

**MINUTES
ORLANDO UTILITIES COMMISSION
June 12, 2018
2:00 P.M.**

Present:

COMMISSIONERS:

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

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
LeMoyne Adams, Luz Aviles, Wade Gillingham, Roseann Harrington, Byron Knibbs, Chip Merriam, & Ken Zambito, Vice Presidents
Nanci Schwartz, Recording Secretary

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Commissioner Calvet asked German Romero to give the invocation, followed by the Pledge of Allegiance to the Flag. The Commission Meeting was called to order at 2:03 P.M.

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On a motion by Commissioner Gross, seconded by Commissioner Mills and unanimously carried, the reading of the minutes of the May 8, 2018 Commission Meeting was waived and the minutes were approved.

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Jerry Sullivan presented a 30-year service award to Mark Cline, Senior GIS Technician, Information Technology.

LeMoyne Adams presented a 30-year service award to Scott Pugh, Electric Distribution Inspector, Electric and Water Distribution.

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Roseann Harrington introduced Harmonie Wilson to discuss the MegaWatt Ventures Competition. Ms. Wilson stated that OUC hosted the MegaWatt Ventures Clean Technology Competition at Stanton Energy Center on May 17. Ten teams were selected from a pool of applicants from universities across the United States. The top three teams received prize money to help fund their innovations. The first-place team was VerdiLife from the University of Iowa. The three winning teams will move on to the national competition. She thanked Wade Gillingham for hosting the event and providing opening remarks, Tony Engelmeyer for being a judge, Commissioner Mills for attending the event and introducing the keynote speaker, and Clint Bullock for providing closing remarks. Ms. Wilson presented a video showing the day's events.

Ms. Harrington announced that OUC has partnered with Electric Car Insider magazine to host the EV test drive event at Camping World Stadium on Friday, June 15 and Saturday, June 16. OUC account representatives will be on hand to discuss OUC's charging stations and rebate programs.

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Mr. Bullock asked Jerry Sullivan and Luz Aviles to provide a presentation on Affirmative Item A-6 regarding Managed Support Services for the Customer Information Systems. Mr. Sullivan provided background information for the Customer Care and Billing (CC&B) Upgrade Project. The initial scope was relatively straightforward, but added scope included a new bill print vendor, OUC's self-service capability with Oracle, and upgraded Meter Data Management (MDM). Mr. Sullivan explained the go-live goals were to defer lower cost and less critical items to the future. The post go-live the team would prioritize items to address remaining defects, reports, and modifications to processes.

Ms. Aviles discussed the three phases of the post go-live timeline: warranty/transition phase, prioritization phase, and the current continuous improvement phase. To address continuous improvement in Customer Service, OUC established a "Tiger Team" concept in January 2018 to address billing issues. The team reduced transaction times to complete daily billing volumes, eliminated backlog, and identified 68 improvement opportunities and deployed 18. IT's continuous improvement efforts include supporting the billing resolution team, creating new enhancements and analytical reports, and supporting additional Tiger Teams in different areas.

Mr. Sullivan discussed planned and future activities for CC&B and MDM. The current agenda item is requesting funds for IT staff augmentation, production support, small projects, defect resolutions and enhancements, reports and data analytics, and MDM administration.

Commissioner Mills inquired if OUC was utilizing any other People Soft modules. Mr. Sullivan responded that OUC has fully migrated to the Enterprise One system.

Commissioner Gross asked if extended contracts for Red Clay and Origin were foreseen and expected with the introduction of the system, and if the contract is considered short-term or long-term. Mr. Sullivan responded that these are managed services contracts that were competitively bid last July. OUC has always utilized managed services for these types of applications. Mr. Bullock stated that this is a great way to utilize temporary resources to address short-term projects.

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Mr. Bullock asked Pete Westlake to provide a presentation on Affirmative Item A-8 regarding the Efficiency Delivered Program and Affirmative Item A-9 regarding the Conservation Kits. Mr. Westlake described OUC's three approaches to conservation and sustainability: efficiency, renewable energy, and electrification. He provided an overview of OUC's sustainability efforts and results for 2017. Mr. Westlake explained that staff receives leads for residential audits through key accounts, high bill calls, and the website. Customer audits are used as feeder programs to other OUC program, including Efficiency Delivered.

Mr. Westlake explained that customers must receive an audit before participating in the Efficiency Delivered Program. The program includes up to 15 total efficiency improvements, including, but not limited to, duct repair, attic insulation, caulking, window film, new air filter, weather stripping, and faucet aerators. Customers are broken into three tiers, and OUC pays a contribution based on household income. The remaining amount is financed at 0 percent over a 12 month period and paid back via the OUC bill.

Mr. Westlake discussed the conservation kits. Customers are provided with energy and water savings kits during residential audits and as part of a conservation audit. The included items are easy for the customer to install.

Commissioner Gross asked if customers are targeted for the program. Mr. Westlake stated that auditors will approach customers, who can then engage the program contractor.

Commissioner Gross commented positively on the fact that all customers tend to pay back their bill within the 12 month period.

Commissioner Gross inquired if there is any sort of follow-up performed regarding customer savings after efficiency improvements. Mr. Westlake stated that OUC has the relevant information but does not currently follow-up with customers, however that is something that could be done in the future.

President Lee and Commissioner Calvet detailed their personal experiences with the conservation audit.

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President Lee presented the Affirmative Items for approval. On a motion by Commissioner Gross and seconded by Commissioner Calvet, Affirmative Items A-1 through A-12 were approved as follows:

1. Ratification of the fuel procurements to the low bidders in March 2018 in the aggregate amount \$4,631,728.60 as follows:

NATURAL GAS PURCHASES:

March 2018	EDF Trading	\$ 263,913.19
March 2018	Macquarie Energy, LLC	\$ 310,237.28
March 2018	NJR Energy Service Company	\$ 1,383,249.37
March 2018	Southwest Energy	\$ 162,017.99
March 2018	Tenaska Marketing Ventures	\$ 2,512,310.77

2. Approval of a Purchase Order to AirTek Construction Inc. to provide electrostatic precipitator inspection and repair services for Stanton Energy Center Unit 2 during the 2018 Fall Outage in the amount of \$584,035;
3. Approval of a Purchase Order to TEi Construction Services, Inc. to perform Stanton Energy Center Units 1 & 2 and Unit B steam generator inspection and repair services and the installation of the Stanton Energy Center Unit 2 bottom ash sluice gates during the 2018 Fall Outages in the amount of \$2,587,242. Approval of a sole source Purchase Order to United Conveyor Supply Company to provide new sluice gates and enclosures for Stanton Energy Center Unit 2 in the amount of \$230,672;
4. Approval of a Purchase Order to S. I. Goldman Company, Inc. to design and construct the Downtown Chilled Water District Piping Extension to serve the University Club in the amount of \$326,700;
5. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Telvent USA Corp in the amount of \$44,232.40 to provide annual software maintenance and support for the ArcFM Geographic Information System software for the period of September 1, 2018 through August 31, 2019, increasing the total Purchase Order amount to \$127,163.40;
6. Approval of an OUC scope change and conforming Change Order No. 2 to Red Clay Consulting, Inc. in the amount of \$950,000 to provide managed support services for Customer Care & Billing and Meter Data

Management through September 30, 2019, increasing the total Purchase Order amount to \$1,660,000. Approval of an OUC scope change and conforming Change Order No. 2 to Origin Consulting LLC in the amount of \$1,998,094 to provide managed support services for Customer Care & Billing and Meter Data Management through September 30, 2019, increasing the total Purchase Order amount to \$3,682,044;

7. Approval of a Purchase Order to Gartner, Inc. to provide the Executive Programs Leadership Team with Utilities and the Technical Professionals services through June 30, 2019 in the amount of \$287,818;
8. Approval of RFP #4496 - Contract award to Ferran Services and Contracting, Inc., the sole responsive and responsible vendor, to provide services for the Efficiency Delivered Program in the amount of \$987,500. The contract term is five years;
9. Approval of RFP #4515 - Contract award is requested of a Purchase Order to AM Conservation Group, Inc., the sole responsive and responsible vendor, to provide conservation kits in the amount of \$120,000. This contract term is three years with two one-year renewal options;
10. Authorization for the General Manager and CEO to execute the Release of Easements for properties located south of International Drive and east and west of Universal Boulevard;
11. Authorization for the General Manager and CEO to execute the Release of Easement for property located east of North Semoran Boulevard and south of Hanging Moss Road; and
12. Authorization for the General Manager and CEO to execute the Release of Easement for property located east of Narcoossee Road and south of Central Florida Greenway.

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Mindy Brenay provided the Financial Report. Ms. Brenay stated that electric retail revenues are behind budget. Growth rates are lower than forecasted. Staff will be challenged to hold tight on spending to mitigate losses through the rest of the year.

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Jonathan Sebastian Blount, an OUC customer, spoke about the annual Caribbean carnival festival. He thanked the City of Orlando and OUC for

partnering in the effort to hold the festival to the Amway Center. He also thanked OUC for its support of the Highwayman art exhibit. He discussed the Bronze Kingdom exhibit.

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Mr. Bullock acknowledged Commissioner Mills for attending the MegaWatt Ventures event and touring Stanton Energy Center. Mr. Bullock stressed the leadership and importance of the event. He thanked Wade Gillingham and Jan Aspuru for hosting the event, and Roseann Harrington and Harmonie Wilson for running the event. OUC committed to host the event in 2018.

Mr. Bullock invited employees to encourage friends and family to attend the EV event at Camping World Stadium.

Mr. Bullock stated that the OUC team is keeping Mayor Dyer and his staff in his thoughts after the recent tragedy.

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Mayor Dyer noted that it was the second anniversary of the Pulse tragedy and commended the City of Orlando for responding with unity. He noted the recent officer-involved shooting and asked for thoughts for the officer during his recovery.

Commissioner Gross congratulated the Service Award recipients and all long-term employees. She thanked staff for outreach to EV consumers. She noted the importance in supporting diversity in all its forms.

Commissioner Mills echoed the comments of Mayor Dyer and Mr. Bullock. He commented on the MegaWatt Ventures event and thanked OUC staff for the opportunity to participate. He noted the importance of providing customer data to customers. He commended OUC for its outreach to the community.

Commissioner Calvet echoed Mayor Dyer's comments about the Pulse tragedy. He congratulated the Service Award recipients. He praised the MegaWatt Ventures event and the partnership with UCF. He hopes more customers will utilize the audits.

President Lee thanked Mr. Bullock and the team for a great meeting. He praised the presenters and congratulated the Service Award recipients. He thanked German Romero for starting the meeting with a moment of silence.

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President Lee adjourned the meeting at 3:28 P.M.

President

Secretary