Tejeda, Key West, seconded the motion. Motion carried 8-0.

Doug Peebles, Ocala, nominated Billy Branch, Homestead, for Vice Chair. Billy Branch, Homestead, accepted the nomination.

MOTION: Doug Peebles, Ocala, moved to approve the nomination of Billy Branch, Homestead for Vice Chair. Allen Putnam, Jacksonville Beach, seconded the motion. Motion carried 8-0.

ITEM 7 – INFORMATION ITEMS

Item 7a – Member Services Goals Update

Sharon Adams provided the Member Services Goals Update.

Item 7b – Member Services Annual Update

Navid Nowakhtar Provided the Member Services Annual Update.

Eric Meyers, Fort Pierce inquired about the Federal Energy Regulatory Commission (FERC) guidelines.

Navid Nowakhtar provided information on the FERC Playbook FMPA that has been created for guidance.

Item 7c – Texting Services Options for Attendees

Mike McCleary presented Texting Services Options for Attendees.

Item 7d – Training and Roundtable Update

MacKayla Cross provided the Trainings and Roundtables Update.

ITEM 8 – MEMBER COMMENTS

None.

ITEM 9 – ADJOURNMENT

There being no further business, the meeting was adjourned at 4:33 p.m.

Approved: _____

AP/mc

AGENDA ITEM 6 – ACTION ITEMS

- a. MSAC Charter Adjustment for Quorum**

**FMPA Member Services Advisory
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6a – MSAC Charter Adjustment for Quorum

Member Services Advisory Committee

October 22, 2025

MSAC Mission To Foster High Quality Services

Proposing Quorum As Set Number, Not A Percentage

- MSAC facilitates acquisition of high quality and relevant services for FMPA's members by providing direction for new and existing services
- Goal is to facilitate more engagement and increase in-person participation
- MSAC quarterly meeting, day before board meetings, same day as Policy Makers Liaison Committee and Finance Committee
- Quorum proposed to be a set number, not require a percentage.
- Allows for increased participation on committee

Key Proposed Charter Revisions

Minor Updates In Other Areas

- Membership of the Committee consists of a minimum of seven persons.
- In lieu of the 51% of Committee members language for quorum, proposing to have reached quorum when no less than **four** Committee members are present and able to participate in the meeting in person or by electronic means, including by telephone
- Adjust reference to mission and vision to align with most recent Board action
- Minor date/reference updates for vintage of Charter

AGENDA ITEM 6 – ACTION ITEMS

b. Texting Services Options for Attendees Follow-Up

**FMPA Member Services Advisory
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6b – Texting Services Options for Attendees Follow-Up

Member Services Advisory Committee
October 22, 2025

Reminder - Challenges With Reaching Target Audience

MSAC Feedback In July Supportive Of Texting Service Option



Not all attendees utilize or check their email regularly



Emails tend to get overlooked as junk or spam



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

FMPA Investigated 4 Texting Service Options

Key Features Reviewed Relative To Balancing Cost w/Flexibility

EZ Texting

- User Friendly
- SMS Delivery Issues

Twilio

- Reliable
- Expensive

Texedly

- Effective Mass Texting
- Limited Advanced Features

Textla

- Excellent Customer Support
- Limited Integrations

Ideal Features

- User Friendly
- Affordable Pricing
- Automation
- CRM Integrations
- Easy Contact Management

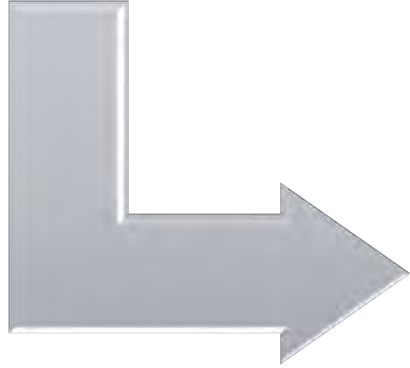
Selected Texting Service

Texedly Low-Cost Option That Meets Core Need

Texedly

Billed Annually

\$59/month = \$708.00



Procurement Policy - Competition is not required for small purchases of Goods or Services with a value equal to or less than \$7,500.

Motion

Approval to implement texting service, Texedly, as a texting service for communicating Member Services updates and information to members.

**AGENDA ITEM 7 – INFORMATION
ITEMS**

a. Member Services Goals Update

**FMPA Member Services Advisory
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7a – Member Services Goals Update

Member Services Advisory Committee

October 22, 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		1	15	12	12	Homestead SCADA Fault Locating Bushnell Load Rebalance RP3 – 7 submitted, 2 extensions
	Reliability Minor		1	20	18	18	
	RP3			7	6	6	
8. Member Services	Leadership member visits		6	75	75	75	NERC 101 Compliance Workshop, Power Supervisor Program FPUA, Starke, WPPI Annual Meeting, Texas Power Summit Presentations; 1 high impression LinkedIn Post
	Member training attendance		94	684	275	275	
	Stakeholder Presentations & Major Policy Advocacy Posts		5	71	40	40	

Member Services Goals Approved For FY 2026

Goal Progress Reported to Board of Directors Monthly

Goal		FY 2026 Target	Comment
7. Member Reliability	Reliability Major	12	Same as FY 25
	Reliability Minor	18	
8. Member Services	Leadership member visits	75	Same as FY 25
	Member training attendance	400	Goal FY 25 275
	Stakeholder Presentations	25	Modified goal

AGENDA ITEM 7 – INFORMATION ITEMS

**b. Lineworker Safety Program
Update**

**FMPA Member Services Advisory
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7b - Lineworker Safety Program Update

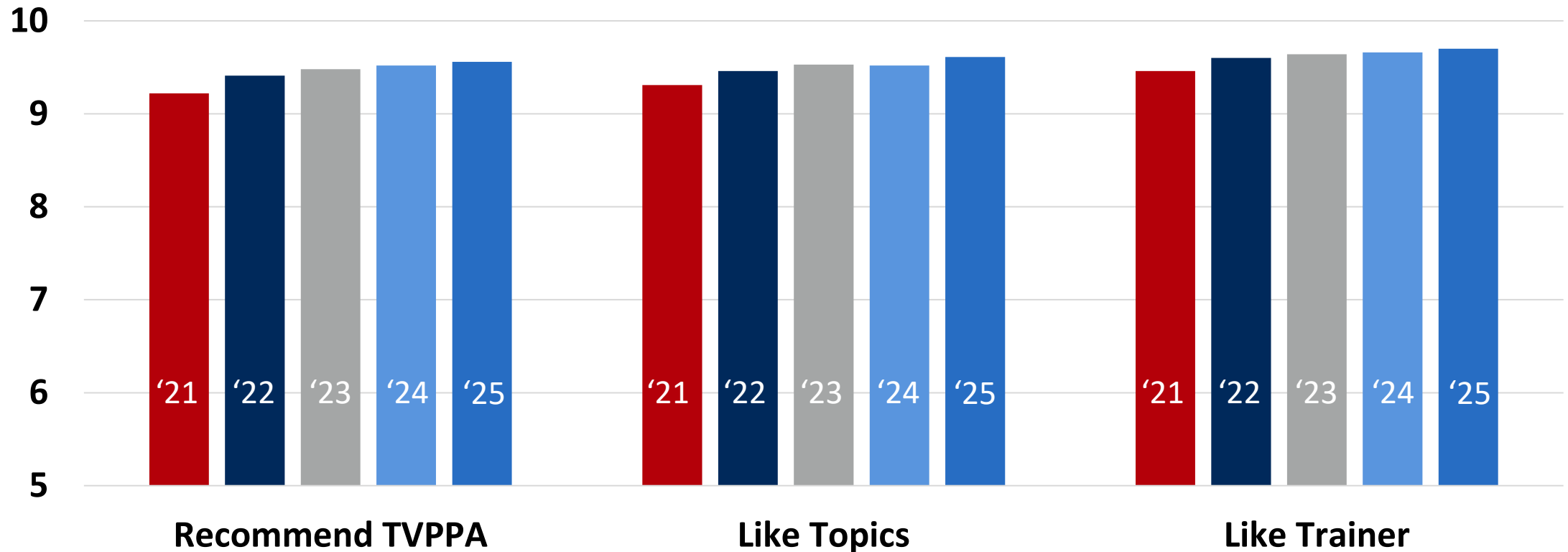
Member Services Advisory Committee

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Survey Data Continues To Show Strong Program Value

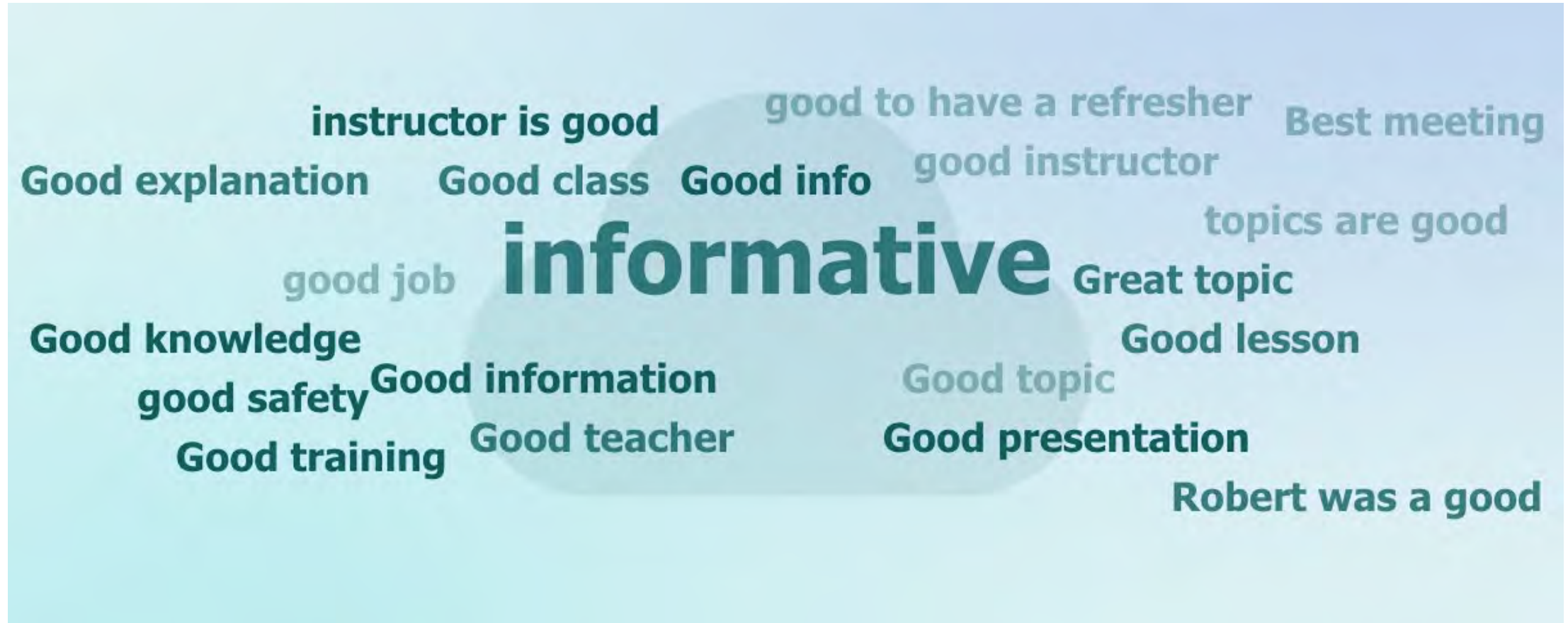
Topics and Trainers Both Getting Good Participant Ratings

Participant Survey Results



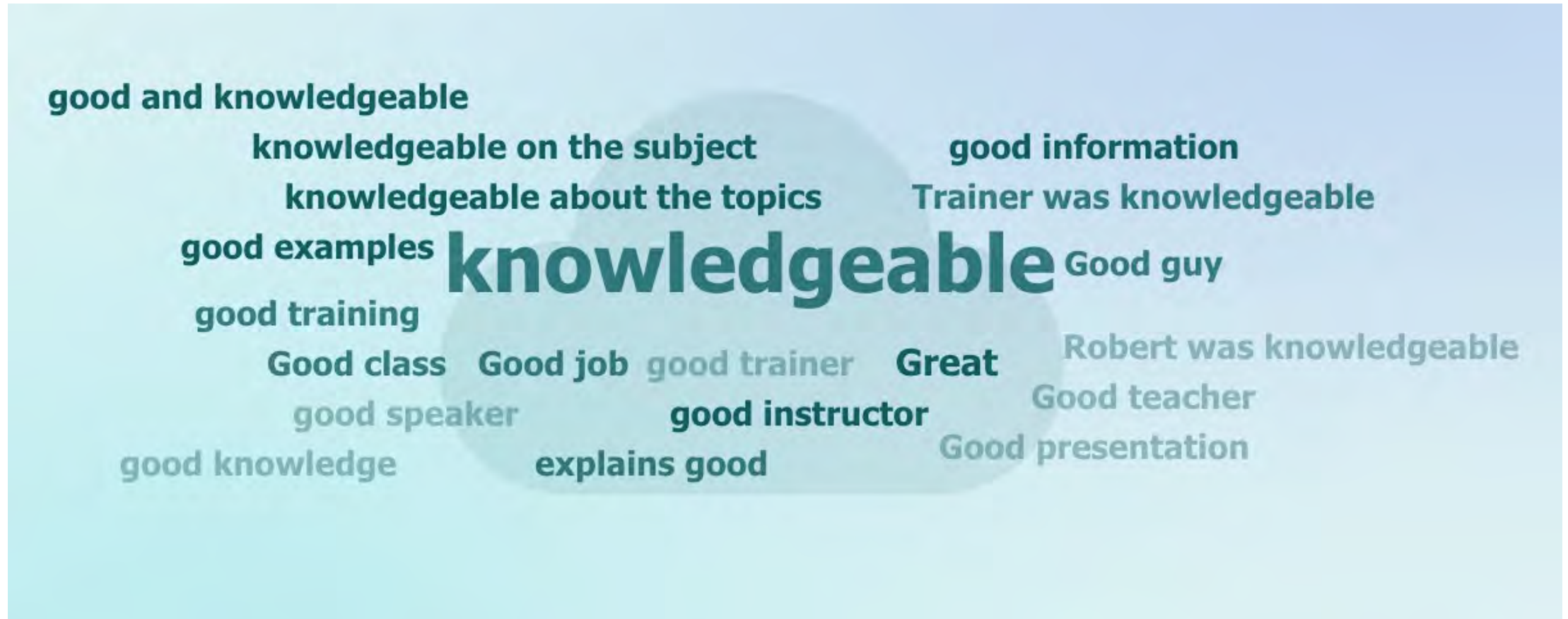
Why Did You Give That Response For Topics?

A Word Cloud From All Available Responses



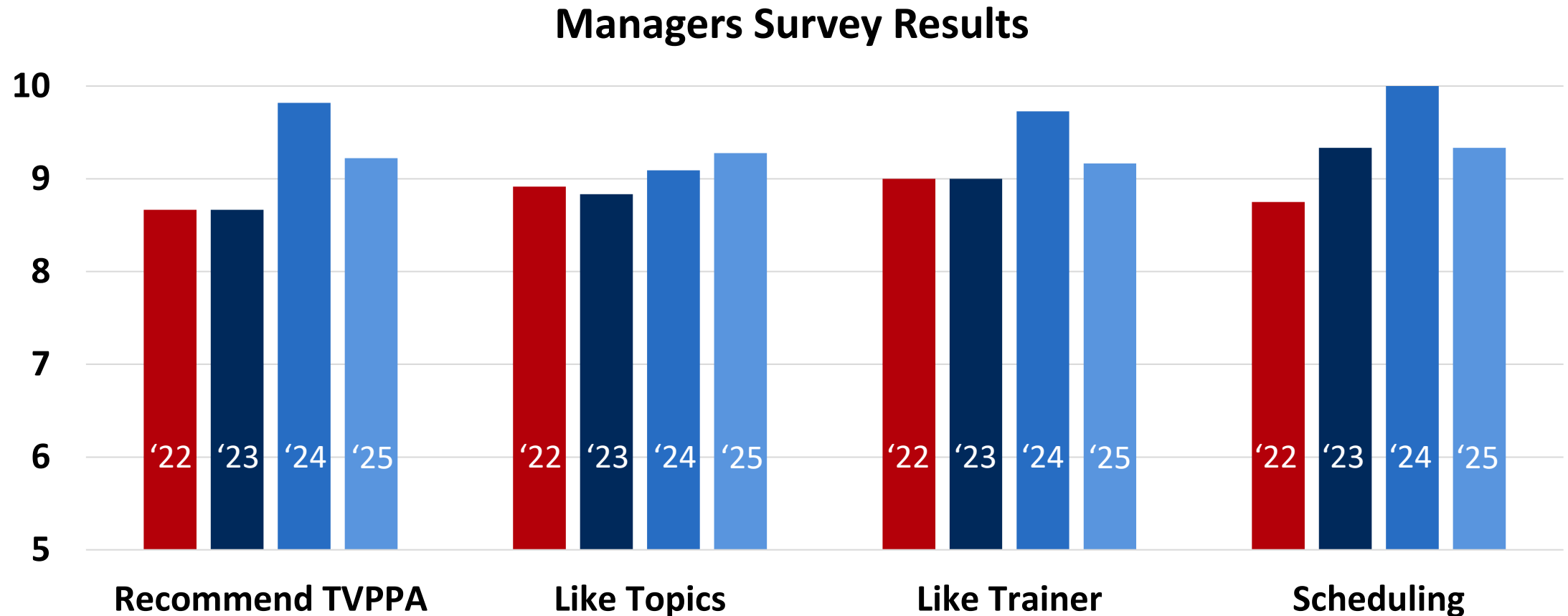
Why Did You Give That Response For Trainers?

A Word Cloud From All Available Responses



Managers Also Provide Good Feedback on Structure

Program Continues to Show Strong Support



Recent Managers Meeting Conducted For Feedback

Members and TVPPA Engaged To Align Expectations

Topics Covered

Satisfaction with program and meetings generally strong

- Encouraged field engagement with members
- Discussed time spent at individual utility and range of perspectives

Apprentice Program Feedback

- How TVPPA can help apprentices
- Obtaining feedback from labs
- Where/how to see apprentices' progress



Backup Slides

Recap of Cost-Allocation Methodology

Agency, Fixed & Variable Components With A Participant Cap

Component	Description
FMPA Contribution	\$150,000 from FMPA's Agency Budget to augment program expenses • Pay TVPPA membership dues for FMPA, each safety Participant and any other FMPA member that uses TVPPA services • Balance to reduce Program expenses
Fixed-Cost Allocation	\$1,000 per Participant city
Variable-Cost Allocation	Based on number of line department personnel for each Participant

Maximum Cost	Description
Cap Per Participant	Annual cost per Participant capped at 10 times TVPPA's charge for a monthly safety meeting (e.g., 10 x \$1,500 = \$15,000)

AGENDA ITEM 7 – INFORMATION ITEMS

**c. Project Profile: Town of Havana
Substation Reliability**

**FMPA Member Services Advisory
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7c - Havana Substation Reliability Project Profile

Member Services Advisory Committee
October 22, 2025

Town of Havana Has a Single Substation

Acquired Funding To Perform Much Needed Maintenance



- March 2023 – Local Funding Initiative Request
 - FMPA team aided in identifying highest priority items and anticipated budget
- January 2024 – Grant Agreement with State Executed
 - FMPA Legal supported document review
- February 2024 – Engineering Selection
 - Town was able to leverage FMPA MSAs for timely startup

Transformer #2 Needs Testing

Load Tap Changer (LTC) Identified as Needing Repairs

- June 2024 – Engineering Report
 - Town staff and FMPA team worked with engineering firm to identify program steps
- September 2024 – Transformer LTC Inspection
 - FMPA Joint Procurement facilitated substation contractor selection
- June 2025 – Detailed Transformer Inspection
 - Town utilized mutual aid from Tallahassee to support make safe for transformer work
 - FMPA staff in continuous contact with onsite crews



Next Steps – Repair of LTC and Replace Bushings

Contractor to Return and Complete Work When LTC is Ready



- This is a Town of Havana Project
 - FMPA's role is to provide support where possible
 - We will continue to engage with the Town and the vendors
 - Our goal is to complete this effort by the end of June 2026

AGENDA ITEM 7 – INFORMATION ITEMS

**d. Leased Employee Program
Update**

**FMPA Member Services Advisory
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7d - Leased Employee Program Update

Member Services Advisory Committee

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9 Active Leased Employee Program Candidates

Variety of Backgrounds But Focused on T&D Ops/Management

	Area of Expertise	Geographic Area Willing To Work	Years of Experience	Prior FL Region Experience?
1	Utility management & engineering	Central FL	40+	Yes
2	T&D operations, utility management/engineering	Florida	46	Yes
3	Utility management, T&D operations, customer service	Remote work only	10	Yes
4	Journeyman Lineman*	Florida	7	N/A – No Linework
5	Management, customer service, finance, project management	Any municipal system	40	N/A
6	T&D operations, management, tech.	Florida	32	Yes
7	Utility customer service/management	Florida	28	Yes
8	Utility Engineering/tech services	Florida	30	Yes
9	Utility Engineering	Florida	35	Yes

Continually Seeking To Enhance Candidate Pipeline

Refer Potential Candidates To FMPA Website and Form

- Leased Employee Program interest managed via Microsoft Forms
- Brief introductory application to suggest individual has interest in participating as a Leased Employee
- Web link can be found at <https://fmpa.com/operations-support/>

- **LEASED EMPLOYEE PROGRAM**

FMPA's leased employee program supports Member utilities with staffing needs by providing professionals to work for them on an ad hoc basis. Leased employees typically work on intermittent or short-term assignments for the utilities, and, as a need arises, the Member utility defines the duties and duration of the assignment. FMPA identifies qualified professionals to fill the role, either through recruitment efforts or the Agency's database of interested parties. If selected for the project, the professional becomes a contract, non-benefit, hourly employee of FMPA once they agree to the terms of employment. If you're interested in becoming a leased employee, please [complete an interest form](#).

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 negotiated between Member and the leased employee
 - Leased Employee submits hours & reimbursement requests to FMPA
 - FMPA pays Leased Employees directly; bills Member a like amount

AGENDA ITEM 7 – INFORMATION ITEMS

e. Reliability Program Schedule

FMPA Member Services Advisory Committee Meeting

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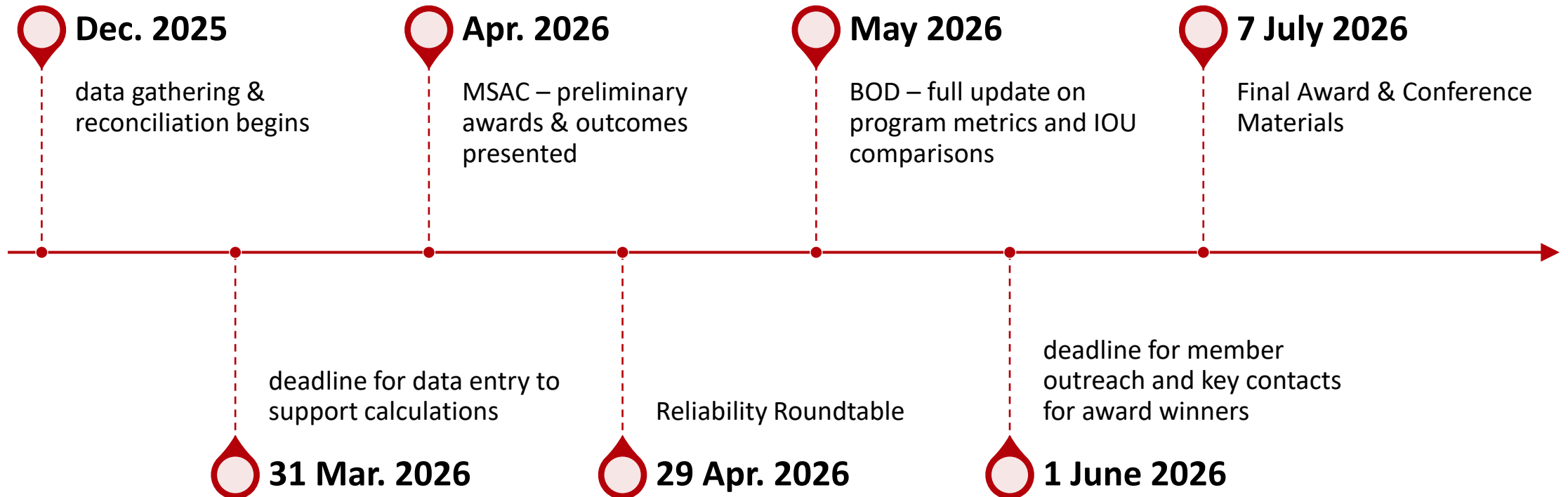
7e – Reliability Program Schedule

Member Services Advisory Committee

October 22, 2025

Program Schedule Empowers Awards Delivery in July

Team Will Actively Engage On Data QA/QC Starting Dec. '25



Reliability Data Quality Control Ongoing Year-Round

Data Delivery Closer To Period of Performance Ideal

- Some Participants enter data in monthly – helps to foster understanding earlier if there are any open questions or with investigation of potential anomalies
- One Member taking a further look at recent historical reporting information – true ups or adjustments would factor into certain eligibility for future periods (e.g. Endurance Award)
- Team is available to Members to support data transfer, address platform questions, and help with expedited entry as needed

Award Categories Will Rollover for 2025 Reporting Yr.

Program Approved By Board in Feb 2025 For Implementation

SAIDI Leadership

Award Best performer in group

SAIDI Endurance Award

60 minutes or less for consecutive years

SAIDI Momentum Award

Highest overall SAIDI Improvement by %

SAIDI Improvements =>10%

Small

Medium

Large

Extra Large

Member Reliability Support An Agency Goal

Reach Out To Team Regarding Potential Opportunities

- Vegetation Management
- Fuse Coordination
- Thermal (IR) Scans
- Routine Inspections
- Strategic Undergrounding
- Supporting capital planning with revenue or budgeting analytics
- Prioritization and timing considerations

AGENDA ITEM 7 – INFORMATION ITEMS

f. Training and Roundtable Update

**FMPA Member Services Advisory
Committee Meeting**

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7f – Training and Roundtable Update

Member Services Advisory Committee

October 22, 2025

Trainings, Roundtables and Workshops

Multiple Member Cities Represented

Training	Cities	Attendees
Buddy-to-Boss	4	17
Bridging the Generation Gap	5	17
Fundamental Supervisory Skills	3	14
Interpersonal Supervisory Skills III	7	17
Electric Metering Lab B	5	6
NERC Compliance 101 Workshop	12	53
Tariff & Procurement Webinar	6	13

Roundtable	Cities	Attendees
Substation @ KEYS	9	26
GIS	10	18



NERC Compliance 101 Workshop

Regional Safety Leadership Training

Facilitated by Leidos



5/21-Tallahassee

22

5/22-Gainesville

24

8/27-Homestead

18

9/17-Lakeland

16

10/29-Kissimmee

TBD

Upcoming Trainings & Roundtables

10/27

- Quantities, Quality, Pricing & Supplier Selection

10/29

- Developing an Effective Safety Culture - KUA

12/2

- Goal Setting and Planning

12/3

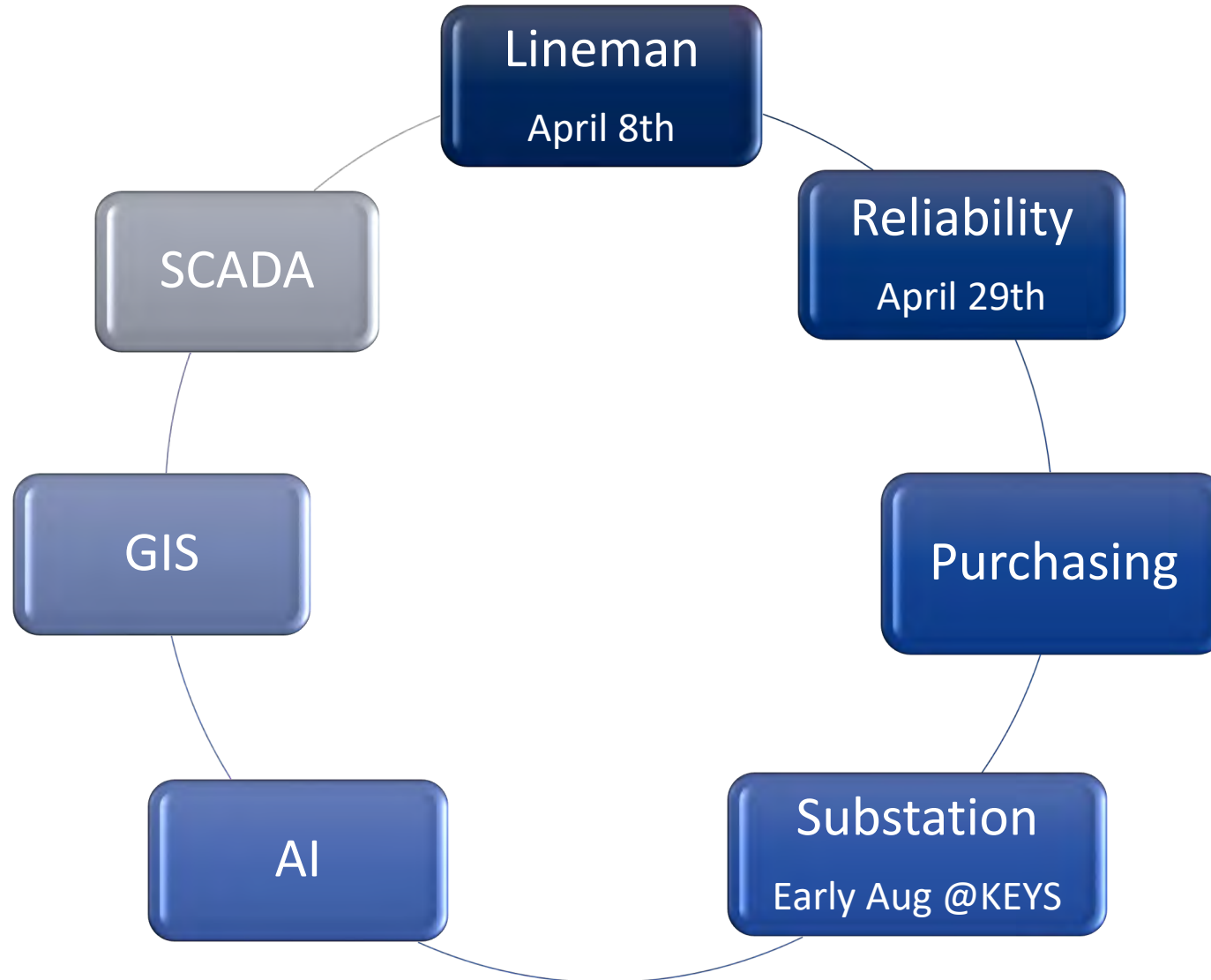
- Case Studies in Utility Purchasing

2026 Training Opportunities

Scheduled and Suggested Offerings

Trainings and Workshops	
Power Supervisor Program: 9 courses	Environmental Compliance
Project Management: 4-day course	Substation Transformer Basics
Utility 101 & Utility 201	Arc Flash Safety
Regional Storm Damage Assessment	MOT Training: 8hr & 16hr course
Myers Briggs	HAZWOPER: 8hr or 24hr course
6 Working Geniuses	CPR

2026 Roundtables



**AGENDA ITEM 8 – MEMBER
COMMENTS**

**FMPA Member Services Advisory
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AGENDA ITEM 9 – ADJOURNMENT

**FMPA Member Services Advisory
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