

**MINUTES  
ORLANDO UTILITIES COMMISSION  
April 9, 2019  
2:00 P.M.**

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**Present:**

COMMISSIONERS:

Cesar E. Calvet, President  
Britta Gross, First Vice President  
Larry Mills, Second Vice President  
Mayor Buddy Dyer

Clint Bullock, General Manager & Chief Executive Officer  
Jan Aspuru, Chief Operating Officer  
Mindy Brenay, Chief Financial Officer  
W. Christopher Browder, Chief Legal Officer  
Linda Ferrone, Chief Customer Officer  
Jerry Sullivan, Chief Information Officer  
Latisha Thompson, Chief Employee Experience Officer  
LeMoyne Adams, Wade Gillingham, Chip Merriam, & Ken Zambito,  
Vice Presidents  
Nanci Schwartz, Recording Secretary

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President Calvet asked German Romero to give the invocation. President Calvet invited Joe Reilly and Daniel Keck to lead the Pledge of Allegiance to the Flag. The Commission Meeting was called to order at 2:07 P.M.

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On a motion by Commissioner Gross, seconded by Mayor Dyer and unanimously carried, the reading of the minutes of the March 12, 2019 Commission Meeting was waived and the minutes were approved.

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President Calvet read aloud a Proclamation declaring April to be Water Conservation Month.

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Mr. Bullock asked Jerry Sullivan to provide a presentation on Affirmative Item A-7 regarding the Qlik Sense Dashboard Professional Services. Mr. Sullivan explained that Qlik Sense is a data visualization tool used for displaying data from multiple sources, data profiling, data discovery and analysis, and generating operational and strategic dashboards. The tool allows OUC to utilize data to optimize operations, enable metric-driven decisions, and manage performance.

Bob Brunner discussed how Financial Services utilizes Qlik Sense for supply chain key performance indicators. Mr. Brunner explained how previously, data was extracted and compiled manually. Utilizing Qlik Sense has provided Supply Chain Management with enhanced resource management, transparency of operations, and labor resource savings.

Orlando Alancastro discussed how Electric and Water Distribution utilizes Qlik Sense for Estimated Time of Restoration (ETR) analytics. Communicating ETR to customers is a factor in OUC's Customer Service rankings. Mr. Alancastro stated that Qlik Sense allows OUC to measure and analyze data on a daily basis in an automated fashion. Future areas of development include electric status report and near-real-time reliability metrics.

Terry Torres discussed how Customer Service utilizes Qlik Sense for large accounts and billing KPIs. Ms. Torres explained that Qlik Sense was first utilized to analyze data for the top 300 commercial customers. The billing management team also uses Qlik Sense to monitor pending accounts that need to be billed that day in order to avoid being outside the billing cycle window. This was previously done manually. Ms. Torres described additional opportunities for dashboard expansion.

Garr Williams explained how Strategy and Emerging Technology utilizes Qlik Sense for executive dashboards. Qlik Sense helps pull fifteen metrics across five key areas of business from many different sources and put them into one dashboard. Because the executive dashboard is in a pilot mode, changes are easily made. As OUC moves out of pilot mode with the CEO Dashboard, staff will leverage partners in an agreement to produce the data feeds that are temporary today.

Mr. Sullivan provided a summary of the Qlik Sense Pilot Program and the current request for proposal process.

Commissioner Mills asked how soon the data architecture component will be brought in-house. Mr. Sullivan stated solutions architects and an enterprise architect have been utilized through a third party vendor. There are plans to bring those positions in-house.

Commissioner Gross commented on Qlik Sense's ability to pull from existing data sources and asked about commonalities between databases. Mr. Sullivan

stated that almost all major applications already have reports and Qlik Sense reaches across applications to integrate the data into one area. The data architecture services will allow this data to be pulled and integrated more effectively. Operations, Customer Service, and Strategy will be the three main beneficiaries of Qlik Sense within the next three years.

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Mr. Bullock asked Chip Merriam to provide a presentation on Affirmative Item A-18 regarding the Lower, Lower Floridan Aquifer Brackish Groundwater Project – Phase 2 of 4. Mr. Merriam provided a recap from the September 2018 Water Workshop and the need to find an alternative water supply. He explained OUC's plans to investigate obtaining water from the Lower Lower Floridan Aquifer. Phase 1 determined that brackish groundwater supply appears feasible at the Southeast Water Treatment Plant. Mr. Merriam explained the time frame for Phase 2, which involves the drilling of an exploratory test well and will last from April 2019 to June 2022. Mr. Merriam presented a video showing a disposal well at 2700-2800 feet underground.

President Calvet asked why there are only two companies willing to drill so deep. Mr. Merriam responded that it is due to the fracking industry as well as the expense.

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President Calvet presented the Affirmative Items for approval. On a motion by Mayor Dyer and seconded by Commissioner Mills, the Affirmative Items were approved as follows:

1. Ratification of the fuel procurements to the most responsive and responsible bidders in January 2019 in the aggregate amount \$10,294,636.91 as follows:

**NATURAL GAS PURCHASES:**

January 2019	Macquarie Cook Energy, LLC	\$ 873,961.97
January 2019	Shell Energy	\$ 127,801.55
January 2019	Tenaska Marketing Ventures	\$2,802,656.82

**COAL PURCHASES:**

January 2019	Crimson Coal Corporation	\$4,852,135.85
January 2019	Foresight Coal Sales LLC	\$1,638,080.72

2. Ratification of an OUC initiated scope change and conforming Change Order No. 1 to Structural Preservation Systems, LLC in the amount of \$42,000 to provide additional contract labor and equipment to repair the circulating water intake screens during the Stanton Energy Center Unit 1 2019 Spring Outage, increasing the total Purchase Order amount to \$136,000. Ratification of a sole source Purchase Order to

Arvos Ljungstrom, LLC to provide air heater repair components during the Stanton Energy Center Unit 1 2019 Spring Outage in the amount of \$199,974. Ratification of an OUC initiated scope change and conforming Change Order No. 1 to AZZ SMS LLC in the amount of \$1,410,361.29 to provide contract labor associated with the air heater repairs during the Stanton Energy Center Unit 1 2019 Spring Outage, increasing the total Purchase Order amount to \$4,102,961.29;

3. Approval of Purchase Orders to Progress Rail Services, Inc.; WATCO Companies, LLC; Star Railroad, LLC; Appalachian Railcar Services, LLC; and Appalachian Tank Car Services, LLC to provide railcar maintenance and repair services for a five-year period beginning July 1, 2019 in the aggregate amount of \$4,132,880;
4. Approval of a sole source Purchase Order to Power Costs, Inc. for software licenses, updates, and support for the Florida Municipal Power Pool load forecast requirements and OUC production cost modeling in the amount of \$156,642. The contract term is five years;
5. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Flash-Rite, Inc., and AWP, Inc. in the aggregate amount of \$500,000 to continue providing traffic control and lane closure services through March 10, 2020, increasing the total Purchase Order amount to \$2,778,480;
6. Approval of an OUC initiated scope change and conforming Change Order No. 1 to The Davey Tree Expert Company in the amount of \$9,197,254 to continue providing vegetation management services through June 30, 2021, increasing the total Purchase Order amount to \$19,110,616;
7. Approval of Purchase Orders to Origin Consulting LLC and RIA Advisory LLC, the most responsive and responsible vendors, for Functional Managed Services in the aggregate amount of \$250,000. Approval of Purchase Orders to Kellton Tech Solutions Inc and SME Solutions, the most responsive and responsible vendors, for Qlik Sense Dashboard Development Services in the aggregate amount of \$800,000. Approval of Purchase Orders to RIA Advisory LLC and Origin Consulting LLC, the most responsive and responsible vendors, for Data Architecture Services in the aggregate amount of \$300,000;
8. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Embarcadero Technologies Inc. in the amount of \$67,962 for annual software maintenance and support of database development tools for the period of June 24, 2019 through June 23, 2020, increasing the total Purchase Order amount to \$133,306;

9. Approval of an OUC initiated scope change and conforming Change Order No. 5 to Oracle America, Inc. in the amount of \$554,848.45 for renewal of all Oracle database annual licenses, maintenance, and support for the period of April 30, 2019 through April 29, 2020, increasing the total Purchase Order amount to \$2,548,224.81;
10. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Sovereign Systems LLC in the amount of \$291,146.92 for Networker software maintenance and support for the period of June 1, 2019 through May 31, 2022, increasing the total Purchase Order amount to \$383,613.92;
11. Approval of an OUC initiated scope change and conforming Change Order No. 4 to Salesforce.com, Inc. in the amount of \$218,737.90 for software licenses and support through April 27, 2022, increasing the total Purchase Order amount to \$318,588.16;
12. Approval of RFP #4658 – Contract award to Florida Door Control of Orlando, Inc., the most responsive and responsible vendor, to provide inspection and maintenance services for gates and barrier arms in the amount of \$170,476 and RFP #4674 – Contract award to Allied Door & Hardware Company, Inc. d/b/a Overhead Door Company of Central Florida, the lowest, most responsive and responsible vendor, to provide inspection and maintenance services for overhead doors and dock levelers in the amount of \$208,275. The contract terms are three years with two one-year renewal options;
13. Approval of RFP #4633 – Contract award to Faneuil, Inc., the most responsive and responsible vendor, to provide payment extension call center services in the amount of \$2,165,960.19. The contract term is three years with two one-year renewal options;
14. Authorization for the General Manager & CEO to execute the Release of Easement for Granada Master Owners Association, Inc., for the property located west of Turkey Lake Road and north of Sand Lake Sound Road;
15. Authorization for the General Manager & CEO to execute the Release of the Master Lighting Installation, Upgrade, and Service Agreement easement for the City of Orlando, located west of Edgewater Drive and south of Dartmouth Street;
16. Authorization for the General Manager & CEO to execute the Release of the Service Agreement easement for Lighting Service for Richmond American Homes of Florida, LP, located east of Florida Turnpike and south of Bristol Cove Lane;

17. Approval of Change Request No. 2 to the Capital Expenditure Estimate for construction of the Combustion Residual Storage Area Horizontal Expansion Project Cell 2 in the amount of \$36,347,434, increasing the total project cost to \$38,847,434. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Ardaman & Associates, Inc., a Tetra Tech Company, in the amount of \$1,722,000 to provide construction management services for the construction of the Combustion Residual Storage Area Horizontal Expansion Project Cell 2, increasing the total Purchase Order amount to \$3,522,000. Approval of RFP #4612 – Contract award to Charah, LLC, the lowest, most responsive and responsible vendor, for the construction of the Combustion Residual Storage Area Horizontal Expansion Project Cell 2 in the amount of \$24,347,434. Approval of RFQ #4612 – Contract award to Capitol Environmental Services Inc. and Central Florida Transport, the lowest, most responsive and responsible vendors, for fill dirt required for the construction of the Combustion Residual Storage Area Horizontal Expansion Project Cell 2 in the aggregate amount of \$10,000,000; and
18. Approval of Change Request No. 1 to the Capital Expenditure Estimate for Phase 2 of the Lower, Lower Floridan Aquifer Brackish Groundwater Project in the amount of \$838,925.34, increasing the total project cost to \$937,262.69. Approval of an OUC initiated scope change and conforming Change Order No. 1 to CH2M Hill Engineers, Inc. in the amount of \$838,925.34 to provide permitting, final specifications, and construction management services required for Phase 2 of the Lower, Lower Floridan Aquifer Groundwater Project, increasing the total Purchase Order amount to \$937,262.69.

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Commissioner Mills reported that the Audit Committee conducted its regular meeting on March 12, 2019.

An update to the Procurement Continuous Improvement Program was presented to the Committee. Procurement Policy changes were proposed and will be presented to the Finance Committee for its review in advance of being presented for Board approval.

A pricing update was provided to the Committee in advance of the annual budget process including net metering policy changes and continuation of the four-year phased-in water price plan.

Interim financial results for January 2019 were reviewed in comparison to prior year and the approved 2019 Budget.

Internal Audit presented the status of the 2019 Internal Audit Plan, an overview of three recently completed audits and a summary of recommendations in progress.

In addition, the Audit Committee reviewed a recommendation to defer the \$20 million gain on the City of Vero Beach settlement for a period up to five years, which is a period consistent with the original Vero Beach wholesale agreement. The deferral of these funds and the associated designation of cash reserves will be presented to the Finance Committee in advance of being presented for Board approval.

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Mindy Brenay provided the Financial Report. At the end of February, revenues were approximately \$1.5 million short of budget. More ground has been lost in March. Part of that is due to weather, and part is due to forecasting and changing composition of the customer base from single-family to multi-family. Water revenues and wholesale revenues are on budget, while chilled water is slightly ahead of budget.

Mayor Dyer inquired if Financial staff receives information on multi-family dwellings. Ms. Brenay stated that information is mined through resources at the City of Orlando, Orange County, and industry forecasting tools.

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Chris Browder provided an update on the Stanton Energy Center (SEC) Class Action Lawsuit. Mr. Browder reported that on March 27, the plaintiffs filed an amended complaint in federal court. There are two new plaintiffs, one of which is a proposed representative for two new putative subclasses covering two newly identified communities claimed to be impacted by the ash from SEC. They also named three new defendants in the case. Plaintiffs also added several new allegations regarding why they believe those defendants are liable under section 376.313, Florida statutes. Plaintiffs have not asserted any new causes of action against OUC; however, they have made various changes to general and specific allegations in the complaint and supplemented their section 376.313 allegations. Plaintiffs have adopted OUC's jurisdictional position and concede that this action should proceed in federal court. Nothing in the Amended Complaint changes OUC's position on the claims or the proposed timing of the suit.

Since the last update, the Developer Defendants each filed motions to dismiss Plaintiffs' original complaint based on a theory that the pollution statute cited by the Plaintiffs does not apply since there were no allegations of pollution by the Developers, just a failure to warn/inform buyers. These motions were denied without prejudice based on the filing of the new complaint, which includes new allegations regarding other conduct by the developers that Plaintiffs allege created liability under 376.313.

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Mr. Bullock asked Michelle Lynch to provide an overview of OUC's water quality and water education programs. Ms. Lynch explained that OUC works closely with the community to educate people about the importance of responsibly providing clean, safe, great-tasting, and affordable water. She shared a video that showed where OUC's water comes from, how it is treated, and steps taken to safeguard it.

Ms. Lynch also stated that OUC works closely with the local media to share the message of water conservation. She shared a media story from Johnny Fernandez, reporter with WFTV, which aired on March 22 for World Water Awareness Day. Fernandez spoke with Brad Jewell, Director of Water Production, and Jennifer Koschewa, Water Quality Lab Supervisor, to showcase how OUC ensures water quality from the well to the tap.

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Mr. Bullock asked Ms. Ferrone to provide a presentation regarding the LYNX & OUC eBus Pilot Program. Ms. Ferrone reminded Commissioners of OUC's framework for electrification adoption which includes policy, education, infrastructure, and adoption. OUC, the City of Orlando, and LYNX all want to drive transit industry electrification adoption through emerging technology. However, a transit electrification pilot requires multiple funding sources to demonstrate the return on investment required to drive adoption. To solve the funding challenge, OUC investigated opportunities for grants in partnership with LYNX. OUC and LYNX will launch the eBus Pilot Program in advance of applying for the Low-No Emissions Grant. In the pilot program, LYNX will purchase the buses while OUC will purchase the batteries and charging infrastructure. OUC will recover capital through a service agreement paid from LYNX's operational savings. The benefits to OUC and LYNX include gathering data on charging behavior, maintenance, cost models and operational needs; determining electric load demand for long-term eBus fleet growth; defining the business case for expanding the eBus program beyond the pilot program; demonstrating an existing eBus partnership in preparation for Low-No Emission Grant application; and encouraging long-term adoption. The next steps include initiating a financial analysis with LYNX to establish a pro forma; finalizing the pilot scope which is currently defined as up to 4 buses, and defining necessary battery size and charging infrastructure; and providing recommendations during the May 14 Commission Meeting. Ms. Ferrone recognized John Slot, LYNX Chief Innovation Officer, who was present in the audience.

Commissioner Gross asked if OUC would be purchasing stationary batteries. Ms. Ferrone clarified that LYNX's funding will include up to the cost of a normal bus, while OUC will fund the additional cost for the battery designed to be in the bus.



Commissioner Gross inquired if there is an opportunity to fund eBuses through the Volkswagen state settlement. Ms. Ferrone stated that those details have not yet been released for the State of Florida.

Mayor Dyer stated that the LYNX Board voted to pursue the pilot program negotiations at its recent meeting.

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Mr. Bullock asked Jenise Osani to provide a Community Update on Water Conservation and Earth Month highlights. Commissioners were presented with an OUCommunity card highlighting April's Calendar of Events. April 20 is Central Florida Earth Day at Lake Eola Park, where OUC will launch its Community Solar Loyalty Program, aka the Bright Bunch. These are subscribers to the Gardenia and Kenneth P. Ksionek Community Solar Farm.

Ms. Osani also highlighted the Earth Month Community Volunteer Project. This is a chance for employees to help the community, beautify spaces, and make them more energy efficient. Over the past three years, OUC has donated about \$30,000 in resources, and approximately 140 employees and their families have volunteered. This year, OUC will partner with Orlando City Soccer to volunteer at the Quest Training Center on April 27.

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Commissioner Gross expressed her appreciation for Mr. Merriam's presentation and OUC's analysis of its water challenges. She praised the two water quality videos and wants all community members to have the chance to see them. She thanked Ms. Ferrone for the eBus presentation and commended the pilot program.

Commissioner Mills stated he was glad to see the work with the greater dashboard technology with Qlik Sense and particularly the executive team. He appreciated Mr. Merriam's presentation and the information about future phases and project impact. He was happy to hear Financial staff is focusing on multi-family dwellings. He praised the eBus Pilot Program and is glad to see the partnership with LYNX.

Mayor Dyer stated he was impressed with the expansion on data use. He thanked staff for the focus on water during the presentations. He praised OUC's participation in various Earth Day events. He noted that various entities are beginning to focus on sustainability efforts and invited Ms. Ferrone to a presentation by the Expressway Authority.

President Calvet thanked staff for the Qlik Sense presentation. He thanked Mr. Merriam for his presentation and the focus on alternative water sources. He

praised OUC's water education programs and the focus on teaching children the importance of water conservation. He commended the eBus Pilot Program.

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President Calvet adjourned the meeting at 3:33 P.M.

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President

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Secretary