

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

Present:

COMMISSIONERS:

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 Misztli, 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
LeMoyne Adams, Luz Aviles, Jenise Osani, & Ken Zambito, Vice Presidents
Frances Johnson, Recording Secretary

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

* * *

Commissioner Mills asked LaShun Nale-Stadom to provide the Safety and Security protocols for the meeting.

Moment of Reflection

Commissioner Mills asked Endy Ortiz to provide the moment of reflection.

Pledge of Allegiance

Commissioner Mills asked Maggie Burdette to lead the Pledge of Allegiance to the Flag.

Call to Order

The Commission Meeting was called to order at 2:06 P.M. Commissioner Mills noted that President Gross was not in attendance, acknowledging a quorum was present.

Consideration of the Minutes

MOTION: On a motion by Commissioner Calvet; seconded by Commissioner Chapin and unanimously carried, the reading of the August 8, 2023 Commission Meeting minutes was waived and the minutes were approved.

Community Recognition

Latisha Thompson announced that for the sixth consecutive year, OUC has earned the healthiest employer in Central Florida recognition, and for the second year, been named the second healthiest employer in Central Florida among companies with 500 to 1,999 employees. Commissioner Mills asked Ms. Thompson to further explain the program's scoring and logic related to scores that appear contradictory. Ms. Thompson responded that OUC receives a full report providing better insight related to top competitors benchmarks which allows OUC to do a deep dive to plan for the following year. Refer to the appendix for more information.

Corey Johnson, Manager of Water Operations and Queen Massaline, Senior Community Engagement Coordinator provided an overview of the Youth Energy Academy (YEA). Mr. Johnson explained that YEA is a national program hosted by the American Association of Blacks in Energy (AABE). On July 27th, the 12th annual YEA was held at Stanton Energy Center (SEC) for local students from Orange, Osceola, Seminole, and Volusia counties to participate in a high-level course on producing and distributing electricity and water. Ms. Massaline continued by explaining the subject matter presentations covered had expanded to include OUC's Electric Distribution and Fleet departments. She added that YEA also had the opportunity to engage with a new community partner, Black Architects in the Making (BAM). She concluded that for the 2nd consecutive year, OUC was ranked the "Best Hosting Site" by the attendees. They expressed their appreciation to everyone at OUC who contributed their time or offered their support. Refer to the appendix for the related video.

Affirmative Items

Jenise Osani presented on Affirmative Item A-19, Orange County Convention Center High Speed Charging Hub Project. She also provided an update on the Robinson Recharge Mobility Hub Project. There were no comments from the Commissioners. Refer to the appendix for more information.

Carlos Woody, Chief Deputy General Counsel presented on Affirmative Item A-23, Workplace Violence Prevention & Intervention Program Renewal. There were no comments from the Commissioners. Refer to the appendix for more information.

* * *

Commissioner Mills presented the Affirmative Items for approval.

MOTION: On a motion by Mayor Dyer and seconded by Commissioner Calvet, Affirmative Items A-1 through A-25 were approved as follows:

1. Ratification of the fuel procurements to the most responsive and responsible bidders in May 2023 in the aggregate amount of \$16,699,902.03 as follows:

NATURAL GAS PURCHASES:

May 2023	City of Lakeland	\$ 263,678.42
May 2023	Clarke-Mobil Counties	\$ 331,700.00
May 2023	ConocoPhillips	\$ 488,427.04
May 2023	ECO Energy	\$ 397,996.93
May 2023	EDF Trading	\$2,408,801.90
May 2023	Emera	\$ 224,589.90
May 2023	Florida Gas Utility	\$ 110,812.94

May 2023	Gas South	\$ 428,145.00
May 2023	Macquarie	\$ 582,162.24
May 2023	Municipal Gas Authority of Georgia	\$2,765,848.19
May 2023	Tenaska Marketing Ventures	\$1,747,061.50
May 2023	Texla Energy Management	\$1,009,396.83

COAL PURCHASES:

May 2023	Crimson Coal Corporation	\$5,611,442.04
May 2023	Foresight Coal Sales, LLC	\$ 329,839.10

2. Approval of an OUC initiated scope change and conforming Change Order No. 2 to King-Murray Operating Company, LLC in the amount of \$591,000 to continue providing natural gas maintenance services at the Stanton Energy Center Units 1 & 2, Combined Cycle Unit B, the Indian River Plant Combustion Turbines, and the Osceola Generating Station, increasing the total Purchase Order amount to \$1,201,000;
3. Approval of a Capital Expenditure Estimate for the Indian River Plant Fire Pump Upgrade Project in the amount of \$1,090,000. Approval of RFP #7083 – Contract award to HT Airsystems of Florida, LLC d/b/a Insight Partners, the lowest, most responsive, and responsible proposal for a new fire pump and to provide commissioning support in the amount of \$950,000;
4. Approval of a sole source Purchase Order to Sulzer Pump Services (US) Inc. to provide inspection and repair services for the Stanton Energy Center Combined Cycle Unit B Boiler Feed Pump overhaul in the amount of \$450,000;
5. Approval on an OUC initiated scope change and conforming Change Order No. 1 to S.I. Goldman Company, Inc.; Siemens Industry, Inc.; Thermetrics Corporation; Shaw Mechanical Services, LLC; and Mechanical Services of Central Florida, Inc. in the amount of \$290,000 to provide chilled water plants mechanical contractor services, increasing the total Purchase Orders in the aggregate amount of \$1,040,000;
6. Approval of Change Request No. 3 to the Capital Expenditure Estimate in the amount of \$8,104,000 for the Stanton Energy Center Wastewater Treatment Alternatives Project - Phase 2 of 2, increasing the total project cost to \$33,034,944. Approval of an OUC initiated scope change and conforming Change Order No. 1 to WesTech Engineering, LLC. in the amount of \$2,110,000 to furnish clarifier and tank equipment, increasing the total Purchase Order amount to \$2,205,000. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Chemco Systems, L.P. in the amount of \$1,885,000 to furnish soda ash & lime silo equipment, increasing the total Purchase Order amount to \$1,980,000. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Komline-Sanderson Corporation in the amount of \$1,770,000 to furnish belt filter presses and conveyor equipment, increasing the total Purchase Order amount to \$1,865,000. Approval of RFP #5267 – Contract award to Wharton-Smith, Inc. the lowest, most responsive, and responsible proposal to provide construction services for the project in the amount of \$21,675,000;
7. Approval of Change Request No. 4 to the Capital Expenditure Estimate in the amount of \$681,000 for the Indian River Plant Light Fuel Oil Storage Expansion Project, increasing the total project cost to \$2,124,000. Approval of a Purchase Order to Blackbird Purchaser Inc. d/b/a Furey, Filer, & Pump, LLC to supply fuel oil forwarding and unloading skids in the amount of \$600,000;

8. Approval of a single source Purchase Order to BARTEC US Corporation to provide installation services in the amount of \$120,000;
9. Approval of a Capital Expenditure Estimate for the installation of the underground electric distribution system to serve the Poitras Subdivision – Feeder Cable in the amount of \$1,599,725.06;
10. Approval of a sole source Purchase Order to DILO Company, Inc. to upgrade the sulfur hexafluoride gas handling equipment in the amount of \$180,000;
11. Approval of Change Request No. 4 to the Capital Expenditure Estimate in the amount of \$1,221,520 for additional engineering and construction services necessary to complete the Convention Center Transformer Unit Additions Project, increasing the total project cost to \$19,659,770. Approval of additional funding in the amount of \$275,000 with conforming Change Order No. 4 to Black & Veatch, Corp. to continue to provide design engineering and construction management services, increasing the total Purchase Order amount to \$2,490,000;
12. Approval of an OUC initiated scope change and conforming Change Order No. 1 to VASS Solutions, LLC in the amount of \$285,000 to continue to provide consulting services, increasing the total Purchase Order amount to \$383,500;
13. Approval of RFP #7009 – Contract award to M.D. Henry Co., Inc., the most responsive and responsible proposal for substation structures and equipment in the amount of \$260,000. Approval of a Purchase Order to Dis Tran Steel, LLC to provide tubular steel poles in the amount of \$2,650,000;
14. Approval of a Purchase Order to Leonardo Da Vinci Inc. dba Quanam for Data and Analytics Professional Services in the amount of \$199,380;
15. Approval of a Capital Expenditure Estimate for the Network & Server Equipment Replacement Project, which includes hardware, software, and implementation services in the amount of \$3,952,954. Approval of a Purchase Order to Presidio Networked Solutions, Inc. for network equipment, maintenance, and network professional services in the amount of \$3,799,612. Approval of a Purchase Order to Dell Marketing L.P. for Microsoft server software in the amount of \$555,657;
16. Approval of a Purchase Order to SHI International Corp. for SearchBlox Software, Inc.'s enterprise search service software subscription in the amount of \$108,000;
17. Approval of RFQ #7200 – Contract award to National Equipment Dealers, the lowest, most responsive, and responsible quote for the acquisition of one Bell B50E heavy equipment dump truck to handle operations at the Stanton Energy Center in the amount of \$783,000, inclusive of maintenance and repair services;
18. Approval of Purchase Orders to All American Trailer; All Around Access; Aviate Enterprises Inc.; Beck Ford; Bozard Ford; Coggin Ford; Crown Lift; Cumberland International; Cypress Supply, Inc.; Duval Ford; Everglades Equip.; Federal Contracts Corp; Florida Forklift; Garber Auto Mall; Jarrett Gordon Ford; Jeffrey Allen; National Lift Truck; Palmetto Ford; Right Trailers; Ring Power; Seminole Power Sport; Southeastern Equipment Supply. Inc; Step One Automotive d/b/a Ford Crestview;

Sunstate Ford; Synergy (Bobcat) Equipment; Team Fenex; Technology International; Trail Saw & Mower; Tropical Ford; and Vermeer Southeast to provide fleet vehicles and equipment in the aggregate amount of \$1,830,100;

19. Approval of RFP #7074 – Contract award to Aireko Energy Solutions US, LLC, the most responsive, and responsible proposal for construction and equipment installation in the amount of \$481,320.14;
20. Approval of an OUC initiated scope change and conforming Change Order No. 1 to E Source in the amount of \$806,100 to continue providing research and advisory services, increasing the total Purchase Order amount to \$846,900;
21. Authorization for the General Manager & CEO to execute a Release of Easement for Park Square Enterprises, LLC for property located east of Wiggins Road and south of Jack Brack Road;
22. Approval of a Purchase Order to Gray Robinson, P.A. to provide legal services for litigation matters, condemnation actions, and other Post-Employment Benefit and Pension Plan updates in the amount of \$300,000. Approval of a Purchase Order to O'Connor, Haftel & Angell, PLLC to provide legal services for personal injury litigation matters in the amount of \$200,000;
23. Approval of an OUC initiated scope and conforming Change Order No. 1 to the Center for Personal Protection and Safety, Inc. in the amount of \$109,835 to continue performing various safe workplace certification and training services, including program renewal, increasing the total Purchase Order amount to \$206,835;
24. Ratification of additional funding in the amount of \$197,174.75 with conforming Change Order No. 1 to NRC Gulf Environmental Services, Inc. and Petrotech Southeast, Inc. for environmental response services provided through August 4, 2023, increasing the total Purchase Orders in the aggregate amount of \$2,297,174.75. Approval of additional funding in the amount of \$822,825.25 with conforming Change Order No. 2 to NRC Gulf Environmental Services, Inc. and Petrotech Southeast, Inc. to continue providing environmental services, increasing the total Purchase Orders in the aggregate amount of \$3,120,000; and
25. Approval of Purchase Orders for OUC's Fiscal Year 2024 property and casualty insurance premiums in an amount not to exceed \$6,454,887.

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Presentations

Mindy Brenay presented the preliminary Financial Report. Refer to the Appendix for more information.

Public Comments

Macene Isom, an OUC customer, inquired about tree maintenance responsibility for a property that may be owned in part by OUC. She also requested attention to transformer boxes in the Washington Shores area that may need to be replaced, and inquired about who is responsible for electric charges for the City of Orlando's holiday decorations. She concluded by expressing her gratitude to OUC for the home conservation inspection program, requesting details about the current program.

Cynthia Harris, an OUC customer, thanked OUC for their response to her previous inquiry at the July Commission Meeting. She requested attention to a blinking streetlight in her neighborhood, and requested information regarding transformer upgrades schedule.

Mr. Bullock acknowledged receipt of a customer email related to PFAS in OUC water, stating the email was provided to Commissioners and a response will be sent to the customer with a copy to Commissioners. He stated OUC continues to monitor EPA proceedings on whether PFAS will be regulated and required steps.

General Manager's Comments

Attila Miszti provided an overview of the 2023 Summer High Load New System Peaks and Luz Aviles provided an update on customer programs during hot weather events. There were no comments from the Commissioners. Refer to the Appendix for more information.

Ms. Aviles continued with an overview of the Customer Care & Billing and Meter Data Management technical upgrades. Commissioner Calvet reflected on OUC's CC&B implementation in 2016. Commissioner Chapin congratulated the team. Refer to the appendix for more information

Clint Bullock provided a brief update on the City of Tallahassee and Tri-County Mutual Aid efforts for Hurricane Idalia. OUC responded by sending Mutual Aid crews, first to Tallahassee, FL on Wednesday, August 30th and then to Tri-County Municipal Utility in Greenville, SC on September 2nd. OUC's crews returned safely to Orlando after nine days of restoration efforts.

Commissioners' Comments

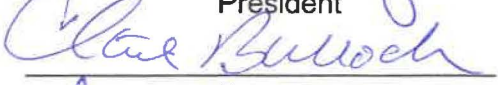
Mayor Dyer had no comment.

Commissioner Chapin expressed it was a good meeting.

Commissioner Calvet pointed out that he only has two meetings left until the end of his term. He acknowledged the wellness program, stating healthy employees provide a financial benefit to OUC. He was impressed with the charging stations after visiting the Robinson Hub. He also recognized Mr. Miszti's and Ms. Aviles's presentations, citing the benefit of purchasing the Osceola Generating Station as well as the incredible effort by the employees who worked on the CC&B and MDM technical upgrade. He concluded by stating he was glad to hear about the mutual aid relief provided to Tallahassee and Greenville.

Commissioner Mills concluded by acknowledging OUC's proactive and transparent communications during Hurricane Idalia. He commended the teams involved in the CC&B and MDM technical upgrade and thanked Ms. Brenay for providing the financial report. Lastly, he was glad to hear about the Healthiest Employer Award as well as the Workplace Violence Prevention & Intervention program.

Commissioner Mills adjourned the meeting at 3:34 P.M.


President

Secretary

Recording Secretary

APPENDIX

Community Recognition

2023 Healthiest Employer of Central Florida Award

Youth Energy Academy

<https://youtu.be/Ou9AQbTldm4?si=FBKHMDrbmDGyYvIv>

Affirmative Item

A-19 Orange County Convention Center High Speed Charging Hub Project

A-23 Workplace Violence Prevention & Intervention Program Renewal

PRES-1 Financial Report.

General Manager Comments

2023 Summer High Load/New System Peaks

CC&B/ MDM Technical Upgrade Update

Community Recognition

2023 Healthiest Employer of Central Florida Award

2023 Healthiest Employers

OUC100

A Century of Reliability

Latisha Thompson,
Chief Employee Experience Officer

09/12/23

2023 HEALTHIEST EMPLOYERS

6th Consecutive Year



Program Survey and OUC's Scores

OUC's Scores	
Strategic Planning	98
Marketing and Communications	96
Programming and Interventions	90.3
Reporting and Analytics	88
Foundational Components	83
Culture and Leadership Commitment	82.3
National Scoring	89.8

OUC100
A Century of Reliability

Overview



Key Indicators of Change

**EAP Use
Reduced**

- EAP annual utilization decreased from 2021 (COVID) to 2022:
- 30.2% vs 17.04%

**Increased
Behavioral
Utilization**

- Increase from 71.3/1000 to 77.6/1000 of outpatient facility utilization

**Higher
Preventative
Care
Utilization**

Preventive Care Visits

	OUC	BoB
<i>Child <2</i>	84.5%	76%
<i>Child >2</i>	54.9%	50%
<i>Adult</i>	34.4%	27%

**Reduced
High-cost
Claims**

- From 2021 to 2022, OUC's had an 11% reduction in high-risk claimants
- Oncology spend at 10.2% - down from 12.4%



Gold Certification from
Wellness Workdays
(Harvard Medical School)
for the past five years

Affirmative Item

A-19 Orange County Convention Center High Speed Charging Hub Project

Robinson Recharge Mobility Hub Project Update

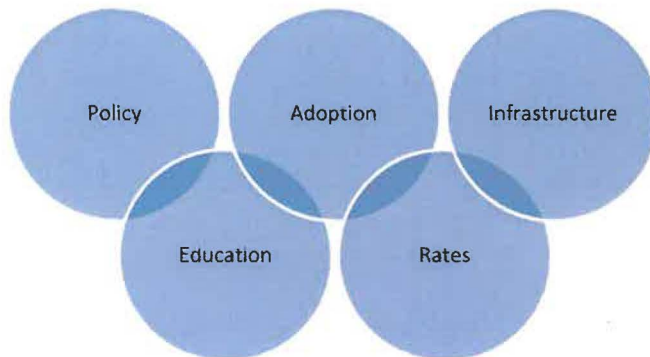
OUC100

A Century of Reliability

Jenise Osani, Vice President Marketing & New Products	09/12/23
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Culmination of Seven Years of Effort

- Increase the number of registered EVs in OUC's territory to 40,000 by 2025
- Invest \$45M by 2030 targeting
 - Electric buses
 - Residential transportation
 - Up to eight charging hubs
 - Commercial fleets
 - Airport ground support vehicles
 - Education



Robinson Recharge Mobility Hub



Partnering Together



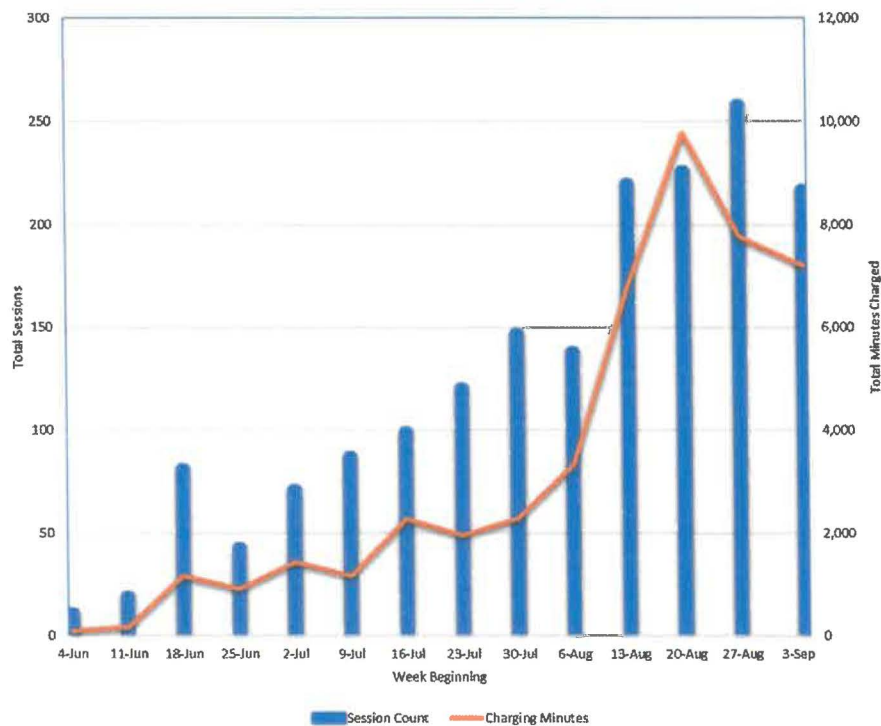
- Florida Department of Environmental Protection (FDEP)
- City of Orlando
- Orange County

- CHA Engineering
- Power Electronics
- Aireko Construction
- NovaCHARGE



Meeting Orlando's Recharge Needs

Charging Session Data
from June 4 through Sept 11



Since June 1 Soft-Launch

- 455 Unique Users
- 1,737 total transactions
- 46,350+ total minutes charged
- 28 minutes average per transaction
- \$13,250 in revenue at \$0.35/kWh

Tracking metrics include:

- Downtime and root cause
- Total number of transactions
- Transaction length, revenue & fees
- Site utilization percentage

Customer Response is Positive



SoulFuelfndr
7 reviews

★★★★★ a month ago

I have to say I love how Orlando is finally expanding charging for its DTO residents. Plenty of chargers can satisfy quite a few EVs at once. Bravo!!!



Angie

Volkswagen ID.4

Convenient location. Super easy charging with the ChargeUp app.

CCS/SAE

7/21/23, 9:04 AM



Mford

Audi e-tron 2022

Lots of chargers. Nice and quick

CCS/SAE - 115.00kW

8/12/23, 1:57 AM



Reed Brackins

Tesla Model Y

Love this station! Cheaper than super charger and have complementary Tesla Adapters. Also literally nobody ever here

J-1772 - 240.00kW

8/30/23, 8:15 PM



MikeEV6

Kia EV6 2022

Lots of chargers.

CCS/SAE - 213.00kW

7/17/23, 6:54 PM



tom terry

Ford Mustang Mach-E 2023

Brand new! First to appear to not be connected, but charging at the third booth.

Lots of open slots charging at around 96 kwhr

CCS/SAE - 96.00kW

7/24/23, 6:58 PM



Yash

Polestar 2

Successfully charged. 240 Kw chargers share 120kw each when 2 cars are connected on the same charger.

CCS/SAE - 240.00kW

7/24/23, 11:34 AM



Alfredo Ramirez
13 reviews

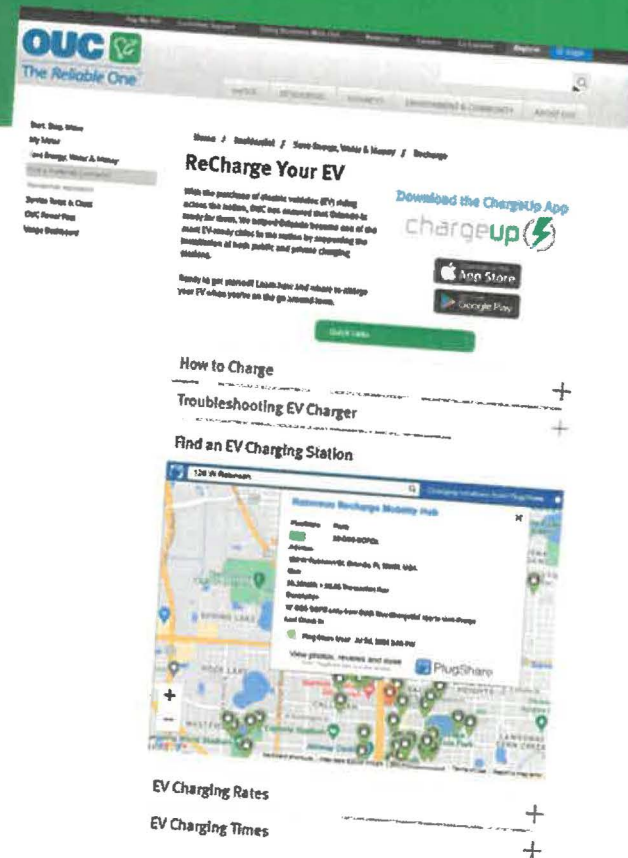
★★★★★ 2 weeks ago **NEW**

The best place to charge your car, all chargers work, fast charge, very good OUC

Translated by Google · [See original \(Spanish\)](#)



- In-App promotion
 - Hub is listed in Plug Share, Charge Hub, and NREL/DOE Alternative Fuels Database finder apps
 - Note: Payment transactions only occur via the ChargeUp app
- Advertising
 - Billboards launch in September
- Targeted Marketing
 - Multi-unit dwelling managers within 5 miles of the hub
- Partner Marketing
 - Rental car agencies will include site location information in EV rental agreements
 - Dealers enrolled in the Electrified Dealership program provide new EV owners with public charging information



Customers have access to critical hub information at www.OUC.com/ReCharge

Maintaining a Reliable Customer Experience

- Customers utilize the ChargeUp Customer Care Center to report issues with the charging equipment.
- OUC contact information is listed on the equipment and website.
- ChargeUp contacts OUC's dispatch center with any issues that require an on-site visit.
 - OUC's Trouble Technicians respond to make safe scenarios
 - OUC's Energy Services Technicians respond to triage any equipment issues
- Maintenance partners provide quick response times.
 - Power Electronics: on-site within 24 hours (Lakeland, FL) for equipment repairs
 - NovaCharge: on-site within 4 to 6 hours (Orlando, FL) for software fixes



Orange County Convention Center Recharge Mobility Hub

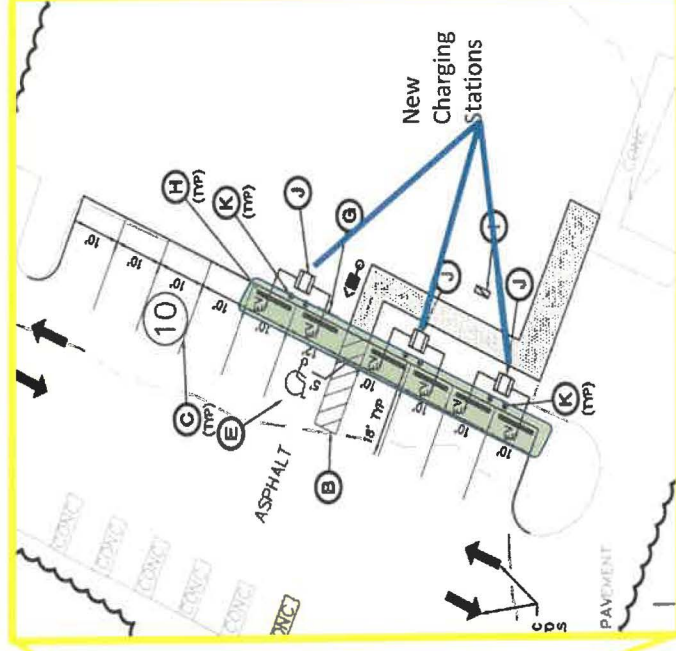


Agenda Item A-19	09/12/23
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Next to Recharge: OCCC

- Six port charging hub to be installed at the Orange County Convention Center (OCCC) - North Hall
 - OUC and OCCC have executed a site license agreement allowing land use
- Hub will be located in a public parking lot at Universal Blvd and Tradeshow Rd
- OUC will install 3 dual-port charging stations rated to deliver a maximum of 240-kW of power
- The site is designed to accommodate future expansion of up to 10 total ports





Leveraging Learnings for Next Hub



- Total project costs are estimated to be \$997,050
- OUC will be reimbursed \$266,850, 75% of equipment costs, from FDEP's Volkswagen Settlement Funds grant award
- Aireko Construction has been selected to prepare site and install charging stations
- Construction of the site will be completed by the end of the 1st quarter of 2024

Recommended Action

- Commission approval of a Purchase Order to Aireko Energy Solutions US, LLC for construction and equipment installation for the Orange County Convention Center High Speed Charging Hub Project in the amount of \$481,320.14.

Affirmative Item

A-23 Workplace Violence Prevention & Intervention Program Renewal

Workplace Violence Prevention & Intervention

OUC100

A Century of Reliability

Carlos Woody, Chief Deputy General Counsel	Agenda Item A-23	09/12/23
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Workplace Violence is a Serious Concern

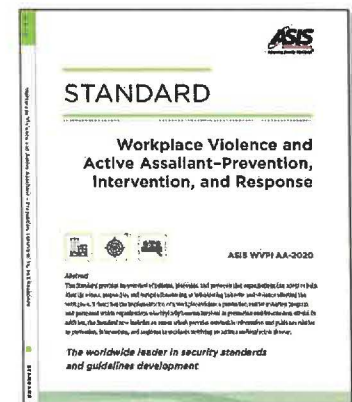
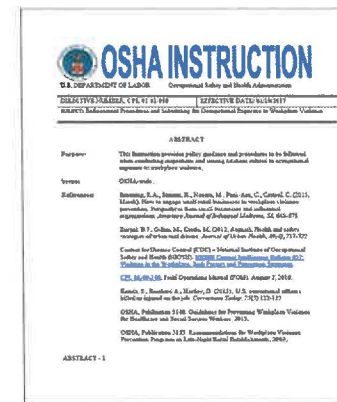
- In the United States, **2 million workers** are victims of workplace violence each year* and in 2020, workplace assaults resulted in 20,050 injuries and 392 fatalities**
- OUC's #1 Core Value is **"Make Safety First"**
- In June 2023, OUC completed a comprehensive Workplace Violence Prevention and Intervention program (WVPI)

* According to OSHA

** According to the Bureau of Labor Statistics

Workplace Violence Prevention & Intervention - Program Overview

- In June 2022, OUC partnered with the Center for Personal Protection and Safety (CPPS)
- CPPS is the leading developer in the U.S. for Workplace Violence and Active Assailant Training
- Program built upon nationally recognized standards for Workplace Violence Prevention
- Over 50 million individuals and 4,500 organizations trained by CPPS
- FBI partnered with CCPS to adopt mandatory training for FBI personnel



WVPI Requires a Wholistic Approach

CPPS five-tiered approach:

- Developed and implemented new WVPI plans, policies and procedures
- Commission-wide training for all employees
- Training for managers and supervisors
- Development of a threat management team
- Executive leadership training



OUC is a “Certified Safe Workplace”

- Third-party validation of consistency with **ANSI ASIS WVPI-AA 2020** standard and **OSHA Directive 02-01-058** for workplace violence
- In June 2023, OUC received a “***Certified Safe Workplace***” designation from CPPS
- OUC is the 1st Electric Utility Provider in the United States to receive the “***Certified Safe Workplace***” designation by CPPS



CPPS has once again been selected to support OUC's WVPI program:

- Provide an annual review of our WVPI program in order to obtain recertification as a "Certified Safe Workplace"
- Create a new eLearning course for Field Technicians on *Responding to Threats from the Public*
- Provide Threat Management Team training and real-time support

Recommended Action

- Commission approval of an OUC initiated scope and conforming Change Order No. 1 to the Center of Personal Protection and Safety, Inc. in the amount of \$109,835 to continue performing various safe workplace certification and training services including program renewal, increasing the total Purchase Order amount to \$206,835.

Presentation 1

Financial Report.

Financial Report

\$ in millions	August 2023			
	Actual	Budget	\$ Δ	% Δ
Retail electric revenues	\$ 389.3	\$ 398.2	\$ (8.9)	-2.2%
Wholesale electric revenues	108.7	97.2	11.5	11.8%
Chilled water revenues	38.0	31.6	6.4	20.3%
Water and other revenues	128.3	129.6	(1.3)	-1.0%
Total revenues, excluding fuel revenues	664.3	656.6	7.7	1.2%
Operating expenses, excluding fuel and purchase power	(517.6)	(513.1)	(4.5)	0.9%
Non-operating expenses	(30.7)	(31.8)	1.1	-3.5%
Total expenses, excluding fuel and purchased power	(548.3)	(544.9)	(3.4)	0.6%
Net income before contributions	\$ 116.0	\$ 111.7	\$ 4.3	3.9%

- Overview
 - Total revenues, excluding fuel revenues were \$7.7 million higher than budget due to record setting weather
 - Unexpected wholesale electric revenues of \$11.5 million offset the impact of the October 2022 retail electric base price reduction
 - Stronger than anticipated chilled water revenues from customer-site facilities
 - Total operating expenses, excluding fuel and purchased power were \$4.5 million higher than budget as a result of labor, benefit, and supply chain constraints along with \$1.2 million of emergency response expenses



RELIABLE • AFFORDABLE • SUSTAINABLE

General Manager Comments

2023 Summer High Load/New System Peaks

2023 Summer High Load New System Peaks & Customer Programs Update



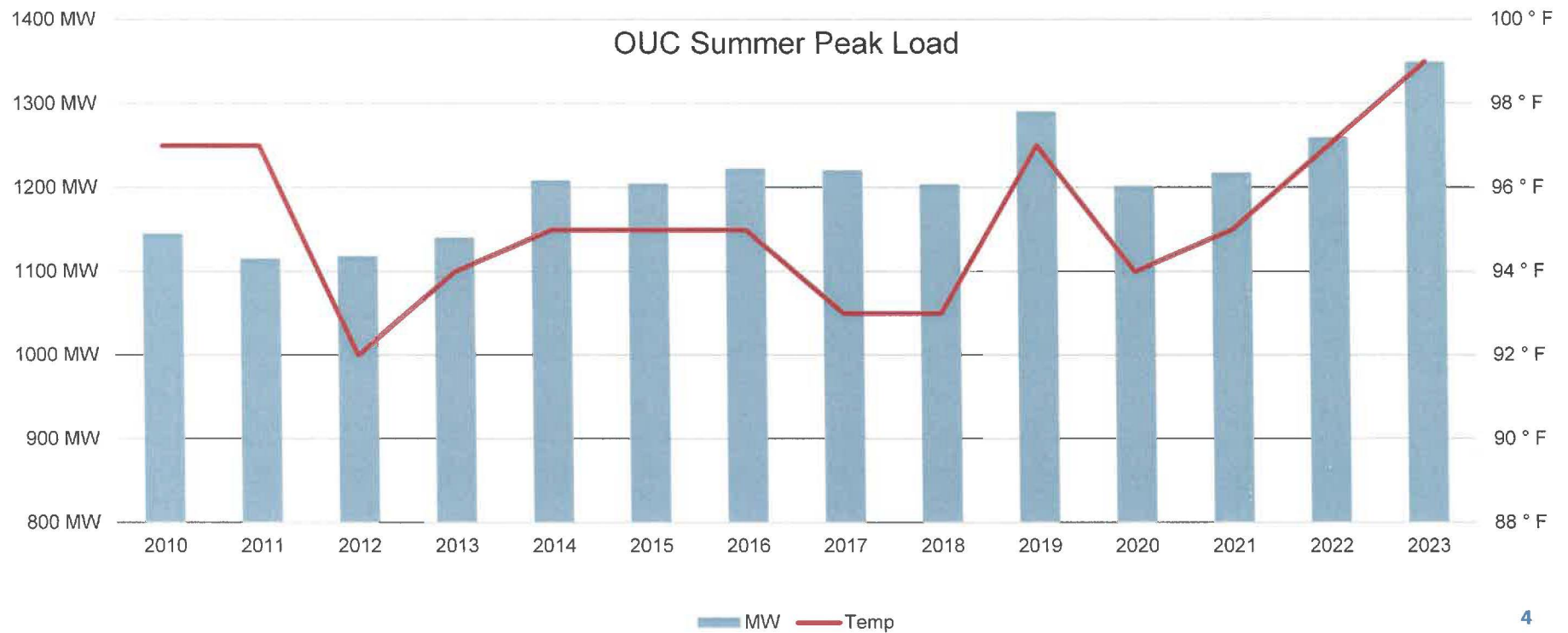
Attila Miszti, Chief Operating Officer Luz Aviles, Vice President, Customer Experience & Sales	09/12/2023
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- New System Peak Load
 - Power Generation
 - Transmission System
 - Distribution System
- Employee Heat Illness Prevention / Safety
- Customer Outreach, Education & Assistance

Date	OUC Peak
June 24, 2019	1,285 MW
August 9, 2023	1,349 MW

- 2022 & 2023 OUC Typical Summer Daily Peaks: 1,150 – 1,250 MW
- August 7 – 11, 2023
 - 1,300 MW + each day
 - Series of hot with relatively high humidity days
- August 9, 2023
 - New St. Cloud Peak: 271 MW

A Look Back at System Peaks & Temperature



Power Generation: August 9, 2023

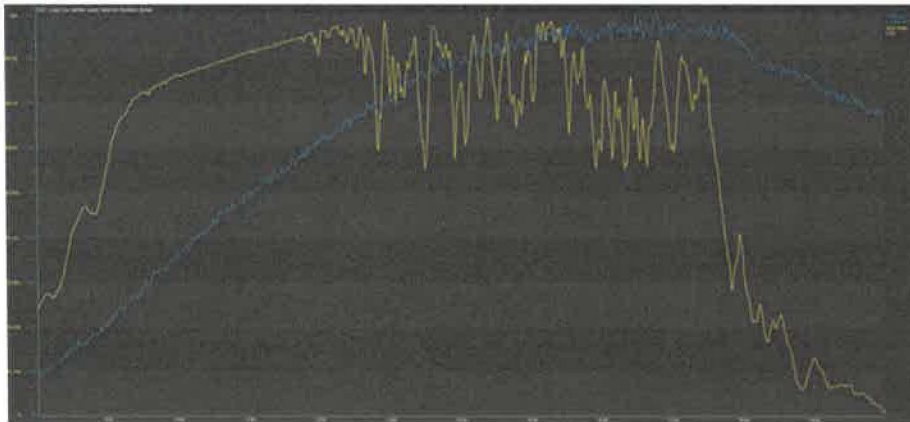
	Planned Capacity	Available Capacity
Power Generation	1,975	1,964
Reserve MW	316	207
Reserve Margin	22%	14%



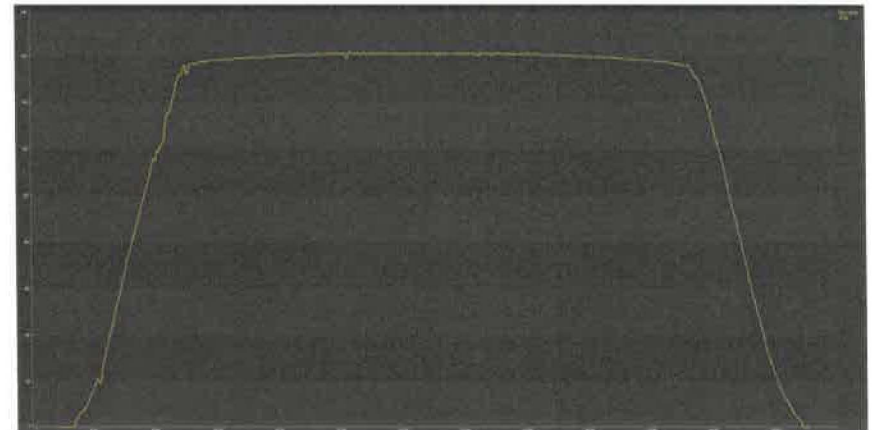
August 7-11, 2023: Solar Highly Variable

- Solar output ranged from 160 MW to 50 MW in minutes
- Rare to have a “square wave” solar day with no disturbance

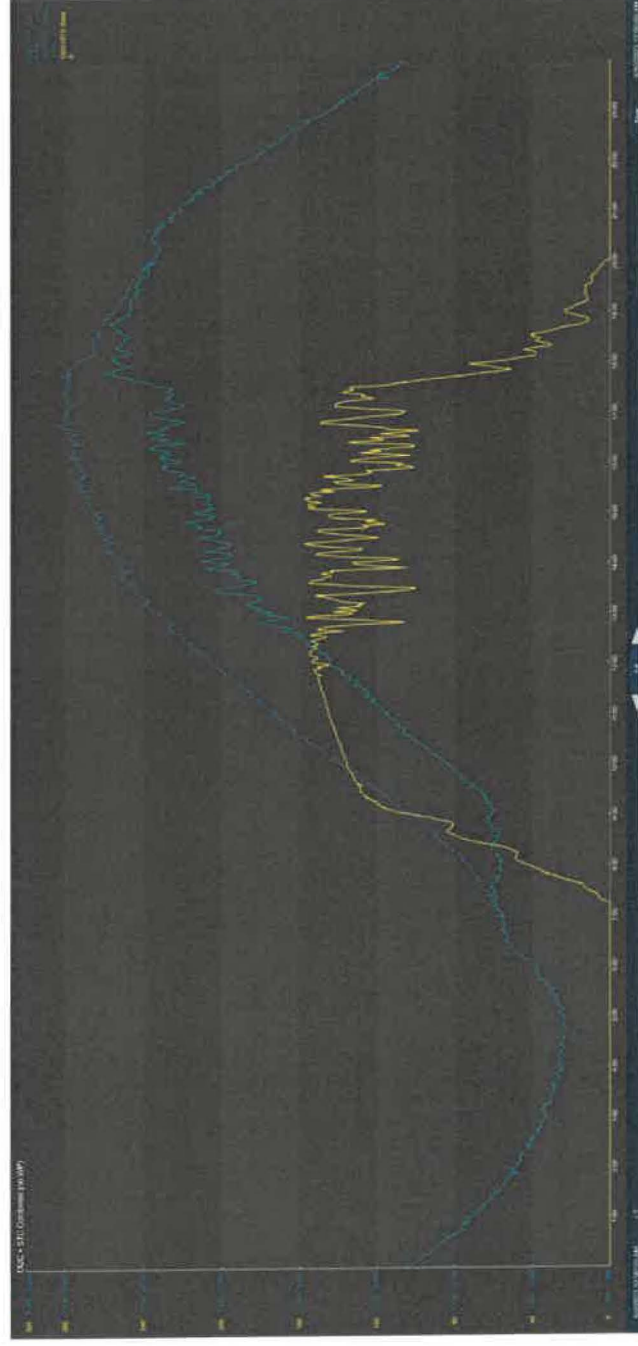
August 9, 2023 Solar



Example near-perfect day



Yellow: Solar Production, 160 MW Scale | Blue: OUC Load, 1350 MW Scale



- Load
- Net Load
- Solar

OUC Transmission System Performance

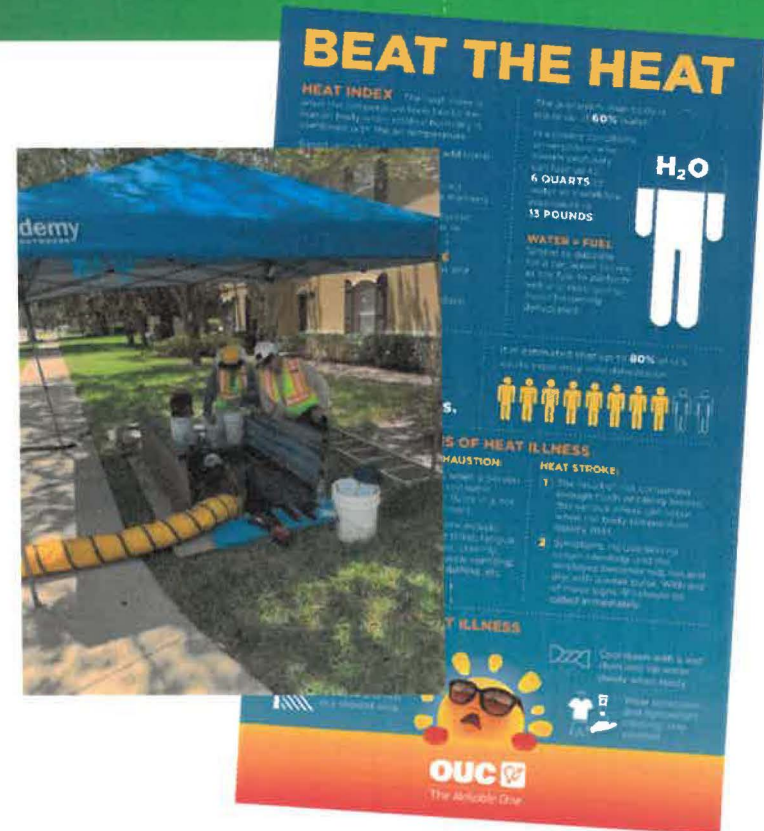
	Time Range	Load	East to West Flow
Summer 2023	June 15 – August/Sept 2023	1150 MW – 1250 MW	<u>1250</u> MW – <u>1350</u> MW

- Transmission System Performance:
 - All transmission systems were available week of August 7th
 - Restricted Maintenance Operations due to high load
 - Prior system upgrades and existing expansion projects were validated
 - Two facilities were at 90%+ normal rating pre-contingency
- Two active constraints on OUC System which are addressed by future projects:
 - Taft to Convention Center Upgrade (Reconductor project in progress)
 - Stanton to Lake Highland Project (Downtown 230kV)

- High load on distribution system, but within planning parameters
- 21 distribution transformers replaced during the week of 8/7/2023 (of 44,807)
- Distribution system reliability met reliability targets in August



- Heat illness prevention training
- Topics include:
 - Staying hydrated
 - Utilizing shade structures
 - Taking breaks & rest
 - Being alert and looking for signs
- Avoided any serious heat related incidents/injuries



Customer Programs Update

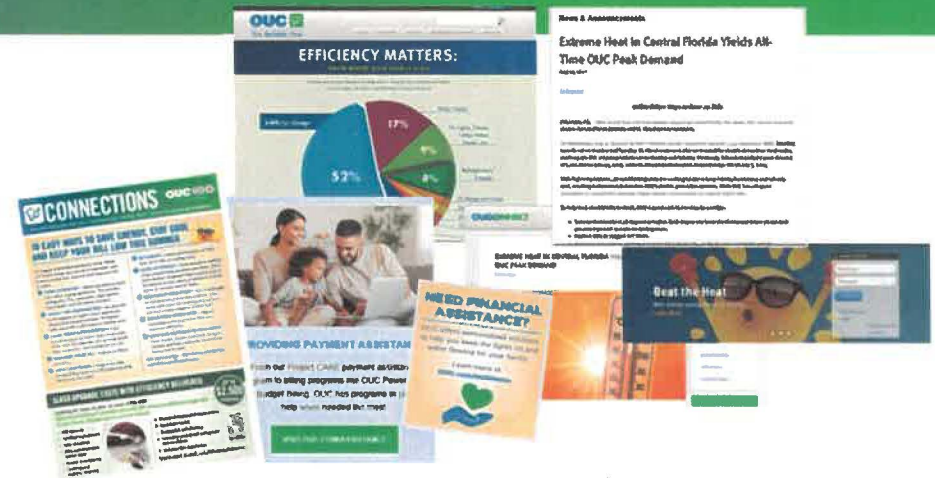


Luz Aviles, Vice President, Customer Experience & Sales

09/12/2023

Hot Weather = Higher Bills Communications

- Topics included reliability, hot weather tips, ways to save, and assistance information
- **Customer Outreach**
 - OUC.com & OUConnect blog
 - Multiple emails
 - Connections newsletter article
 - On-bill messages
- **Media Outreach**
 - Press release distributed to both English and Spanish-speaking media
 - Resulted in print and TV placements



Customer Outreach



Media Outreach

- Hot Weather: “Beat the Heat”
 - July 1 - August 30
 - Channels: multiple digital news sites
 - Impressions: over 1.5 Million



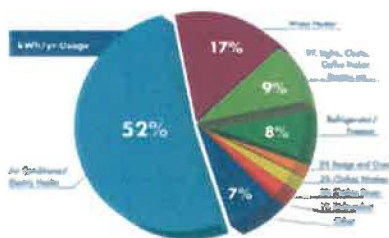
Orlando Sentinel

- OUC100: “Here to Help”
 - July 15 - current
 - Channels: print, billboards, multiple news sites
 - Impressions: over 6 Million





Ways to Save Energy & Water



Conservation Education & Rebates

The best way to save energy is to know what uses the most around your home or business. Small behavioral changes can make a big difference on customer's utility bill. Also, OUC offers dozens of energy and water conservation rebates to help customers save.



Usage Dashboard

The Usage Dashboard is a presentation of consumption trends for customers to better understand the days and times they use the most energy and water.



Energy Audits

OUC experts help customers understand their consumption, as well as how to reduce their utility bills. A trained conservation specialist performs a walk-through audit in order to identify any opportunities to reduce consumption.



Efficiency Delivered

Provides up to \$2,500 of energy and water efficiency upgrades. An OUC conservation specialist determines which home improvements could save customers the most money and will arrange for a licensed contractor to perform the work.

www.ouc.com/waystosave



OUC Assistance Programs



Budget Billing

Allows customers to pay a set amount per month, so there are no surprise bills, and settle any remaining balance on the enrollment anniversary date.



Power Pass

A prepaid program that allows our residential and small business customers to pay-as-you-go for utility services.



Payment Options

Payment options are available by logging into myOUC or calling Customer Service.



Project CARE

Project CARE, OUC's utility payment assistance program, provides emergency relief for those experiencing temporary financial hardships.

www.ouc.com/assistance

- In August, 170 households assisted
 - Double the households assisted last August
- Average household \$325.15
- Total assistance of \$55,275.50
- Forecasting for September and October



General Manager Comments
CC&B/ MDM Technical Upgrade Update

Customer Care and Billing & Meter Data Management Technical Upgrade

ouc100

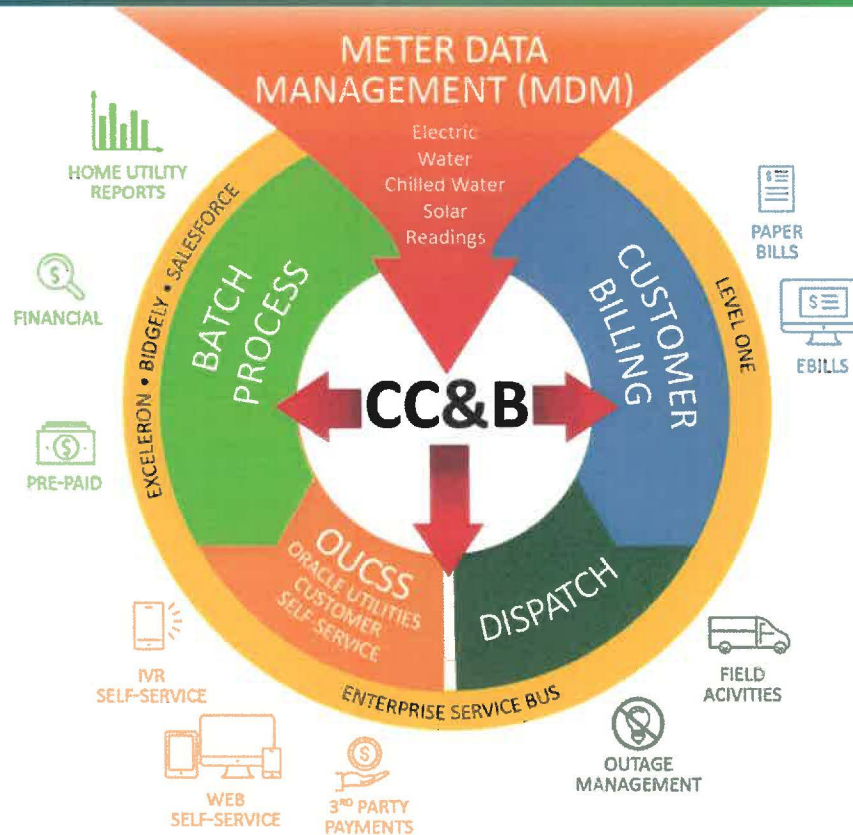
A Century of Reliability

Luz Aviles, Vice President Customer Experience & Sales	09/12/23
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- Core Customer Systems
- Project Objective
- Project Partners Working Together
- Project Leadership & Governance
- Communication & Change Management
- Timeline



MDM & CCB are Core to Customer Systems



Purpose:

- Technical upgrade of Oracle application suite to a more current version while limiting changes to existing functionality.
 - Ensures continued security updates, patches, 24x7 support, and the ability to upgrade to future versions.
 - Sets the foundation for future functional upgrades.

What changed:

- Customer Care & Billing (CC&B)
- Meter Data Management (MDM)
- Smart Grid Gateway (SGG)
- Databases
- Service Oriented Architecture (SOA)
- Direct Integration

Partnering Together

Partnership and close collaboration among all team members was critical to success.

- OUC IT
- Oracle
- OUC Business
- Other third-party vendors and external users



Project Leadership & Governance



Approximately 500 users involved in or impacted by upgrade!

Communications

- Included internal & external audiences
 - Project team, all employees, customers, vendors
- Leveraged multiple channels
 - Email, OUC.com, on-bill messages, IVR
- Sent frequently & timely

Change Management

- Created awareness
- Acknowledged and recognized team

The collage displays various communication materials from OUC:

- Billing Statement for JOHN DOE:** Shows account details, bill date (03/31/20), and total amount due (\$239.99).
- OUC SYSTEM UPGRADE:** A large orange banner announcing the upgrade from Saturday, September 2, until Tuesday, September 5. It states that self-service options will be unavailable and provides a 24-hour reporting line at 407-423-9018.
- PLANNING ON MOVING?:** A notice for tenants moving in early September, requesting requests to Start, Stop, or Move electric and/or water services by 4 p.m., Friday, September 1.
- SYSTEM UPGRADE COMING SOON!:** A green sign stating that from 9/2 until 9/5, self-service at OUC.com and the automated phone system will be unavailable. It includes the link OUC.com/systemupgrade.
- J-SERVICE & THIRD-PARTY PAYMENTS DURING THE UPGRADE:** A notice explaining that automatic phone self-service will be unavailable from Saturday, September 2, to September 5, and that payments made at a partner payment location will be reflected on the account on Tuesday.
- CUSTOMER SERVICE:** A card listing online, telephone, and payment options.
- BEAT THE HEAT:** A small graphic with a sun and the text "BEAT THE HEAT".
- OUC Logo:** The OUC logo with the tagline "The Reliable One".

Tech Upgrade High Level Timeline



Project challenges:

- Project start delayed
- Affects of inflation, supply chain, and labor shortages
- Extended timeline

- The upgrade ensures we are on the latest versions of critical metering and billing systems as well as related applications. This is foundational for future functional upgrades.