

**MINUTES**  
**ORLANDO UTILITIES COMMISSION**  
**October 11, 2016**  
**2:05 P.M.**

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**Present:**

COMMISSIONERS:

Gregory D. Lee, President  
Cesar E. Calvet, First Vice President  
Dan Kirby, Immediate Past President  
Buddy Dyer, Mayor

Kenneth P. Ksionek, General Manager & Chief Executive Officer  
Jan Aspuru, Clint Bullock, Maggie Duque, Linda Ferrone, Roseann Harrington,  
Byron Knibbs and Chip Merriam, Vice Presidents  
Jerry Sullivan, Vice President & Chief Information Officer  
Mindy Willis, Vice President & Chief Financial Officer  
W. Christopher Browder, Vice President & General Counsel  
Nanci Schwartz, Recording Secretary

President Lee asked German Romero to give the invocation, followed by the Pledge of Allegiance to the Flag. The Commission Meeting was called to order at 2:05 P.M.

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President Lee announced that on August 25, 2016, Commissioner Linda Ferrone tendered her resignation from the OUC Board of Commissioners. As First Vice President, Commissioner Lee assumed the role of President for the Orlando Utilities Commission as of the date of Commissioner Ferrone's resignation and will continue to serve in that capacity until such time as a new President is appointed at the January 2017 Commission Meeting.

Commissioner Kirby congratulated President Lee on his new role.

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On a motion by Mayor Dyer, seconded by Commissioner Kirby and unanimously carried, the reading of the minutes of the August 23, 2016 Commission Meeting was waived and the minutes were approved.

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Mindy Willis presented a 25-year service award to Harold Walker, Logistics Operation Supervisor, Financial and Support Services.

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Mr. Ksionek asked Clint Bullock to provide a presentation on Affirmative Items A-9 regarding the Electric Vehicle (EV) Supply Equipment and A-10 regarding the EV Installation and Maintenance Services. He provided an overview on the current state of OUC's EV program, including public charging stations, rebate and corporate sustainability.

Mr. Bullock provided background on the EV Commercial Services Program. Market drivers include cost savings, reduced tailpipe emissions, energy independence, economic development and job creation. The program meets several business initiatives, including sustainability goals, commercial customer relationships, establishing a competitive position in the developing market, providing an additional revenue source and aligning with the City of Orlando's vision of being the Greenest City in the Southeast. The business model was structured in a similar manner to the existing Convenient Lighting Program. For the commercial program, OUC will be using Level 2 and Level 3 charging stations.

Mr. Bullock explained the two options for the program. In Option 1, Charge-It, OUC will own, operate, install and maintain the equipment. In Option 2, Own-It, OUC will engineer, procure and install the charging equipment for customers and the customers own the equipment. They can choose to have OUC maintain the equipment for a fee. Mr. Bullock provided an overview of the two agenda items, regarding supply equipment and installation and maintenance.

Mayor Dyer inquired if OUC has any charging stations at hotels and whether they are included in the 89 charging stations. Luz Aviles stated that OUC has a fast charging station at Rosen Shingle Creek. Mr. Bullock summarized the various incentives provided by businesses that have charging stations at their locations.

Commissioner Kirby expressed his excitement for the program. He asked if all four types of equipment are used in the Charge-It program, and if so does that affect the maintenance. Mr. Bullock responded that although using different types of equipment adds a level of complexity, the decision was made to offer customers a choice in regards to charging stations.

Commissioner Kirby asked how OUC will reassess the pricing and success of the program going forward. Mr. Bullock discussed the complexity of the program and the contribution of different departments. He stated under this program, OUC has the ability create competition between the vendors providing services. OUC will monitor various factors of the program to determine satisfaction.

Commissioner Kirby requested that the Board receive regular reports regarding how pricing compares to the marketplace for customers.

Mayor Dyer expressed his pleasure for OUC moving forward with this program. He requested that OUC research other communities regarding their electric vehicle infrastructure.

Commissioner Calvet commented on the program's benefits.

President Lee asked about timing parameters for the rebate program. Mr. Bullock responded that a resident must apply for the rebate within six months after purchasing a vehicle.

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Mr. Ksionek asked Jerry Sullivan to provide a presentation on Affirmative Items A-20 through A-24 regarding the expanded Customer Care and Billing (CC&B) Momentum Project. Mr. Sullivan gave a background of the original CC&B Project and explained that it was determined that several separate projects were required to support the CC&B implementation. The modified work scopes will delay the final go-live date, which will be determined after successful system testing, but is forecasted for Spring 2017.

Affirmative Item A-20 is required for the Meter Data Management (MDM) Configuration Project, which addresses configuration issues of the existing MDM system. It was determined that the significant rework required to use the existing MDM system were insurmountable and a new MDM synchronization configuration was required. Affirmative Item A-21 is a change order for System Integration Services to provide the utilization of Oracle expertise and resources for defect and analysis of the new MDM work scope, which were not included in the original project scope of work.

Affirmative Item A-22 provides a revised work scope of the Customer Experience Interface Project in order to implement self-service customer interfaces that tie into all OUC applications. This will standardize current and future web and IVR releases.

Affirmative Item A-23 provides for the Bill Print Implementation Project with Level One, OUC's new bill print vendor. This project includes the required redesign, new interfaces and new work streams which were not included in the original scope of work.

Affirmative Item A-24 provides a revised scope for the Change Management and Communication Project, which expands change management activities to address impacts of project timeline changes and incorporate industry best practices.

Commissioner Calvet asked for clarification regarding Oracle's initial assessment of the CC&B Project. Mr. Sullivan explained that OUC was the only company to implement CC&B with an existing MDM system. Because of this, the work involved to transition was underestimated.

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Mr. Ksionek asked Linda Ferrone to provide a presentation on Affirmative Item A-27 regarding the Solar Photovoltaic System Installation and Maintenance Services. Ms. Ferrone explained OUC's current solar programs and emphasized the goal to increase affordability and availability of solar panels. Currently, 273 residential customers own solar, representing 1,665 kW of capacity. The demand for solar is growing 26 percent annually on average. However, solar remains cost prohibitive and procuring and installing solar panels continues to prove difficult for many customers. The new Residential Solar Aggregation Program will decrease the cost of solar ownership to approximately \$2 per watt through increased economies of scale. OUC approved contractors will assess, design and install turnkey systems. Brand recognition will increase awareness and attract more customers. The program will begin in November and is targeted for 500 kW.

Commissioner Kirby asked if customers will be able to transition from community solar farms to residential solar. Ms. Aviles responded that customers can do both, and can also transition from the community solar farm to the residential program.

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Mr. Ksionek asked Roseann Harrington to provide a presentation on Affirmative Item A-29 regarding the Phase 1 of the Outage and Billing Proactive Alerts Project. Ms. Harrington described how this project meets Strategic Initiative #2 to Optimize a Quality Customer Experience. It has also been identified by JD Power as a way to improve customer satisfaction. Ms. Harrington discussed the criteria for the project and the vendor selection process. It was determined that iFactor/Kubra was the only vendor that met all the criteria. Ms. Harrington explained the customer alert preference system, where customers can specify how they want to receive information at different times of the day. Phase 1 of the Project will consist of outage alerts and a new storm center map, and will later follow up with billing and payment alerts. Phase 2, which is not part of this agenda item, will consist of consumption alerts and marketing messaging.

Mayor Dyer asked for clarification regarding the outage alerts. Ms. Harrington stated that currently, customers report outages to OUC. In the future, OUC will send a message to customers confirming an outage in their area as soon as the outage is determined, follow up with the status of the outage and provide an estimated time of restoration.

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President Lee announced a conflict of interest with Affirmative Item A-8. President Lee presented the remaining Affirmative Items for approval. On a motion by Mayor Dyer and seconded by Commissioner Kirby, the Affirmative Items were approved as follows:

1. Ratification of the fuel procurements to the low bidders in June and July 2016 in the aggregate amount \$19,213,662.50 as follows:

**NATURAL GAS PURCHASES:**

Jun. 2016	Infinite Energy	\$ 556,726.62
Jun. 2016	Macquarie Cook Energy, LLC	\$ 246,862.85
Jun. 2016	NJR Energy Service Company	\$ 466,183.94
Jun. 2016	Occidental Energy Marketing	\$1,083,390.09
Jun. 2016	Sequent Energy Management	\$ 456,799.37
Jun. 2016	Shell Energy	\$ 516,550.00
Jun. 2016	Southwest Energy	\$ 350,162.50
Jun. 2016	Southwestern Energy	\$ 136,921.33
Jun. 2016	Tenaska Marketing Ventures	\$3,899,623.92
Jun. 2016	Texla Energy Management, Inc	\$ 824,570.64
Jul. 2016	BG Energy	\$ 211,177.61
Jul. 2016	Infinite Energy	\$ 410,998.13
Jul. 2016	NJR Energy Service Company	\$ 368,778.71
Jul. 2016	Occidental Energy Marketing	\$1,250,514.89
Jul. 2016	Sequent Energy Management	\$ 703,501.72
Jul. 2016	Shell Energy	\$ 541,862.48
Jul. 2016	Southwest Energy	\$ 275,892.32
Jul. 2016	Southwestern Energy	\$ 210,514.33
Jul. 2016	Tenaska Marketing Ventures	\$5,209,959.01
Jul. 2016	Texla Energy Management, Inc.	\$1,492,672.04

2. Ratification of a sole source Purchase Order to Alimak Hek, Inc. to provide equipment and labor to replace portions of the mast and upgrade the drive system for the Stanton Energy Center Unit 2 chimney elevator in the amount of \$286,500, pending final contract negotiations and OUC legal review;
3. Ratification of an OUC initiated scope change and conforming Change Order No. 1 to Primoris Energy Services Corporation in the amount of \$8,330 to provide additional labor for the installation services of the Stanton Energy Center Unit 1 boiler blowdown sump, increasing the total Purchase Order amount to \$106,830;
4. Approval of a sole source Purchase Order to Teledyne Instruments, Inc., d/b/a Teledyne Monitor Labs to provide equipment and technical services for the Stanton Energy Center Unit 1 flue gas desulfurization inlet and outlet continuous emission monitoring system upgrade in the amount of \$313,000;

5. Approval of a single source Purchase Order to Structural Preservation Systems, LLC to repair the concrete pedestals and install an anode system for the Stanton Energy Center limestone preparation ball mill no. 2 in the amount of \$150,000, pending final contract negotiations and OUC legal review;
6. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Hill York in the amount of \$575,409.25 to continue providing chilled water mechanical maintenance services, increasing the aggregate Purchase Order amount to \$3,387,075.96;
7. Approval of a Capital Expenditure Estimate for Phase I of the Pine Hills Water Treatment Plant Ozone Generator Replacement Project in the amount of \$984,619. Approval of a Purchase Order to CDM Smith, Inc. to provide engineering services for the detailed design and construction phase of the Pine Hills Water Treatment Plant Ozone Generator Replacement Project in the amount of \$681,517, pending final contract negotiations and OUC legal review;
8. Pulled for separate vote;
9. Approval of RFP #3861 - Contract awards to EV Charge Solutions, National Car Charging, LLC, Nova Charge, LLC, and Verdek, LLC, the most responsive and responsible vendors to provide Electric Vehicle Supply Equipment in the aggregate amount of \$2,700,000. The contract terms are three years with two one-year renewal options;
10. Approval of RFP #4237 - Contract awards to Terry's Electric, Inc. and NovaCharge, LLC, the most responsive and responsible vendors, to provide electric vehicle supply equipment installation and maintenance services in the aggregate amount of \$2,180,301. The contract term is three years with two one-year renewal options;
11. Approval of a Purchase Order to Power Grid Engineering, LLC to provide system protection retrofit engineering and testing services in the amount of \$750,000;
12. Approval of RFP #4177 - Contract award to USIC Locating Services, LLC, the most responsive and responsible vendor, to provide underground line locating services for underground electric, water, chilled water and fiber optic facilities in the amount of \$2,200,000. The contract term is three years with two one-year renewal options;
13. Approval of a Purchase Order to Altec Industries, Inc. for twenty aerial tower truck leases in the aggregate amount of \$5,475,828;

14. Approval of a sole source Purchase Order to Genuine Parts Company for turnkey parts and operation for a five-year term in the amount of \$7,500,000;
15. Approval of Purchase Orders to GIW Industries, Inc.; Key Controls, Inc.; Hudson Pump; Control Components, Inc.; United Servo Hydraulics, Inc.; Clyde Bergemann, Inc.; GE Energy Control Solutions, Inc.; Coastal Reliability Solutions, LLC; Cooling Tower Depot, Inc.; Shale Inland PVF 4506; Chalmers & Kubeck, Inc.; Millennium Power Services, Inc.; RESA Power Solutions Plant City, LLC; Hydro Air Hughes, LLC; LH Travis, Inc.; Advance Electronic Services (AES) for the repair and refurbishment of inventory and equipment for the Logistics Division in the aggregate amount of \$450,000. The contract terms are three years with two one-year renewal options;
16. Approval of additional funding in the amount of \$150,000 with conforming Change Order No. 2 to Progressive Waste Solutions of FL, Inc. to provide solid waste disposal and recycling services through May 21, 2017, increasing the total Purchase Order amount to \$590,000;
17. Approval of a Capital Expenditure Estimate for the Dell Computer Equipment Purchases in the amount of \$550,000. Approval of a Purchase Order to Dell Marketing LP for the ongoing replacement of OUC's desktops, laptops, monitors and computer accessories for the period of October 1, 2016 through September 30, 2017 in the amount of \$700,000;
18. Approval of a single source Purchase Order to OPTIV Security, Inc. for hardware, software, training and implementation services for the FireEye Threat Detection Expansion Project and one year of maintenance and support in the amount of \$162,736.61;
19. Approval of an OUC initiated scope change and conforming Change Order No. 2 to SME Solutions Group for professional services to support dashboard development in the amount of \$215,100, increasing the total Purchase Order amount to \$306,990;
20. Approval of a Capital Expenditure Estimate for the Meter Data Management Configuration Project in the amount of \$2,801,000;
21. Approval of an OUC scope change and conforming Change Order No. 1 to Oracle America, Inc. for additional system integration upgrade services required for the Customer Care & Billing Project in the amount of \$1,097,112, increasing the total Purchase Order amount to \$9,809,483;

22. Approval of a Capital Expenditure Estimate for the Customer Experience Interface Project in the amount of \$1,423,000. Approval of an OUC initiated scope change and conforming Change Order No. 2 to NTT Data, Inc. for additional web development services in the amount of \$108,000 increasing the total Purchase Order amount to \$376,800;
23. Approval of a Capital Expenditure Estimate for the Bill Print Implementation Project in the amount of \$1,487,000. Approval of a Purchase Order to Level One, LLC for bill print implementation and integration services in the amount of \$779,710;
24. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Diane Meiller & Associates, Inc. to provide Customer Care & Billing Project change management and communication coordination, development and implementation services from October 2016 to June 2017 in the amount of \$250,000, increasing the total Purchase Order to \$290,000;
25. Approval of an OUC initiated scope change and conforming Change Order No. 1 to MARS Company in the amount of \$81,188 to provide software, hardware, licenses, implementation services and five years of maintenance, increasing the total Purchase Order amount to \$132,435.60;
26. Approval of SOQ #3942 - Contract award to CHA Consulting, Inc., the most responsive and responsible proposal, for Project Agreement No. 1 to provide concept evaluation, cost estimating and initial design engineering services for the Micro-Grid Demonstration Project in the amount of \$404,250;
27. Approval of RFP #4103 - Contract award to ESA Renewables, LLC, the lowest, most responsive and responsible vendor, to furnish and install solar photovoltaic systems for customers in the amount of \$1,250,000. The contract term is three years with two one-year renewal options, pending final legal review and approval;
28. Approval of a Capital Expenditure Estimate for the Combustion Waste Storage Area Project at the Stanton Energy Center for a five-year period in the amount of \$4,893,000;
29. Approval of a Capital Expenditure Estimate for Phase I of the Outage & Billing Proactive Alerts Project in the amount of \$2,017,100. Approval of a sole source Purchase Order to iFactor Consulting, Inc./Kubra for set-up and implementation services, software and maintenance in the amount of \$1,970,073, pending final contract negotiations and OUC



legal review. The contract term is three years with two one-year renewal options;

30. Approval of a Purchase Order to Aetna Life Insurance Company for a total estimated medical program cost of \$26,670,384, for benefit rates beginning January 1, 2017; and
31. Approval of a Purchase Order to de la Parte & Gilbert, P.A. to provide legal services related to various water resource issues during Fiscal Year 2017 in the amount of \$250,000.

On a motion by Mayor Dyer and seconded by Commissioner Kirby, Affirmative Item A-8 was approved as follows:

8. Approval of a Capital Expenditure Estimate for the purchase of new portable radios in the amount of \$542,758. Approval of a sole source Purchase Order to Motorola Solutions, Inc. to provide new portable radios and maintenance services in the amount of \$768,175.79. The contract renewal term is five years.

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Mindy Willis stated that the Finance staff is working to close the books for Fiscal Year 2016. Revenues are tracking favorably.

Commissioner Kirby asked for clarification regarding the decrease in reconnect charges. Ms. Willis responded that this is a result of increased Power Pass customers as well as a more effective collections process.

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Mr. Ksionek thanked all employees for their efforts during Hurricane Matthew. He asked Steve Langley, Clint Bullock and Roseann Harrington to provide a presentation regarding OUC's efforts. Steve Langley explained the National Incident Management System (NIMS) structure and how OUC utilizes the Incident Command system during large emergency events. OUC follows the Incident Command activation levels. He discussed the preparation phase of OUC's Hurricane Matthew timeline, encompassing Days 1-3.

Mr. Bullock discussed the Incident Command response during the storm/operational phase. OUC moved to storm mode operations on Day 3 and ceased field operations at 3:00 A.M. on Day 4 due to high winds. Restoration efforts began at 10:00 A.M. on Day 4. All reported no-light storm related outages were restored by 6:15 P.M. on Day 5. Mr. Bullock provided an overview of Hurricane Matthew's path and impact on OUC territory. OUC secured 1,044 resources prior to the storm and utilized 728 during the storm. OUC experienced 39,253 customer outages over the duration of the storm. At peak, approximately

19,000 customers were out of power. There were no accidents or injuries reported during the storm. Mr. Bullock thanked all OUC staff for their efforts during Hurricane Matthew.

Ms. Harrington discussed OUC's communications efforts during Hurricane Matthew. OUC utilized multiple communication channels to distribute Incident Command Center updates, including social media, email and paid media. Key internal stakeholders include customer representatives, the Incident Command Center, Vice Presidents, OUC Commissioners and employees. External stakeholders include customers, the media, emergency operation centers, elected officials and key local government staff. Ms. Harrington discussed communication statistics and social media interaction throughout Hurricane Matthew.

Mayor Dyer asked if OUC has mutual aid agreements solely with other municipal utilities or other types of utility organizations. Mr. Bullock stated that OUC does have some APPA agreements that involve municipal utilities. Others are separate mutual aid agreements put in place before and during the storm. OUC chooses to leverage all available resources during emergency storm situations.

Mayor Dyer inquired how reimbursement works with FEMA. Ms. Willis responded that OUC pays all contractors directly and then submits for FEMA reimbursements.

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Commissioner Calvet congratulated Mr. Walker on his Service Award. He commended Mr. Sullivan and the IT staff for their efforts on the CC&B conversion. He thanked staff for the other presentations and praised OUC for its efforts during Hurricane Matthew.

Mayor Dyer commended OUC on the EV charging stations. He also praised OUC for a job well done during Hurricane Matthew.

Commissioner Kirby commended the increased customer-facing initiatives such as EV charging stations, the residential solar program, the Micro-Grid Demonstration Project and the outage and billing alerts. These programs allow OUC to better serve its customers. He praised OUC for its storm preparation efforts.

President Lee applauded OUC for its communications and efforts during Hurricane Matthew. He praised the presentations as well as OUC's increased sustainability efforts. He thanked Ms. Ferrone for her years of service on the Board.

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President Lee adjourned the meeting at 4:00 P.M.

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President

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Secretary