



**MEMBER SERVICES ADVISORY
COMMITTEE
AGENDA PACKAGE**

THURSDAY, JULY 16, 2026

2:00 p.m. [NOTE TIME]

Dial-In Info: 321-299-0575

Conference ID Number: 293 710 441 282 589

Committee Members

Chairman - Allen Putnam, Jacksonville Beach

Mike Poucher, Bartow

Keith Stephens, Fort Pierce

Billy Branch, Homestead

Julio Torrado, Keys Energy Services

David Wolfe, Kissimmee

Steve Langley, Mount Dora

Brandon Lopez, New Smyrna Beach

Dallas Lee, Newberry

Chad Lynch, Ocala

Drew Mullins, Starke

James Braddock, Wauchula

Jamie England, Winter Park

In-Person/Teams Meeting

July 16, 2026

2:00pm

The Breakers

1 South County Road

Palm Beach, FL 33480



MEMORANDUM

TO: FMPA Member Services Advisory Committee (MSAC)
FROM: Sharon Adams, Chief People and Member Services Officer
DATE: July 7, 2026
RE: Member Services Advisory Committee (MSAC)
Thursday, July 16, 2026, 2:00 p.m. [NOTE TIME]
PLACE: **The Breakers, 1 South County Road, Palm Beach, FL 33480 [NOTE PLACE]**

DIAL-IN INFORMATION:321-299-0575
Meeting Number
293 710 441 282 589#

TEAMS Meeting Link: [Join the meeting now](#)

Chairperson, Allen Putnam Presiding

AGENDA

- 1. Call to Order, Roll Call, Declaration of Quorum 4
- 2. Recognition of Guests..... 5
- 3. Public Comments (Individual public comments limited to 3 minutes)..... 6
- 4. Set Agenda (by vote) 7
- 5. Comments from the Chair 8
- 6. Comments from Chief People and Member Services Officer (Sharon Adams) 9
- 7. Consent Agenda
 - a. Approval of Minutes – Meeting Held April 15, 2026..... 11

8. Action Items

- a. Election of Officers (Sharon Adams) 16

9. Information Items

- a. Member Services Goals Update (Sharon Adams)..... 20
- b. Member Services Annual Update (Navid Nowakhtar) 23
- c. Peer Review Efforts Update (Sharon Adams/Mike McCleary)..... 36
- d. Training & Roundtable Update (MacKayla Cross) 43

10. Member Comments..... 49

11. Adjournment..... 50

NOTE: This public meeting is being held in Palm 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 16, 2026

**AGENDA ITEM 2 – RECOGNITION OF
GUESTS**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

**AGENDA ITEM 3 – PUBLIC
COMMENTS (INDIVIDUAL PUBLIC
COMMENTS LIMITED TO 3 MINUTES)**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

AGENDA ITEM 4 – SET AGENDA

**FMPA Member Services
Advisory Committee Meeting**

July 16, 2026

**AGENDA ITEM 5 – COMMENTS
FROM THE CHAIRMAN**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

**AGENDA ITEM 6 – COMMENTS
FROM CHIEF PEOPLE AND
MEMBER SERVICES OFFICER**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

**AGENDA ITEM 7 – CONSENT
AGENDA**

- a. Approval of Minutes – Meeting
Held April 15, 2026**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

MINUTES
TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING
APRIL 15, 2026
FLORIDA MUNICIPAL POWER AGENCY
8533 COMMODITY CIRCLE
ORLANDO, FL 32819
At 11:00AM

**PARTICIPANTS
PRESENT**

Mike Poucher*	Bartow - Virtual
Keith Stephens	Fort Pierce - Virtual
Billy Branch	Homestead
Julio Torrado	Key West - Virtual
Brandon Lopez	New Smyrna Beach - Virtual
Doug Peebles	Ocala
Drew Mullins*	Starke
James Braddock	Wauchula - Virtual
Jamie England	Winter Park - Virtual

*Joined after Roll Call

**PARTICIPANTS
ABSENT**

Allen Putnam	Jacksonville Beach
Steve Langley	Mount Dora
Dallas Lee	Newberry
David Wolfe	Kissimmee

**OTHERS
PRESENT**

Bob Page	Green Cove Springs
----------	--------------------

STAFF PRESENT

Jacob Williams, General Manager & CEO
Ken Rutter, Chief Operating Officer
Sharon Adams, Chief People and Member Services Officer
Dan O'Hagan, Deputy General Counsel & Manager of
Regulatory Compliance
Sue Utley, Executive Assistant to the CEO & Assistant
Secretary to the Board of Directors
Navid Nowakhtar, Member Services Strategic Planning &
Analytics Vice President
Mike McCleary, Senior Manager of Member Services
Jose Molina-Bravo, Manager of Member Services
Development
Angel Rivera-Lopez, Engineering Services Manager
Lindsay Jack, Executive Assistant Support Coordinator
MacKayla Cross, Member and Support Services Supervisor
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, William Branch, Homestead, called the meeting to order at 11:00 a.m. on Wednesday, April 15, 2026. A video and audio connection for public attendance and participation was broadcast in the Frederick M. Bryant Board Room, Florida Municipal Power Agency, 8553 Commodity Circle, Orlando, Florida. A speaker telephone for public attendance and participation was present. The roll was taken, and a quorum was declared with 7 members present out of a possible 13.

ITEM 2 – SET AGENDA (BY VOTE)

MOTION: Doug Peebles, Ocala, moved to set the agenda as presented. Julio Torrado, Key West, seconded the motion. Motion carried 9-0.

ITEM 3 - COMMENTS FROM THE CHAIRMAN

Vice Chair, William Branch, thanked everyone for attending.

ITEM 4 - COMMENTS FROM CHIEF PEOPLE AND MEMBER SERVICES OFFICER

Sharon Adams informed the committee that the FMPA annual salary report survey was posted to the website on Tuesday, April 14th. Sharon thanked the 24 members who participated.

ITEM 5 –CONSENT AGENDA

Item 5a – Approval of Minutes – Meeting Held January 14, 2026

MOTION: Julio Torrado, Key West, moved approval of the Minutes of January 14, 2026. Doug Peebles, Ocala, seconded the motion. Motion carried 9-0.

ITEM 6 – ACTION ITEM

Item 6a – Recommendation of the Agency Budget to Finance Committee

Julio Torrado, Key West, asked if the purchase of the drone would include the licensed pilot to fly the drone and would travel to the service areas as needed.

Mike McCleary confirmed Nestor Vega is already a licensed drone pilot and yes, the pilot would travel to the service area.

Julio Torrado, Key West, mentioned the restrictions with using drones by the FAA and local military bases. He also asked if the drone would have infrared capabilities.

Mike McCleary explained that the licensed pilot is aware of all restrictions and regulations when flying the drone. The drone would have high depth visual and infrared capabilities.

Doug Peebles, Ocala, voiced concerns that the drone's quality could suffer if insufficient funding were allocated.

Drew Mullins, Starke, suggested increasing the approval purchase price for a drone from \$15,000 up to \$20,000.

MOTION: Drew Mullins, Starke, moved approval of the Recommendation of the Agency Budget to Finance Committee. Doug Peebles, Ocala, seconded the motion. Motion carried 9-0.

ITEM 7 – INFORMATION ITEMS

Item 7a – Member Services Goals Update

Sharon Adams presented the Member Services Goals Update.

Item 7b – AI Tools Workshop Update

Navid Nowakhtar presented the AI Tools Workshop Update.

Item 7c – Reliability Update

Jose Bravo presented the Reliability Update.

Doug Peebles, Ocala, asked if there is a correlation between the lower SAIDI and the amount of underground infrastructure.

Jose Bravo explained that underground infrastructure does help SAIDI, however, restoration time is longer with underground infrastructure.

Jacob Williams expressed how impressive reliability progress has been for many municipalities.

Doug Peebles, Ocala, mentioned the few unnamed storms they experienced that required 18 to 36 hours of restoration but did not qualify to be excluded.

Item 7d – 2026 Lineworker Safety Program Update

Mike McCleary presented the 2026 Lineworker Safety Program Update.

Doug Peebles, Ocala, explained that his Safety Manager wondered if there was a list of all the different TVPPA safety training topics to include the instructors who may specialize in certain topics.

Mike McCleary confirmed there was a list in the past but will follow up with TVPPA to provide an updated list of safety training topics.

Item 7e – Training, Roundtable, Textedly Update

MacKayla Cross presented the Training, Roundtable, Textedly Update.

ITEM 8 – MEMBER COMMENTS

None.

ITEM 9 – ADJOURNMENT

There being no further business, the meeting was adjourned at 12:00 p.m.

Approved: _____

AP/mc

AGENDA ITEM 8 – ACTION ITEMS

a. Election of Officers

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026



8a – Election of Officers

Member Services Advisory Committee

July 16, 2026

Officers of MSAC Election Process

- Allen Putnam currently serves as Chair through July 2026
- Billy Branch currently serves as Vice Chair through July 2026
- 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

- 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 9 – INFORMATION
ITEMS**

a. Member Services Goals Update

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026



9a – Member Services Goals Update

Member Services Advisory Committee

July 16, 2026

Member Services Goals Scorecard

Goal Progress Reported to Board of Directors Monthly

Goal	Status	Actual	YTD Actual	YTD Target	FY 2026 Target	Comment
7. Member Reliability	Reliability Major	1	13	9	12	Bushnell – Reliability Training GCS – Support new load
	Reliability Minor	1	19	13.5	18	
8. Member Services	Leadership member visits	6	59	50	75	KUA CPR Training, Reliability, Purchasing & AMI/Meter Tech RT May JEA, GE 7FA – June DOE Fern, Beaches CC & APPA National
	Member training attendance	42	543	300	400	
	Stakeholder Presentations	2	13	15	25	

**AGENDA ITEM 9 – INFORMATION
ITEMS**

b. Member Services Annual Update

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026



9b – Member Services Annual Update

Member Services Advisory Committee

July 16, 2026

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

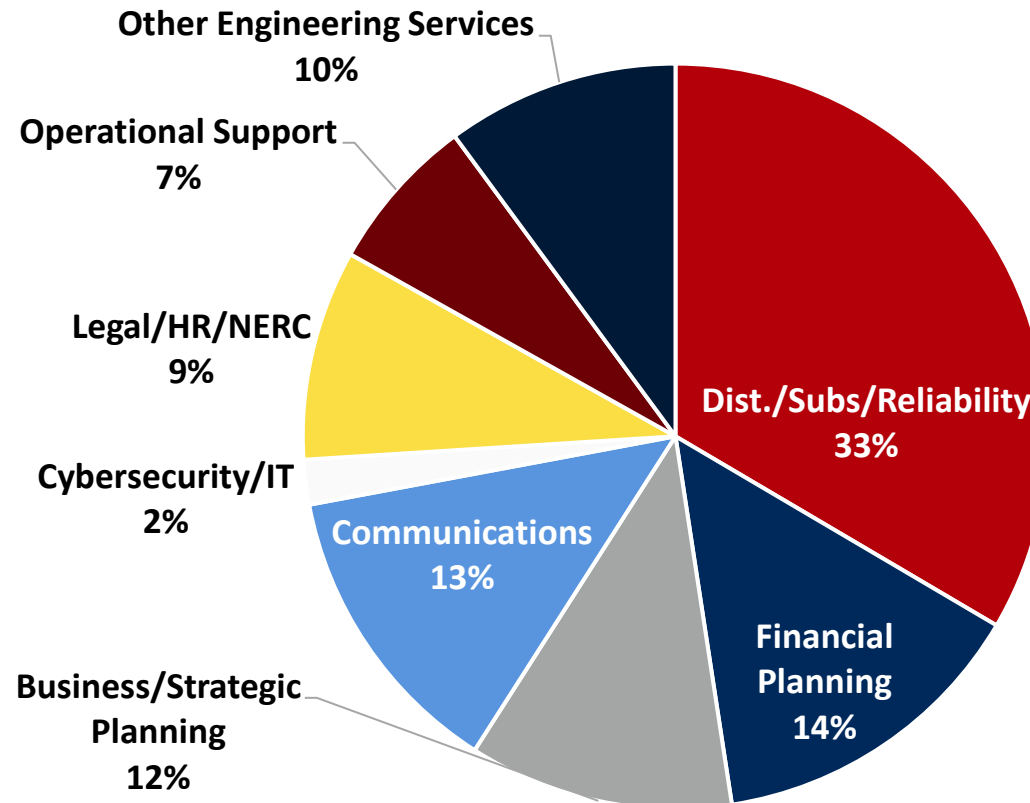
- Financial modeling/budgets
- Rates & revenue sufficiency
- Project management of consultants



Member Services Intrinsic to Entire Agency

CRM Project Data Reveals Activity Across All Key Areas

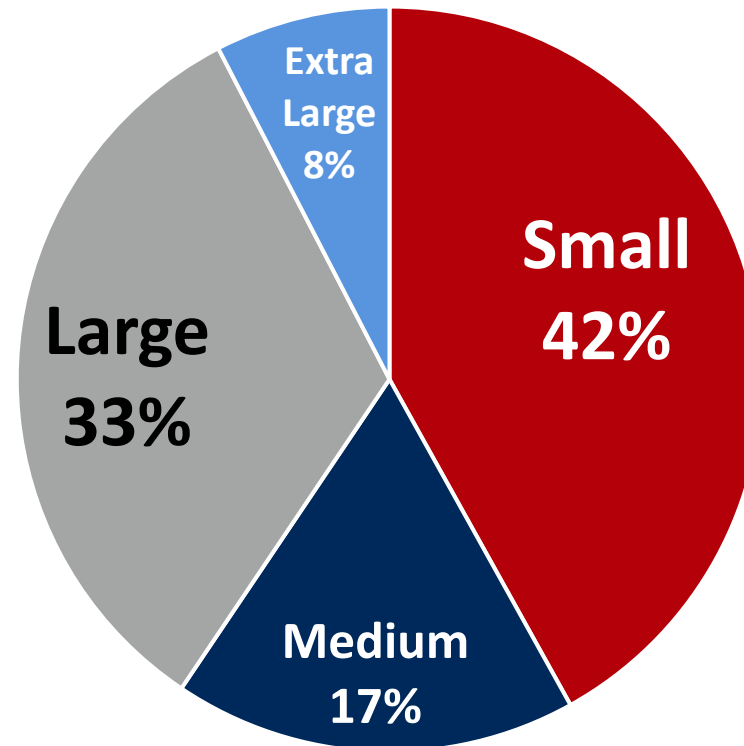
Active and Resolved Cases By Subject Area (2020 – 2026*)



Services Provided For Members of All Sizes

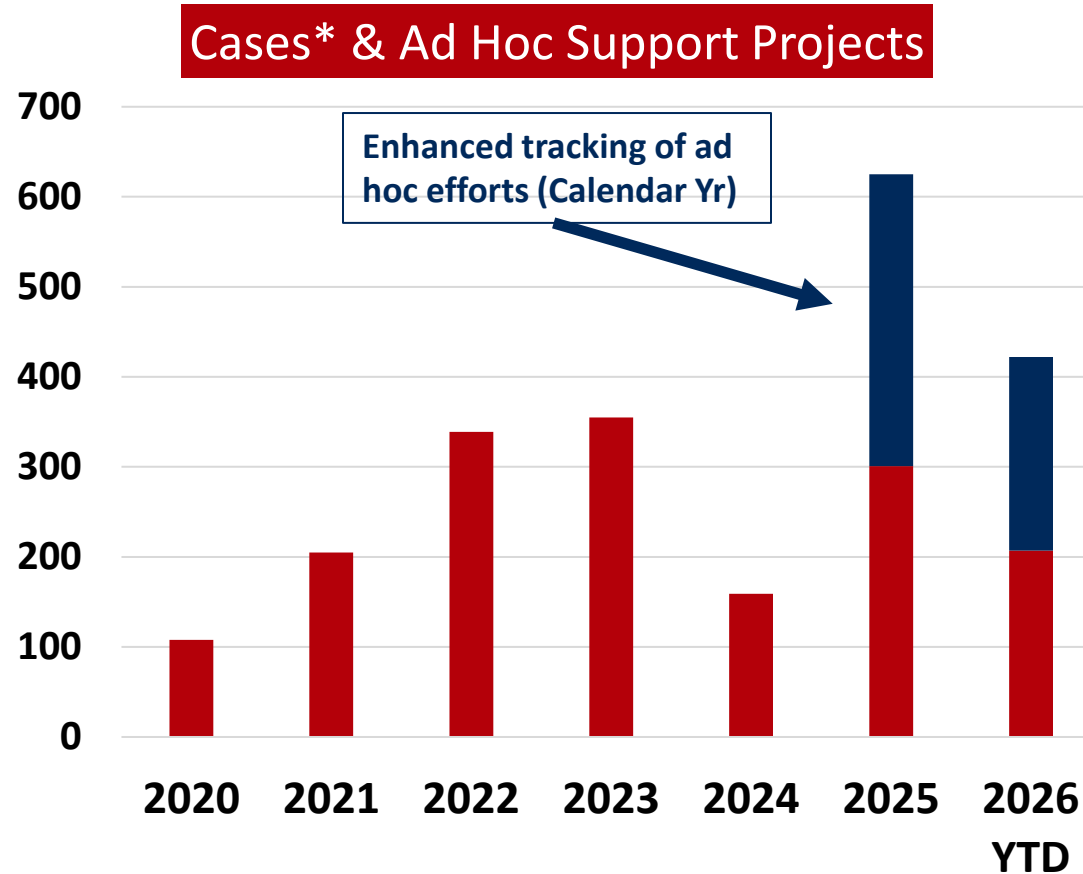
CRM Project Data Reveals Activity Across All Key Areas

Active and Resolved Cases By Member Size (2020 – 2026*)



Member Services Projects Workload Strong Volume

MSA Support, Financial Structures, Engineering Areas Most Active



Topics Rising to the top

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

*Calendar year data. Reflects impact of rollover cases. 2026 YTD as of June 1st.

Increased Activity In Distribution Planning, Financial

Adding Member Specific Support Activities

- Significant projects for multiple members related to distribution planning, substation investment, grant support, power quality
- 5 Peer Reviews completed
- Engineering Services MSA platform well-utilized, with sixteen (16) active scopes
- Financial modeling and planning ~30 cases per year, some long-term
- Technical service expansion for large member in transmission planning
- Leased Employee program still valuable (two currently active)

Strengthened Knowledge of Core Business Operations

Facilitated Multiple Peer Reviews, Expanding Analytical Tools

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 Partners with Members to Support their Customers

Multiple Opportunities to Aid Members With Customer Concerns



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 Expertise in Your Communities

FMPA Partners with Members on Critical initiatives

FMPA Legal Support

Ordinances Review

Territorial Recommendations

Council and Commission Meetings Support

Net Metering Policy Support

Actively Manage 16 Master Service Agreement Projects

Distribution Engineering

System Studies

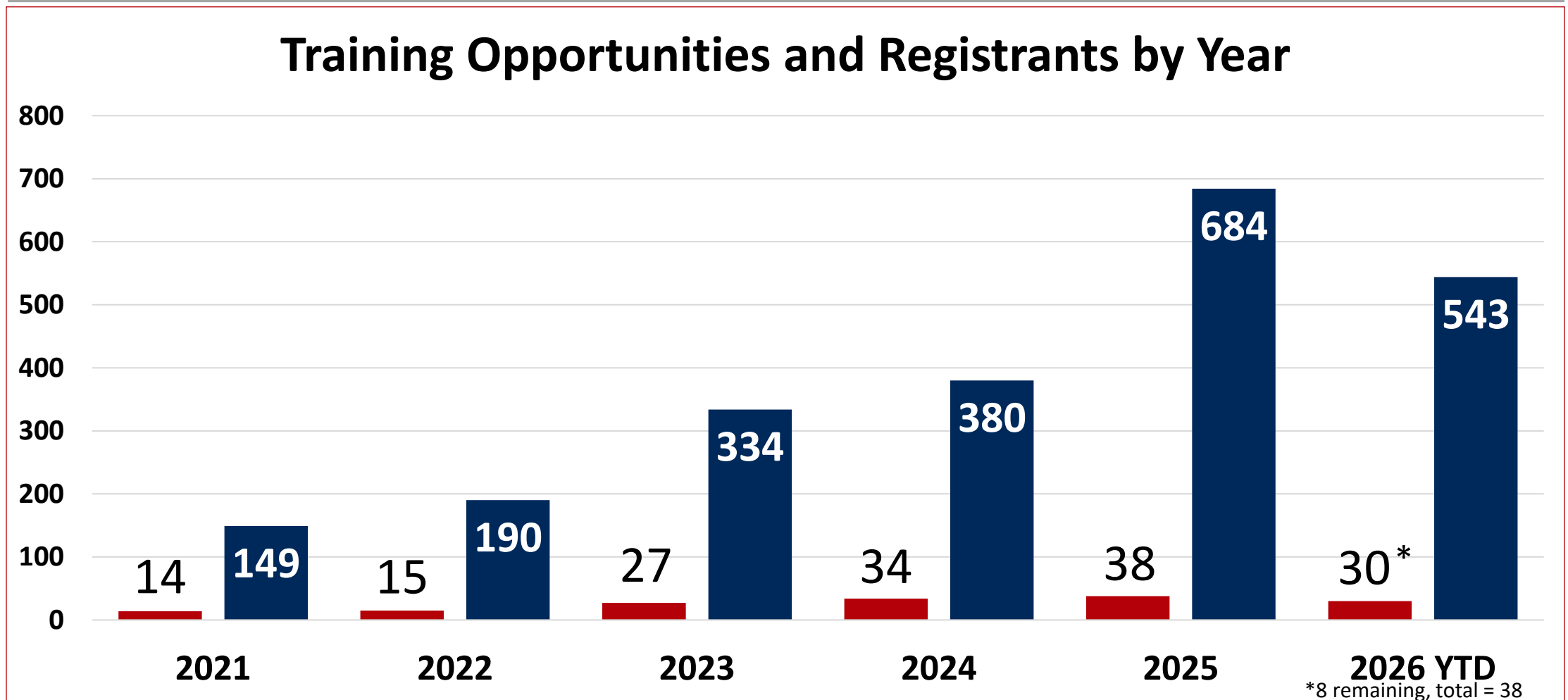
Substation Upgrades

Long Range Planning

AMI

Training Program And Registrations High Engagement

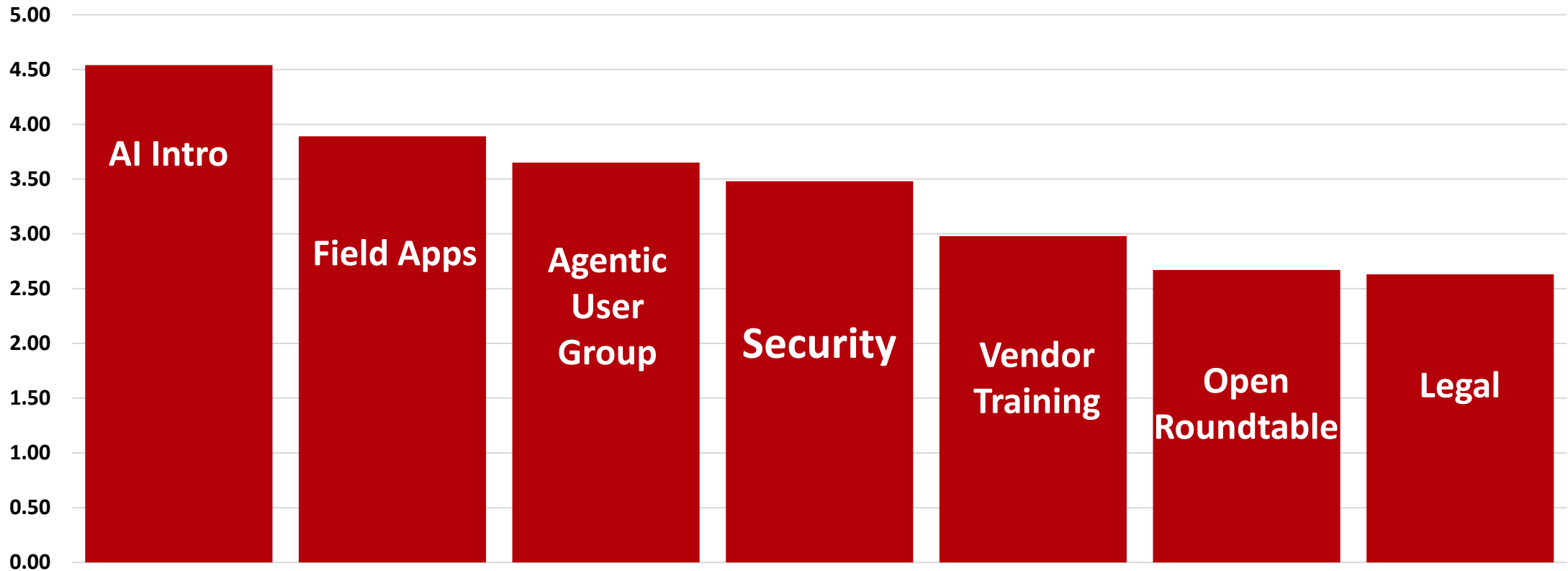
Many Programs, Multi-Day, Multi-Sessions, Certifications



AI Intro & Practical Training Priority for Members

Potential AI development areas

Rank In Order of Interest



Joint Purchasing Providing Strong Support

17 Current Agreements Are FEMA Eligible

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	

**AGENDA ITEM 9 – INFORMATION
ITEMS**

c. Peer Review Efforts Update

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026



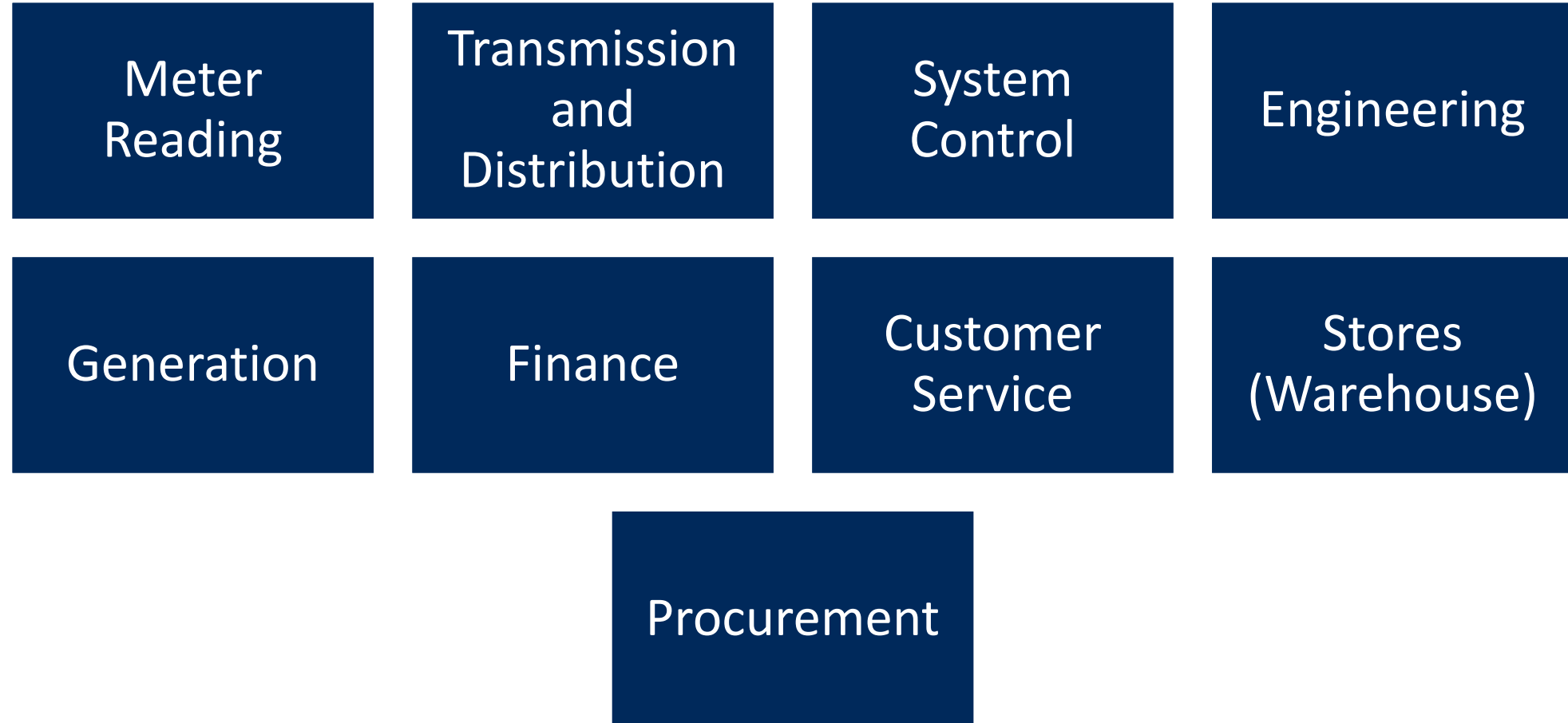
9c – Peer Review Efforts Update

Member Services Advisory Committee

July 16, 2026

30-Year History of Peer Reviews

Peer Review Areas



Members Who Have Requested Peer Review

Many members request several different reviews

Leesburg

Wauchula

Lake Worth
Beach

Newberry

Quincy

Alachua

Fort Meade

Fort Pierce

Homestead

Key West

Lakeland

Green Cove
Springs

Bartow

Busnell

Gainesville

Peer Review Program Unique Process

Independent, Experience-driven Evaluations For Members

Independent

- Provides an independent review of policies, procedures, and practices in selected functional areas

SME's

- Leverages subject-matter experts from municipal systems across Florida

Collaborative

- Shares best practices and collective experience in a collaborative environment

Value

- Delivers a cost-effective approach to learning, benchmarking, and continuous improvement

Relationships

- Relationships are built that provide valuable peer level resources for future needs

Review Team Components

Each Group Plays Specific Roles

Review Coordinators: The FMPA representatives who organize and coordinate the Peer Review Program.

Review Team: Subject-matter experts who observe the Review Utility's operations and make recommendations.

Steering Committee: Managers/Director-level SME provide recommendations to the Review Coordinators after hearing observations and suggestions from the review team

Host Peer Review Team: Internal team that will be leading and communicating with the internal team and the Review Team

Strong Review Participation Across Membership

Completed 4 in CY 2025 – 3 To Date in 2026 – 1 Being Planned



Member Support Is Key To Success

28 Different Utilities have been involved

22 Members Requested Peer Reviews

125 Peer Members Participated

126 Steering Committee Participants

Recent reviews have included

- Generation
- System Operations (control room)
- Engineering Processes
- Stores
- Customer Service
- T&D Operations
- Substations – P&C (scoping)

**AGENDA ITEM 9 – INFORMATION
ITEMS**

d. Training & Roundtable Update

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026



9d – Training and Roundtable Update

Member Services Advisory Committee

July 16, 2026

Trainings

Power Supervisor and Utility Requested Trainings

Training	Cities	Attendees
Communicating Effectively w/ Utility Customers	4	14
CPR Training @ KUA	1	85
Spill Response Training @ FPUA	1	30 scheduled

Workshops and Roundtables

Numerous Member Cities Represented

Workshop/Roundtable	Cities	Attendees
Reliability Roundtable	13	22
Purchasing Roundtable	8	17
AMI/Meter Tech Roundtable	9	23

Upcoming Trainings & Roundtables

7/21

Buddy-to-Boss with Succession Planning

7/22

Goal Setting and Planning

8/3 – 8/6

Project Management Professional (PMP)

8/6- 8/7

Substation Roundtable @ Keys Energy

8/26

GIS Roundtable

Planned Trainings for FY27



EUSO

Electric Utility
System Ops
Training

Oct 27-28: Non-
Technical
Positions



CPSv

Certified Power
Supervisor
Program
continues to be
highly popular



CDL

Currently working
to assist with
instruction and
testing centers



SUBSTATION

Vendor selection
in process
In class and on-
site training

Suggested Trainings from Members

Associate PMP

Lean Six Sigma

Specialized
AI Workshops

Electrical Metering Lab

**AGENDA ITEM 10 – MEMBER
COMMENTS**

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026

AGENDA ITEM 11 – ADJOURNMENT

**FMPA Member Services Advisory
Committee Meeting**

July 16, 2026