



MEMBER SERVICES ADVISORY COMMITTEE AGENDA PACKAGE

WEDNESDAY, OCTOBER 14, 2026

11:00a.m. [NOTE TIME]

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

Conference ID Number: 245 254 933 960 979

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

October 14, 2026

11:00a.m.

Teams Meeting 321-299-0575

Meeting No. 245 254 993 960 979#

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 7, 2026

RE: Member Services Advisory Committee (MSAC)
Wednesday, October 14, 2026, 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 245 254 993 960 979

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

Chairperson, Allen Putnam Presiding

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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 14, 2026

**AGENDA ITEM 2 – RECOGNITION OF
GUESTS**

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026

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

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026

AGENDA ITEM 4 – SET AGENDA

**FMPA Member Services Advisory
Committee Meeting**

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

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026

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

**FMPA Member Services Advisory
Committee Meeting**

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**AGENDA ITEM 7 – CONSENT
AGENDA**

- a. Approval of Minutes – Meeting
Held July 16, 2026**

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026

CLERKS DULY NOTIFIED July 8, 2026
AGENDA PACKAGES SENT TO MEMBERS..... July 7, 2026

MINUTES

TELEPHONIC MEMBER SERVICES ADVISORY COMMITTEE MEETING

JULY 16, 2026

The Breakers

1 South County Road

Palm Beach, FL 33480

At 2:00PM

PARTICIPANTS

PRESENT

Mike Poucher*	Bartow
Billy Branch	Homestead - Virtual
Allen Putnam	Jacksonville Beach
Lynne Tejeda	Key West
Wesley Infinger	Kissimmee - Virtual
Steve Langley	Mount Dora
Brandon Lopez	New Smyrna Beach - Virtual
Doug Peebles	Ocala
Drew Mullins*	Starke
Jamie England	Winter Park

*Joined after Roll Call

PARTICIPANTS

ABSENT

Keith Stephens	Fort Pierce
Dallas Lee	Newberry
James Braddock	Wauchula

OTHERS

PRESENT

Barbara Quinones	Homestead
Jason Terry	Kissimmee
Edee Delph	Key West
Lisa Vedder	Winter Park
Matt Highfill	Ready Kilo, Inc.

STAFF PRESENT

Jacob Williams, General Manager & CEO
Sharon Adams, Chief People and Member Services Officer
Dan O'Hagan, Deputy General Counsel and Manager of
Regulatory Compliance
Navid Nowakhtar, Member Services Strategic Planning &
Analytics Vice President
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
Emily Maag, Senior Public Relations Specialist

Susan Schumann, Public Relations and External Affairs
Manager
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 2:01p.m. on Thursday, July 16, 2026. An audio connection for public attendance and participation was broadcast at the Breakers, 1 South County Rd, Palm Beach, FL 33480. 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 – RECOGNITION OF GUESTS

Edee Delphi, Keys Energy

ITEM 3 - PUBLIC COMMENTS (INDIVIDUAL PUBLIC COMMENTS LIMITED TO 3 MINUTES)

ITEM 4 – SET AGENDA (BY VOTE)

MOTION: Doug Peebles, Ocala, moved to set the agenda as presented. Steve Langley, Mount Dora, seconded the motion. Motion carried 9-0.

ITEM 5- COMMENTS FROM THE CHAIRMAN

ITEM 6 – COMMENTS FROM CHIEF PEOPLE AND MEMBER SERVICES OFFICER

ITEM 7 –CONSENT AGENDA

Item a – Approval of Minutes – Meeting Held April 15, 2026

MOTION: Michael Poucher, Bartow, moved approval of the Minutes of April 15, 2026. Doug Peebles, Ocala, seconded the motion. Motion carried 9-0.

ITEM 8 – ACTION ITEM

Item 8a – Election of Officers

Doug Peebles, Ocala, nominated Allen Putnam, Jacksonville Beach, for Chair. Allen Putnam, Jacksonville Beach, accepted the nomination.

MOTION: Doug Peebles, Ocala, moved to approve the nomination of Allen Putnam, Jacksonville Beach, for Chair. Steve Langley, Mount Dora, seconded the motion. Motion carried 9-0.

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. Jamie England, Winter Park, seconded the motion. Motion carried 9-0.

ITEM 9 – INFORMATION ITEMS

Item 9a – Member Services Goals Update

Sharon Adams presented the Member Services Goals Update.

Item 9b – Member Services Annual Update

Navid Nowakthar presented the Member Services Annual Update.

Doug Peebles, Ocala, recognized the Member Services team for their help with multiple projects needing Engineering services.

Doug Peebles, Ocala, suggested highlighting the value and relevance of the information shared during the various roundtable discussions to support approval of travel requests.

Item 9c – Peer Review Efforts Update

Mike McCleary presented the Peer Review Efforts Update.

Allen Putnam, Jacksonville Beach, has participated in at least five Peer Reviews and has learned something new each time.

Item 9d – Training & Roundtable Update

MacKayla Cross presented the Training & Roundtable Update.

Doug Peebles, Ocala, shared that one of his employees provided positive feedback on the PMP training held in February and that she was able to pass the exam.

ITEM 10 – MEMBER COMMENTS

ITEM 11 – ADJOURNMENT

There being no further business, the meeting was adjourned at 2:31 p.m.

Approved: _____

AP/mc

AGENDA ITEM 8 – ACTION ITEMS

- a. Approval of CY 2027 Meeting Schedule**

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026



8a - Approval of Calendar Year 2027 Meeting Schedule

Member Services Advisory Committee

October 14, 2026

Proposed Quarterly Meeting Dates for 2027

Consistent w/Wed Prior to BOD, July Thu @ FMEA Conference

Meeting Date

January 20th, 2027

April 14th, 2027

July 22nd, 2027 (Thursday @ FMEA Annual Conference)

October 20th, 2027

Recommended Motion

- Move approval of the recommended meeting schedule for calendar year 2027.

**AGENDA ITEM 9 – INFORMATION
ITEMS**

a. Member Services Goals Update

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026



9a – Member Services Goals Update

Member Services Advisory Committee

October 14, 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	16	12	12	Bushnell cap bank controller troubleshooting Havana recloser support KEYS Energy leased employee support.
	Reliability Minor		2	26	18	18	
8. Member Services	Leadership member visits		8	90	75	75	CPR Trainings, Utility 101 Bartow
	Member training attendance		45	785	400	400	
	Stakeholder Presentations		1	20	25	25	

FY 2027 Goals Approved by Board In September

Reliability, Member Engagement, Trainings Focus Areas

Goal		FY 2027 Target	Comment
7. Member Reliability	Reliability Major	10	
	Reliability Minor	24	
8. Member Services	Leadership Member Visits	75	
	Member Roundtable & Training Attendance	500	
	Stakeholder Support Presentations	25	

**AGENDA ITEM 9 – INFORMATION
ITEMS**

- b. Member Services Highlights
From 2026 Satisfaction Survey**

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026



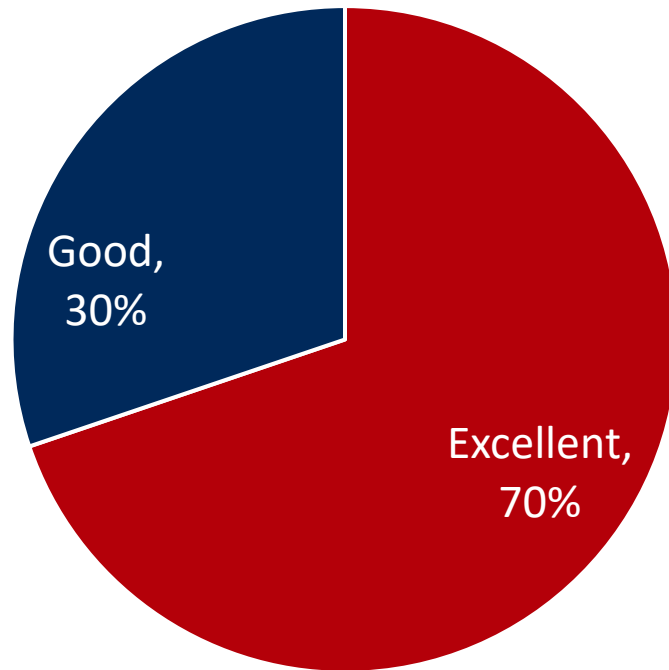
9b - Member Services Highlights from 2026 Satisfaction Survey

Member Services Advisory Committee
October 14, 2026

Agency Evaluation of FMMPA 100% Excellent or Good

Strong Org Characteristics Support Performance

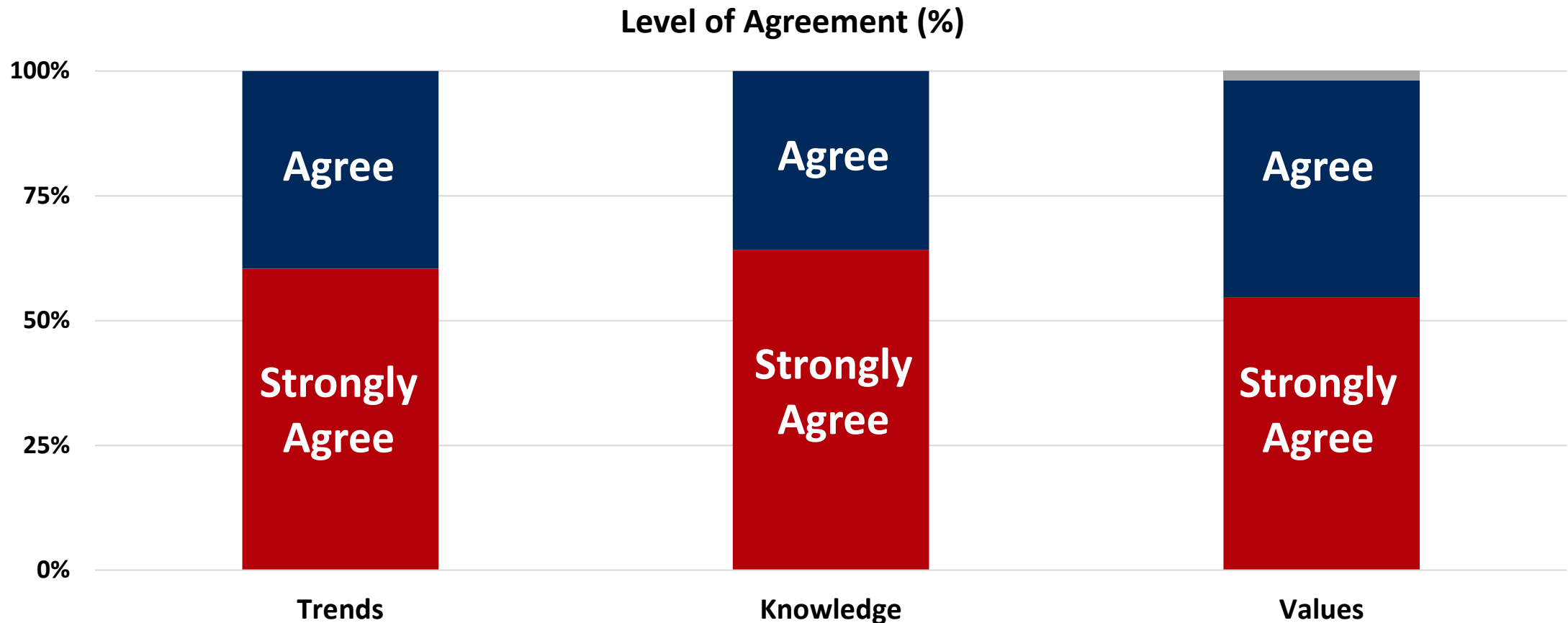
Overall Performance – 2026 Survey



- Courtesy, friendliness, staff professionalism, and responsiveness rated as excellent by ~9 in 10 (~90%) or higher
- Convenience in working with staff, thoroughness and accuracy had all responses either “Excellent” or “Good”

Agency Value Proposition Alignment Nearly Universal

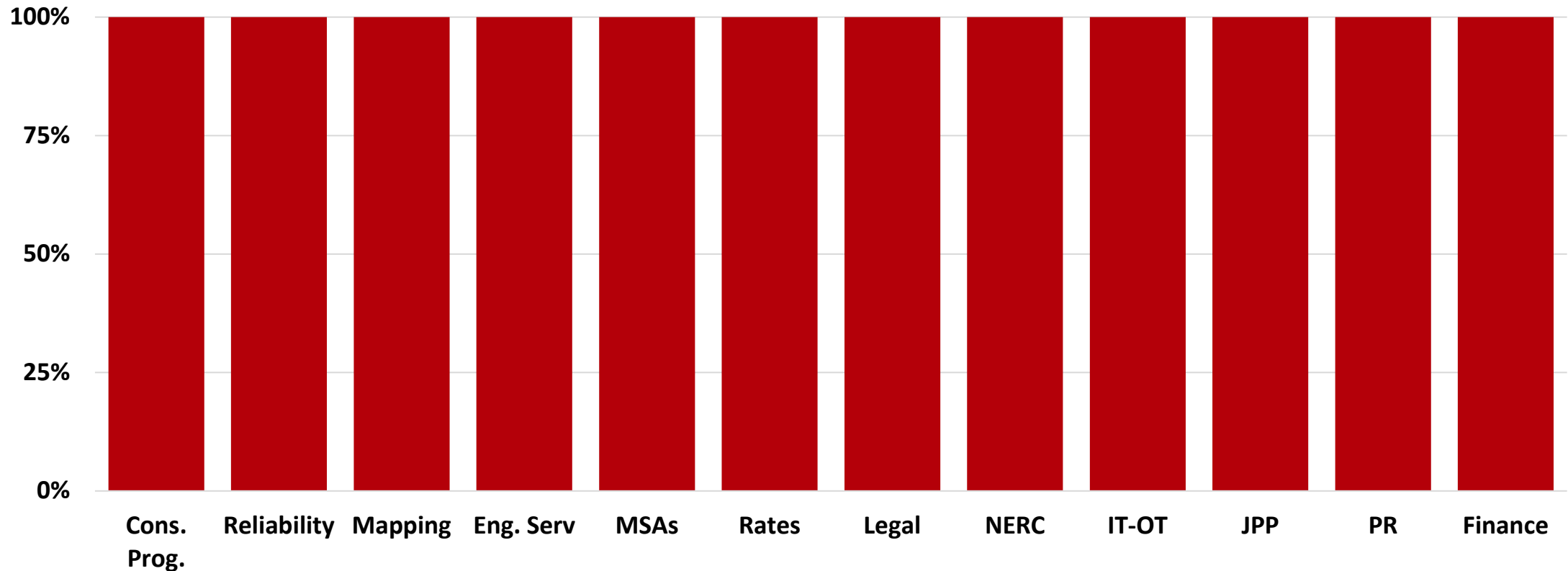
Trend Tracking, Knowledge of Staff, Value Member Views



Exceptionally Strong Service & Program Satisfaction

20 Programs, Over 97% of All Evals “+”, 12 Had 100% Positive

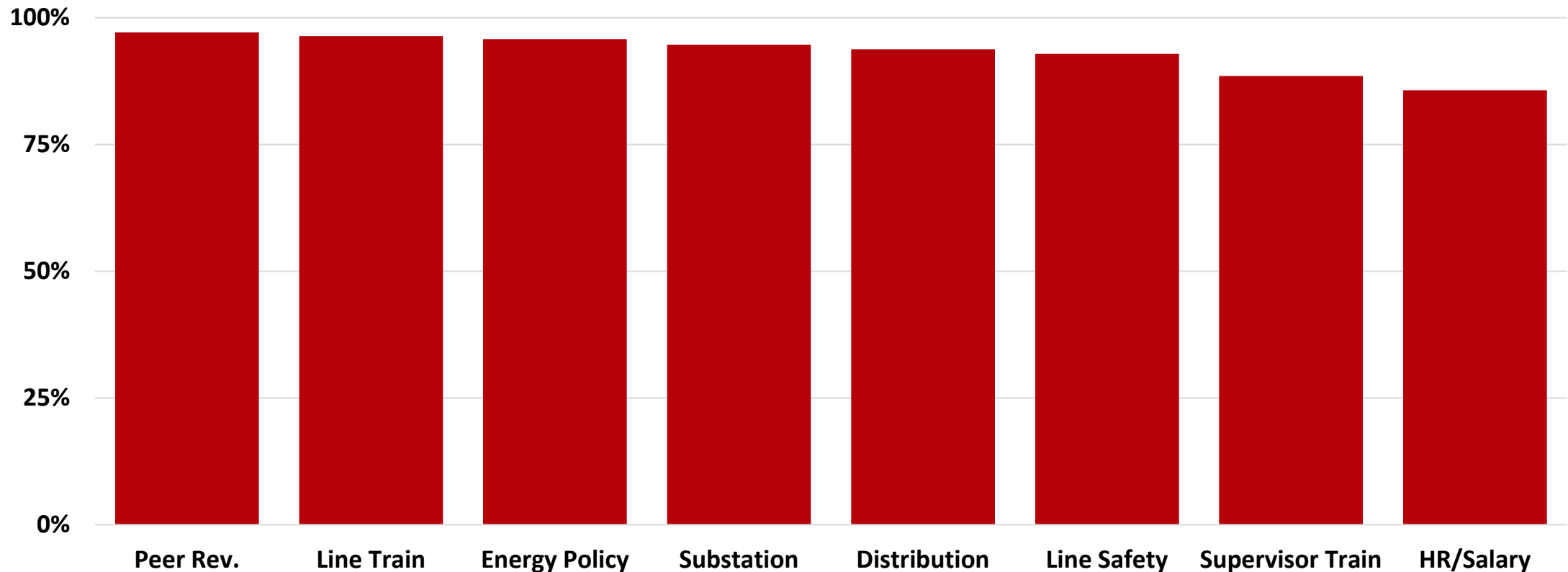
Perception – Programs and Services



Exceptionally Strong Service & Program Satisfaction

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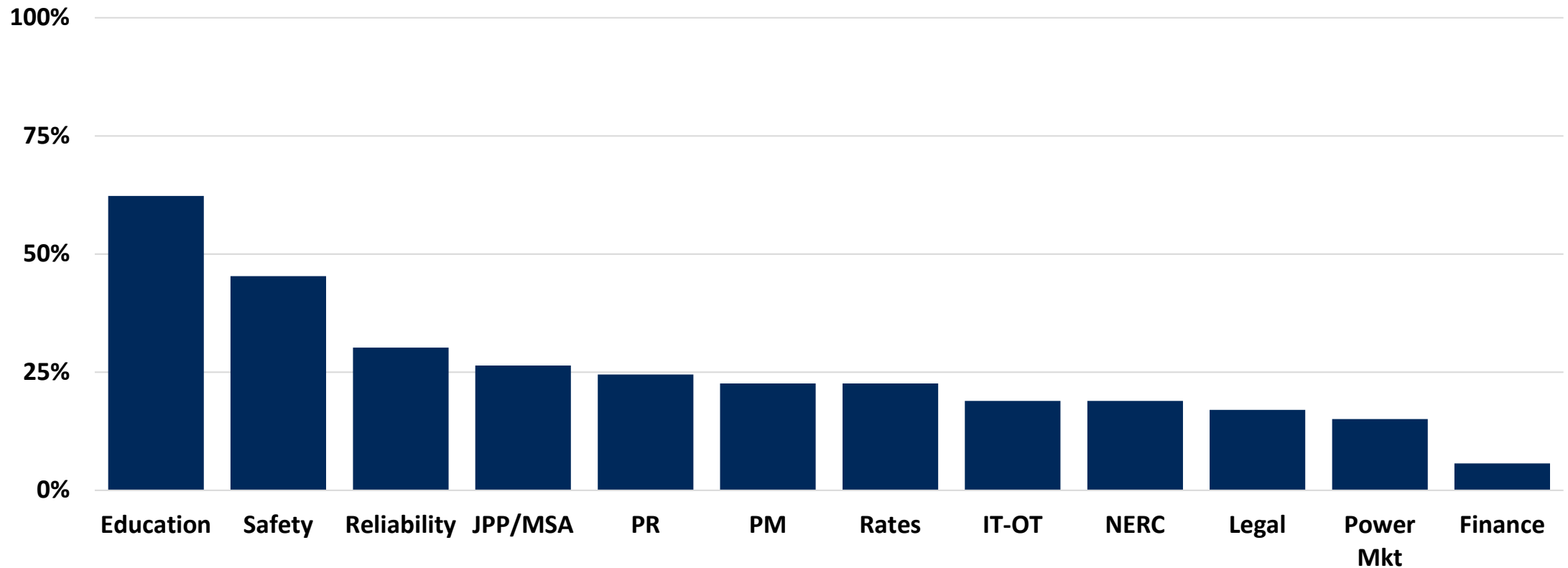
Perception – Programs and Services



Education, Training, Safety High Desire For Support

Diversity of Rankings Shows Members Vary In Core Need Areas

Desired Employee Support - % That Selected As Top 5 Functional Areas



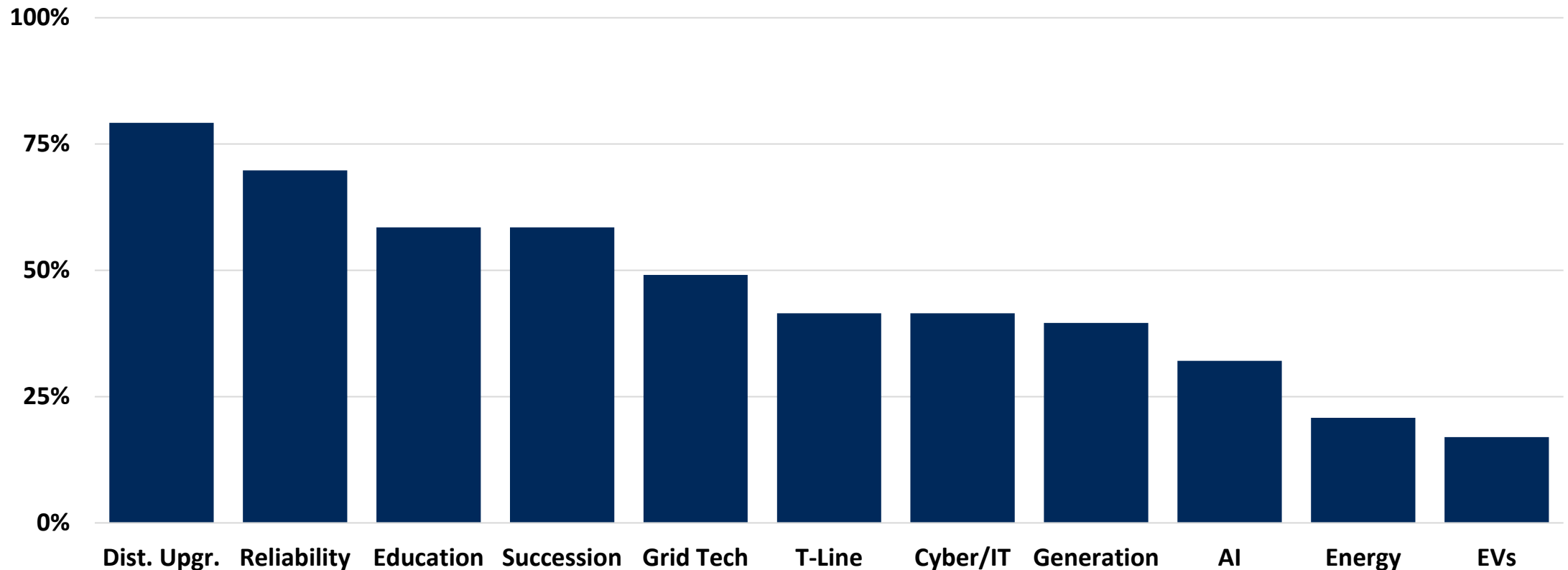
AMI, Automation, System Expansion Goals For Most Majority Of Respondents Have Or Are Planning For Each

- ~30% considering AMI for 2026 survey, with ~66% already there
- ~38% considering more distribution automation technologies, 15% not considering
 - Automation has grown to ~47% in 2026 versus 26% in 2024 survey
- ~30% considering developing a long-term distribution system expansion plan
- Minority of respondents (25% or less) not considering one or more for the future

Distribution Upgrades, Reliability Drive Capex

Staffing (Workforce Development, Succession) Close Behind

Capital Investments In the Next Five Years - % Selected



**AGENDA ITEM 9 – INFORMATION
ITEMS**

**c. Lineworker Safety Program
Update**

**FMPA Member Services Advisory
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9c - Lineworker Safety Program Update

Member Services Advisory Committee

October 14, 2026

Beyond the Scores: What We're Learning

Participants Survey | Strong Performance | Evolving Needs

Program Health

- 9.5 Recommend TVPPA
- 9.6 Topic Satisfaction
- 9.7 Trainer Satisfaction
- +83 Net Promoter Score

Workforce Trends

- Technical Complexity
- Underground Systems
- Knowledge Transfer
- Human Factors

Participant Feedback reflects a maturing workforce with evolving technical needs

The Program Evolves Alongside The Workforce

Participant Demand Evolved – Program Content Responded

Workforce Demand Shapes Program		
Core Safety	Operational Safety	Technical Expertise
PPE	Grounding	Transformer Banking
Hazard Awareness	Cover Up	Underground Systems
Traffic Safety	Backfeed	Regulators & Reclosers

- Demand increasingly emphasizes technical expertise
- Content continues to be expanded to meet those needs

Case Study: Underground Systems

Underground Systems Remain a Priority

Recurring Participant Requests

- Underground Safety
- Underground Troubleshooting
- Underground Switching
- Underground Grounding

Program Response

- Underground Safety
- Underground Grounding
- Underground Contact Case Studies
- Underground Cover-Up
- Underground Transformer Training

Participant feedback helps keep the program aligned with workforce needs.

Knowledge Matters | Experience Connects

Participants Value Expertise Delivered Through Experience

What Participants Are Saying

- “They are linemen that have done the work.”
- “Real linemen down to earth people.”
- “Gives real world examples and talks about things we experience in the field.”
- “Not some college kid teaching from a book.”
- “Speaking from real life experiences.”

Experience emerged as one of the most recurring themes in participant comments.

The Work And The Worker

Participants Seek Expertise And Value Lessons That Shape Decisions

Some of the strongest responses came from lessons that made people think

Complacency

“This one hit home.”

“Best meeting we’ve had.”

“Very impactful presentation.”

Hazard Recognition

“Very important and informative.”

“Good reminder of the hazards we deal with.”

“Kept it interesting and relevant.”

Safety Culture

“A topic that needs to be discussed.”

“Made me think about things I do.”

“Very informative and eye opening.”

Communication / Job Briefings

“Great real-world situations.”

“Helps with good communication.”

“Important information we need before every job.”

Technical topics build capability. Awareness strengthens judgment.

Participant and Manager Feedback Are Largely Aligned

Strong Support With Clear Opportunities For Growth.

What Managers Value

- Relevant and practical topics
- Knowledgeable instructors
- Real-world examples
- Flexible scheduling
- Workforce-focused training

Areas for Continued Improvement

- Avoid topic repetition
- Increase underground content
- Expand Q&A opportunities
- Consider additional hands-on training

Manager feedback has been shared with TVPPA, and the program continues to demonstrate responsiveness to participant and utility needs.



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., $10 \times \$1,500 = \$15,000$)

**AGENDA ITEM 9 – INFORMATION
ITEMS**

- d. Leased Employee Program
Update**

**FMPA Member Services Advisory
Committee Meeting**

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9d - Leased Employee Program Update

Member Services Advisory Committee

October 14, 2026

Leased Employee Program Candidate Pool At A Glance

20 Professionals Currently Available In Range of Areas

8	10-46 years of Utility Management experience
8	4-46+ years of Utility Engineering experience
6	10-46 years of T&D Operations experience
5	10-40 years of Utility Customer Service experience
7	Entry-level to 40+ years specialized expertise in Finance, Metering, Maintenance, Metrology, Project Engineering

Members Utilizing Program For Various Purposes

Clerical, Operations, and Senior Oversight Roles

- Fort Meade has utilized the Leased Employee program to support both operations and clerical needs
- One employee transitioned from Leased status to a full-time role with Fort Meade as of early August 2026
- KEYS Energy Services utilized structure for senior oversight position with an assignment spanning Aug-Oct 2026
 - Supplemented by FMPA Member Services staff

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 9 – INFORMATION
ITEMS**

e. Reliability Program Schedule

**FMPA Member Services Advisory
Committee Meeting**

October 14, 2026



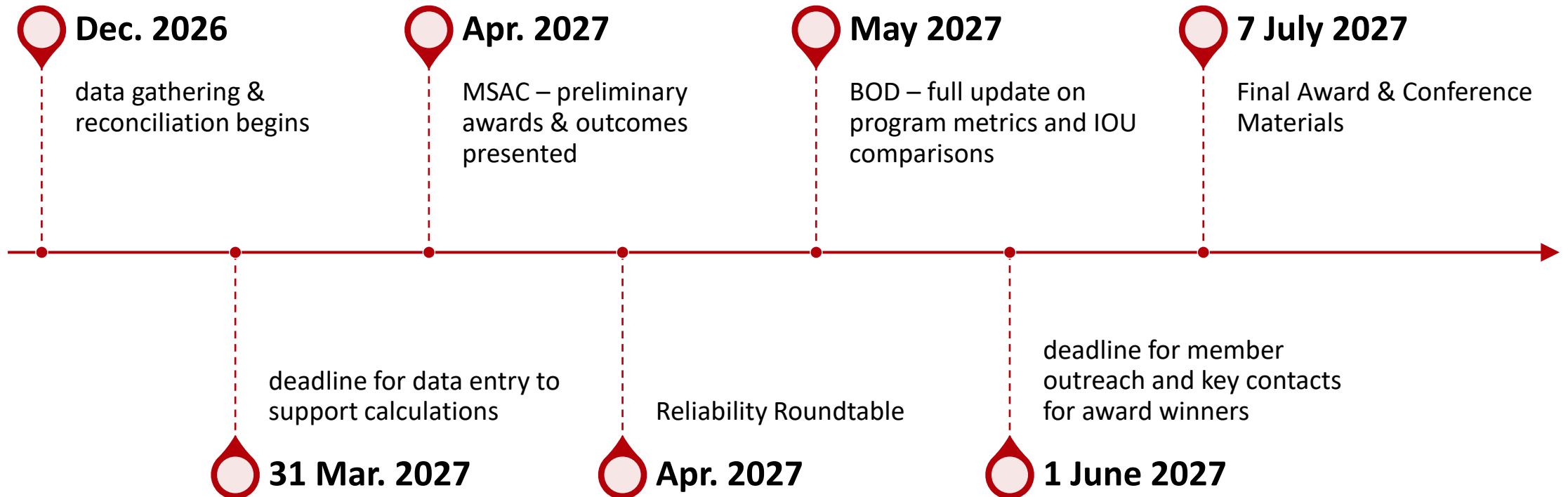
9e – Reliability Program Schedule

Member Services Advisory Committee

October 14, 2026

Program Schedule Empowers Awards Delivery in July

Team Will Actively Engage On Data QA/QC Starting Dec. '26



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 2026 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

*One Member's meter counts move their data into the Large category and out of the Medium category for 2026 and beyond.

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 9 – INFORMATION
ITEMS**

**f. Training and Roundtable
Update**

**FMPA Member Services Advisory
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9f – Training and Roundtable Update

Member Services Advisory Committee

October 14, 2026

Trainings and Roundtables Facilitated

July, August, September 2026

Training	Members	Attendees
Buddy-to-Boss	4	17
Goal Setting & Planning	4	18
PMP Training	7	17
Utility 101 @ OUC – Meter Shop Team	1	17
CPR Training KUA / Bartow	2	67

Roundtable	Members	Attendees
Substation Roundtable	8	23
GIS Roundtable	7	19

Trainings and Roundtable Start of FY27

October and November

10/20 – 10/21

Interpersonal Supervisory Skills II

10/22

SCADA Roundtable

10/27 – 10/28

Electric Utility System Operations

11/3 – 11/4

Interpersonal Supervisory Skills III

FY27 Training Plan

Planned Courses And Training Available By Request

Certified Power Supervisory Program

9 courses

Electrical Metering Labs A & B

4 days per lab

Foreman Academy

3 sessions, 4 days each

Electric Utility System Operations

2-day course

NESC

National Electrical Safety Code

Substation Training

Class instruction and onsite

By request: CPR and Utility 101, 201 & 301

FY 2027 Roundtable Plan

Offering more locations and focus for more participation

- **Lineworker** – 2 strategically located in north and south Florida
- **AMI/Meter Tech** – 2 strategically located in north and south Florida
- **Reliability** – 2 events, one focused on metrics/operations and the other focused on engineering/capital
- **Substation**
- **GIS**
- **SCADA**

Planned Workshops/Forums FY 2027

Focused Learning and Discussion on Member Priorities

- Regulatory Compliance Forum
- Joint Purchasing & Master Service Agreements Forum
- Requirements for CDL trainer certification
- Specialized AI Labs (3 different skill-level based)
 - Introductory – fundamentals, prompting basics everyday applications
 - Intermediate – Advanced prompting, practical workflows & productivity tools
 - Agentic AI – Ai agents, automation & multi-step workflows

New

**AGENDA ITEM 10 – MEMBER
COMMENTS**

**FMPA Member Services Advisory
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AGENDA ITEM 11 – ADJOURNMENT

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