

MINUTES
December 12, 2023
2:00 P.M.

Present:

COMMISSIONERS:

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

Clint Bullock, General Manager & Chief Executive Officer
Attila Miszti, Chief Operating Officer
Mindy Brenay, Chief Financial Officer
W. Christopher Browder, Chief Legal Officer
Linda Ferrone, Chief Customer & Marketing Officer
Latisha Thompson, Chief Employee Experience Officer
Michael Murtagh, Chief Transformation & Technology Officer
Luz Aviles, Wade Gillingham Jenise Osani, & Ken Zambito, Vice Presidents
Frances Johnson, Recording Secretary

The December 12, 2023 Commission Meeting was held in person at the Orlando Utilities Commission's Reliable Plaza Commission Chambers.

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President Gross asked Carlos Woody to provide the Safety and Security protocols for the meeting.

* * *

Moment of Reflection

Jenise Osani provided the moment of reflection.

* * *

Pledge of Allegiance

President Gross asked Julio Morales to lead the Pledge of Allegiance to the Flag.

* * *

Call to Order

The Commission Meeting was called to order at 2:06 P.M. President Gross acknowledged a quorum was present.

* * *

Consideration of the Minutes

MOTION: On a motion by Commissioner Calvet; seconded by Commissioner Mills and unanimously carried, the reading of the November 7, 2023 Commission Meeting minutes was waived and the



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minutes were approved.

* * *

Service Awards

Ken Zambito presented a 25-year service award to Sean Carroll, Line Technician I.

Ken Zambito presented a 30-year service award to Adonis Willis, Senior Engineer Substation / Transmission Project Manager.

Ken Zambito presented a 40-year service award to Mark Hoover, Senior Engineer Distribution.

* * *

Employee / Community Recognition

President Gross read aloud a resolution of appreciation honoring Commission Calvet who retired as commissioner at the end of the year. Refer to the appendix for more information.

* * *

Linda Ferrone announced that OUC has received the 2023 Building Stronger Communities award from the Florida Municipal Electric Association (FMEA). She provided a summary of OUC's outreach programs throughout the year. There were no comments from the Commissioners. Refer to the appendix for more information.

* * *

Ms. Osani presented a recap of the OUC Half Marathon, of which OUC has been presenting sponsor since 1999. She concluded the presentation by presenting President Gross with an honorary medal for her support and participation in the race. There were no comments from the Commissioners. Refer to the appendix for more information.

* * *

Affirmative Items

Ms. Osani also presented on Affirmative Item A-25, Customer Transactional Survey Services. President Gross inquired about the number of transactional calls OUC receives compared to annual sample size. It was clarified that OUC's call center receives approximately sixty thousand contacts a month. Commissioner Mills followed by asking how the number of transaction calls OUC receives compares with other utility companies of similar size. Luz Aviles responded that OUC provides more services overall, which results in a higher volume of transaction contacts. Refer to the appendix for more information.

President Gross presented the Affirmative Items for approval.

MOTION: On a motion by Mayor Dyer and seconded by Commissioner Chapin, Affirmative Items A-1 through A-29 were approved as follows:

1. Ratification of the fuel procurements to the most responsive and responsible bidders in August 2023 in the aggregate amount of \$24,539,810.12 as follows:

NATURAL GAS PURCHASES:

August 2023	City of Lakeland	\$ 101,100.00
August 2023	Clarke-Mobil Counties	\$ 437,100.00



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August 2023	ConocoPhillips	\$ 885,674.25
August 2023	Eco-Energy	\$ 581,445.32
August 2023	EDF Trading	\$2,968,447.01
August 2023	Emera	\$ 271,888.29
August 2023	Florida Gas Utility	\$ 221,902.51
August 2023	Gas South	\$ 658,725.73
August 2023	Macquarie Energy	\$ 173,176.85
August 2023	Mansfield Power & Gas LLC	\$ 401,677.68
August 2023	Municipal Gas Authority of Georgia	\$3,499,998.08
August 2023	Pathpoint Energy	\$ 817,132.94
August 2023	Tenaska Marketing Ventures	\$1,251,344.81
August 2023	Texla Energy Management	\$1,726,284.74

COAL PURCHASES:

August 2023	Crimson Coal Corporation	\$10,128,694.12
August 2023	Foresight Coal Sales, LLC	\$ 415,217.79

2. Authorization for the General Manager & CEO to execute the FTS-1 Natural Gas Transportation Service Agreement extension with Florida Gas Transmission Company, LLC for OUC's forecasted natural gas demand requirements in the aggregate amount of \$28,074,000;
3. Approval of RFP #7344 – Contract award to Fisher Tank Company, the lowest, most responsive, and responsible proposal to provide a tank bottom, leak detection system, and installation services in the amount of \$398,000;
4. Approval of a Capital Expenditure Estimate for the Conway Water Treatment Plant High Service Pumps and Check Valves Replacement Project in the amount of \$1,219,152. Approval of RFP #7160 – Contract award to Environmental Equipment Services, LLC., the lowest, most responsive, and responsible proposal to supply and install four new high service pumps in the amount of \$910,866. Approval of a sole source Purchase Order to Florida Valve & Equipment, LLC to supply four new Val-Matic check valves in the amount of \$175,120;
5. Approval of Purchase Orders to CSX Transportation, Inc.; Evansville Western Railway, Inc.; Indiana Rail Road Corporation; Norfolk Southern Railway; and Paducah & Louisville Railway in the aggregate amount of \$1,640,000;
6. Authorization for the General Manager & CEO to execute the Joint Participation Agreement Task Order No. 2 with the City of Orlando for construction services for the City of Orlando's portion of the Brick Streets Water Main Replacement Project – Harwood Street. Approval of Change Request No. 3 to the Capital Expenditure Estimate in the amount of \$4,572,541.91 for the Brick Streets Water Main Replacement Project - Harwood Street, increasing the total Project cost to \$15,785,374.33. This includes City of Orlando reimbursement to OUC of up to \$3,623,960.93 for engineering and construction services related to sanitary sewer mains within the Brick Streets Water Main Replacement Project corridor. Approval of Purchase Orders to Prime Construction Group; Cathcart Construction Company, Florida LLC; and Schuller Contractors, Inc. to provide construction services and work associated with the Harwood Street portion of the project in the aggregate amount of \$5,295,289.16;



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7. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Itron, Inc. in the amount of \$69,064.05 to continue providing MV-90xi software maintenance services, increasing the total Purchase Order amount to \$150,256.42;
8. Approval of the Capital Expenditure Estimate for the Partin Settlement Road Widening and Improvement Project required for the relocation of electric distribution facilities along Partin Settlement Road in the amount of \$585,571.45;
9. Approval of the Capital Expenditure Estimate for the St. Cloud Circuit Upgrade along Zuni Road in the amount of \$743,007.46;
10. Approval of the Capital Expenditure Estimate for The Meadow at Crossprairie Subdivision – Phases 1 & 2 for the installation of lighting facilities in the amount of \$597,107.80;
11. Approval of a sole source Purchase Order to GE Grid Solutions, LLC for licensing and technical support services for the JMUX and JPAX devices in the amount of \$607,068;
12. Approval of a Capital Expenditure Estimate for engineering, procurement, and construction support necessary to complete the Split Oak Substation Transformer Unit Addition Project in the amount of \$6,000,000. Approval of a Purchase Order to AIS Holding Company, LLC d/b/a Central Electric Manufacturing Company LLC, Avail Switchgear Systems for one metal enclosed switchgear in the amount of \$1,495,000. Approval of a Purchase Order to Controllix Corporation for one capacitor bank in the amount of \$250,000. Approval of a Purchase Order to Prolec-GE Waukesha, Inc. for one substation transformer in the amount of \$1,635,000;
13. Approval of RFP #7234 – Contract award to Mac Products, Inc., the lowest, most responsive, and responsible proposal to provide pumping plant equipment and installation in the amount of \$1,155,820;
14. Approval of Change Request No. 1 to the Capital Expenditure Estimate in the amount of \$4,788,460 for the Energy Management System–Remote Terminal Units Multiport Project, increasing the total project cost to \$5,034,960. Approval of a single source Purchase Order to Subnet Solutions, Inc. to provide substation networking remote terminal unit multiport design, software configuration, and testing in the amount of \$704,600;
15. Approval of Change Request No. 2 to the Capital Expenditure Estimate in the amount of \$4,350,000 for increased substation construction services and material costs, additional engineering support services, and design and construction of the substation necessary to complete the Harmony II Solar Interconnection Project, increasing the total project cost to \$16,250,000. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Black & Veatch Corp in the amount of \$235,000 to provide substation design, engineering, and construction management services, increasing the total Purchase Order amount to \$1,760,000. Approval of a Purchase Order to Harmony Florida Solar II, LLC for the necessary Duke Energy substation relay upgrades in the amount of \$1,250,000;
16. Approval of a Purchase Order to A.B. Closing Corporation dba Kavaliro for Salesforce professional services in the amount of \$250,200;



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17. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Gartner Inc. in the amount of \$91,334 to continue providing IT research and advisory services, increasing the total Purchase Order amount to \$177,959;
18. Approval of a sole source Purchase Order to Unify Inc. for software and implementation services in the amount of \$352,354;
19. approval of an OUC initiated scope change and conforming Change Order No. 1 to Open Text Inc. in the amount of \$99,569.01 for Documentum annual software maintenance and support, increasing the total Purchase Order amount to \$194,396.66;
20. Approval of RFQ #7279 – Contract award to Emergent LLC., the lowest, most responsive, and responsible proposal for Red Hat Enterprise Linux server licensing, maintenance, and support in the amount of \$437,837.40;
21. Approval of a sole source Purchase Order to Schneider Electric to provide removal, replacement, and installation services of twelve new Masterpact breakers in the amount of \$432,340;
22. Approval of an OUC initiated scope change and conforming Change order No. 5 to Reliance Standard Life Insurance Company in the amount of \$1,134,000 to continue providing life insurance, accidental death and dismemberment, and long-term disability insurance services, increasing the total Purchase Order amount to \$5,184,304.08;
23. Approval of a Purchase Order to Aetna Life Insurance Company for a total estimated medical program cost of \$32,600,000 effective January 1, 2024;
24. Approval of the appointment of John (Wade) Gillingham, Vice President of Electric and Water Production and Latisha Thompson, Chief Employee Experience Officer; and the reappointment of Luz Aviles, Vice President of Customer Experience and John Hearn, retired Chief Financial Officer to serve as Committee Trustees effective January 1, 2024, for terms ending on December 31, 2028;
25. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Escalent, Inc. in the amount of \$302,232 to continue conducting customer transactional survey services, increasing the total Purchase Order amount to \$1,246,182;
26. Ratification of an OUC initiated scope change and conforming Change Order No. 1 to Destination Lake Nona in the amount of \$78,762.90 to provide venue and support services, and food for an OUC third-party sponsored employee event, increasing the total Purchase Order amount to \$129,684.90, with sponsorship contributions in the amount of \$128,500;
27. Approval of an OUC initiated scope change and conforming Change Order No. 3 to Level One, a Doxim Company in the amount of \$1,648,376 to continue providing bill print, development, and support services, increasing the total Purchase Order amount to \$6,950,636;
28. Authorization for the General Manager & CEO to execute the Release of Easement for property located south of McCoy Road and west of Narcoossee Road; and
29. Approval of the 2024 Commission Meeting dates.

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Presentations

Mindy Brenay presented the preliminary November 2023 Financial Report. Commissioner Calvet inquired about the slight increase in Water, Chilled Water and Other Revenues. Ms. Brenay clarified that more water was consumed due to low rain fall. Refer to the Appendix for more information.

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Public Comments

Jonathan Blount, an OUC customer, expressed gratitude to OUC and recognized Thomas Chapman, recently deceased, who served as the City of Orlando Executive Director for the Downtown Development Board.

* * *

General Manager's Comments

Thom Neelson provided a recap of the OUC Commercial Fleet Ride & Drive Event, which was held on November 7th- 9th at the SunTrax, the Florida Department of Transportation's Autonomous Vehicle test track in Auburndale, FL. Commissioner Chapin asked if the event would take place annually, and Mr. Neelson responded that frequency is still being determined. President Gross also inquired if any fleets had accepted OUC's offer to do a fleet analysis. Mr. Neelson explained that three fleets accepted the offer for OUC to conduct a fleet analysis. Refer to the Appendix for more information.

* * *

Mr. Bullock recognized and congratulated Jan Aspuru, OUC's former Chief Operating Officer, for receiving the Hispanic Community Lifetime Achievement Award at the Don Quijote Awards ceremony hosted by the Hispanic Chamber of Commerce of Metro Orlando and Prospera on December 9th.

He also congratulated Mayor Buddy Dyer for winning the 2023 Mayor's race.

Mr. Bullock also acknowledged Commissioner Calvet's and thanked him for his eight years of service to the Commission and his impact to OUC and customers. He concluded by wishing everyone a happy and safe Holiday Season.

* * *

Commissioners' Comments

Mayor Dyer thanked Commissioner Calvet for his service over the past eight years on the OUC board as well as other boards, including the Airport Authority board. He wished Commissioner Chapin a happy birthday and concluded by wishing everyone a happy holiday season, providing a brief listing of the locations where festive lights can be seen throughout the city and other events that will take place in the coming weeks.

Commissioner Chapin thanked everyone for the birthday wishes and recognized Commissioner Calvet for his many years of service and leadership in the community.

Commissioner Mills acknowledged that he is always enthusiastic about OUC's community outreach. He expressed admiration for the level of participation during the OUC half marathon and commended OUC on the customer transaction surveys. He also recognized Commissioner Calvet, wishing him a farewell.

Commissioner Calvet thanked OUC's management, staff, the Commissioners, and Mayor Dyer for all their support in the last eight years. He encouraged the other Commissioners to visit OUC sites as



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employees appreciate their involvement and interest in OUC. He concluded by stating it had been a pleasure, privilege, and honor to be part of the OUC family, and wished everyone happy holidays.

President Gross recognized Commissioner Calvet as well, stating that he is an inspiration, making the board better with his grace and humility. She concluded by wishing everyone a happy holiday.

* * *

President Gross adjourned the meeting at 3:21 P.M.

President

Secretary

Recording Secretary

APPENDIX

Community Recognition

Resolution of Appreciation – Commissioner Cesar Calvet

FMEA Building Strong Communities Award

OUC Orlando Half Marathon

Affirmative Item

A-25 Enterprise Customer Transactional Survey Services

PRES-2 Financial Report.

General Manager Comments

OUC Commercial Fleet Ride & Drive Event

<https://youtu.be/MPbcl47Pspw>

Community Recognition

Resolution of Appreciation

Commissioner Cesar Calvet

Whereas, the Orlando Utilities Commission (OUC) wishes to express our heartfelt appreciation to **Cesar Calvet** for his leadership and support while serving on OUC's Governing Board as a Commissioner and President. Mr. Calvet joined OUC's Board in 2016 and was unanimously elected president in January 2019. After completing his two-year presidential term ending December 2020, Mr. Calvet remained on the Board as a Commissioner, the position he will leave on December 31, 2023. He will be deeply missed.

Whereas, while Mr. Calvet served as President of the Board, he supported a series of transformational initiatives at OUC, most notably our Connected 2025 Strategic Plan, which established our Mission, Vision and Values, and pledged net zero CO₂ emissions by 2050 with interim goals of 50% by 2030 and 75% by 2040. Additionally, he championed OUC's Electric Integrated Resource Plan, a commitment to build a more sustainable energy grid by closing the Unit 1 coal plant by 2025, converting the Unit 2 coal plant to natural gas by 2027, made possible with the purchase of the Osceola Generating Station to mitigate solar production fluctuations.

Whereas, Mr. Calvet's stewardship as president supported OUC's expansion of utility-scale solar power with the opening of the Taylor Creek and Harmony Solar Energy Centers; our groundbreaking 20-year service agreement with the Greater Orlando Aviation Authority which includes service for chilled water, back-up generation and floating solar; the launch of several vehicle electrification initiatives, among them our partnership in LYNX's e-bus program, installation of EV charging dispensers across the city, and our announcement to build the Robinson Mobility ReCharge Hub in downtown Orlando.

Whereas, his steady leadership helped guide OUC through formidable challenges brought on by the COVID-19 pandemic in 2020, with OUC responding to the crisis with a Board-approved \$12.1 million aid package that lowered fuel rates; offered utility bill payment assistance to financially distressed residential and small business customers; and steered the organization through water reduction to ensure liquid oxygen, used in water purification, was redirected for COVID medical treatments of critically ill patients in local hospitals.

Whereas, during Mr. Calvet's presidency, OUC was named the 2020 "Most Trusted Brand" among U.S. electric utilities, setting the stage for us to reclaim the honor in 2022 and 2023. His reign also marked navigating rising fuel costs while strengthening in OUC's financial health and higher bond ratings, and the beginning of our efforts to support diversity, equity and inclusion practices in the interest of fostering a more inclusive working environment.

Whereas, as an immigrant from Cuba, Mr. Calvet sought to make a positive impact in his new homeland by serving in the U.S. Marine Corps and earning a college degree in business administration. While building a successful career as a bank executive in Central Florida, he also found time to give back to the community through public service, with stints as Chairman of the Greater Orlando Aviation Authority and President of the Hispanic Chamber of Commerce. Additionally, he served on numerous boards, including the Orlando-Orange County Convention and Visitors Bureau, the Economic Development Commission of Metro Orlando, and the Florida Housing Finance Corporation.

Now, Therefore, Be it Resolved, Mr. Calvet's service to OUC's Board as a Commissioner and President, as well as to the Central Florida community and our country, has made a positive and lasting difference.

Be It Further Resolved, the Orlando Utilities Commission is beholden to Cesar Calvet for his leadership, loyalty and friendship and extends our best wishes to him.

In Witness Whereof, Board members Britta Gross, President; Larry Mills, First Vice President; Roger Chapin, Second Vice President; and Orlando Mayor Buddy Dyer; and OUC General Manager & CEO Clint Bullock.

Community Recognition

FMEA Building Strong

Communities Award

FMEA Building Strong Communities Award



Linda Ferrone, Chief Customer & Marketing Officer

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Community Outreach Programs



Community Recognition

OUC Half Marathon



Affirmative Item

A-25 Enterprise Customer Transactional Survey Services

Customer Transactional Survey Services



Jenise Osani, Vice President
Marketing & New Products

Agenda Item A-25

12/12/23

1



Customer Transactional Survey Services Background

- Why conduct customer transactional surveys?
 - To assess and measure residential and small commercial customer satisfaction levels after an interaction with OUC
 - Identify and flag improvement opportunities for follow-up and resolution
 - Monitor and inform OUC's Connected 2025 Strategic Plan Customer Pillar performance



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Background

- January 2019: Customer Transactional Survey Services agenda item approved by Commission for five years, awarding a Purchase Order to Market Strategies International (MSI).
- Contract term of five years and provided the option for two one-year optional renewals.
- April 2019: MSI changed their name to Escalent.



3

Escalent Responsibilities

- Conduct surveys and provide quantitative data and qualitative verbatim responses
- Deliver ad hoc research requests, monthly overviews, and two annual report presentations
- Provide closed-loop case management reporting
- Facilitate OUC.com Feedback Tool to capture real-time feedback

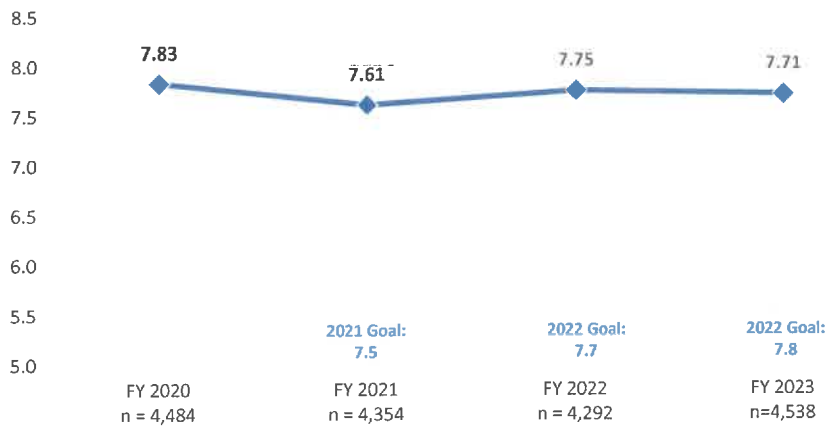
Customer interactions can occur via multiple channels

- Outage: Phone Customer Service Reps, Phone Dispatch, Web, Voice System
- Non-Outage: Phone Customer Service Reps, Email, Web, Voice System, Field Service including Metering & Conservation

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Annual Transactional Satisfaction

Overall Results



Annual sample size approximately 4,400 residential and small- to mid-sized commercial customers

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Recommended Action

Commission approval of an OUC initiated scope change and conforming Change Order No. 1 to Escalent Inc. in the amount of \$302,232 to continue conducting customer transactional survey services, increasing the total Purchase Order amount to \$1,246,182.

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Presentation 1

Financial Report.

Financial Report

\$ in millions	November 2023			
	Actual	Budget	\$ Δ	% Δ
Retail and Wholesale Electric Revenues	\$ 91.5	\$ 92.8	\$ (1.3)	-1.4%
Water, Chilled Water and Other Revenues	31.9	31.4	0.5	1.6%
Total Revenues, excluding Fuel Revenues	\$ 123.4	\$ 124.2	\$ (0.8)	-0.6%

Overview

- Total Revenues, excluding Fuel Revenues were \$0.8 million lower than Budget.
 - Electric revenues were lower than budget driven by a lower than projected residential and commercial consumption
 - Water revenues were slightly higher than budget due to lower than projected rainfall



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General Manager Comments

OUC Commercial Fleet

Ride & Drive Event

OUC Commercial Fleet Ride & Drive Event



Thom Neallsohn, Director, New Products and
Marketing Development

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Committed to EV Adoption

- Goal of 40,000 registered EVs in OUC territory by 2025
- Results in reduction of 200,000 tons of transportation carbon dioxide emissions annually
- Contributes to OUC's goal of Net Zero CO₂ emissions by 2050
- \$45 million dollars of investment to achieve goal
- Residential ride and drive events have been successful in the past



2

Held November 7-9 @ SunTrax,
Florida Department of
Transportation's Autonomous
Vehicle Test Track in Auburndale

- Experience fleet-capable vehicles
- Understand fleet transition schedule
- Build relationships between OUC and fleet owners



- 25,000+ EVs registered in Orange County in '23
 - 5,400 Fleet EVs registered

Objectives of the Ride and Drive Event were

- Understand timing and location of fleet pilots
- Help customers
 - Meet with members of the fleet EV ecosystem
 - Understand the infrastructure development process
 - Justify an EV pilot at their site



- Statewide focus on Commercial Fleet EV adoption and transition planning
 - November 1 – City of Tallahassee Utilities
 - November 3 – JEA & Seminole Electric Cooperative
 - November 7 – OUC
 - November 8 – Policy Day, hosted by OUC, Lakeland Electric, Seminole Electric Cooperative and Tampa Electric Company
 - November 9 – Tampa Electric Company



OUC100
A Century of Reliability

Fleet Electric Vehicles



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OUC100
A Century of Reliability

Fleet Electric Vehicles





- Provided information to municipalities and public fleet owners regarding transition to electric fleets
- Key-note addresses from Britta Gross, Electric Power Research Institute, and Oscar Rodriguez, NovaCHARGE
- Brian Frye, OUC Fleet Manager, Hertz, City of Orlando, and LYNX, shared experiences and lessons learned as they transitioned to EVs



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<https://youtu.be/MPbcl47Pspw>

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