

**MINUTES**  
**ORLANDO UTILITIES COMMISSION**  
**June 9, 2020**  
**2:00 P.M.**

---

**Present:**

COMMISSIONERS:

Cesar E. Calvet, President  
 Britta Gross, First Vice President (at 2:18 p.m.)  
 Larry Mills, Second Vice President  
 Gregory D. Lee, 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 & Marketing Officer  
 Manju Palakkat, Chief Transformation & Technology Officer  
 Latisha Thompson, Chief Employee Experience Officer  
 Greg Rodeghier, Interim Managing Director, Information Technology  
 LeMoyne Adams, Luz Aviles, Wade Gillingham, Jenise Osani, & Ken Zambito,  
 Vice Presidents  
 Nanci Schwartz, Recording Secretary

\* \* \*

The June 9, 2020 Commission Meeting was held at Reliable Plaza as well as virtually via WebEx in accordance with Section 286.011, Florida Statutes, and Governor DeSantis' Executive Orders 20-51 and 20-52 in compliance with a declared public health emergency and state of emergency, and Executive Order 20-69 in compliance with Section 120.54(5)(b)2, Florida Statutes, regarding Sunshine Laws temporarily put in place during the COVID-19 pandemic. On May 4, 2020, the above Executive Orders were extended to July 8, 2020 via Executive Order 20-114.

President Calvet announced that he, Clint Bullock, and several OUC employees were in attendance at the Reliable Plaza Commission Chambers and First Floor Conference Area. Both areas were arranged in adherence to social distancing protocols.

The Recording Secretary read a statement into the record regarding the virtual meeting, quorum requirements, and public participation. The Recording Secretary performed a roll call of the Commissioners. All Commissioners were present. The Commission Meeting was called to order at 2:08 P.M.

\* \* \*

On a motion by Commissioner Lee, seconded by Commissioner Mills and unanimously carried, the reading of the minutes of the May 12, 2020 Commission Meeting was waived and the minutes were approved.

\* \* \*

The Recording Secretary polled virtual public attendees for any comments prior to asking for a motion for the board to vote on the approval of Affirmative Items. No comments were provided.

\* \* \*

Clint Bullock asked LaShun Nale-Stadom, Director of Safety, Technical Training, and Emergency Management, to provide a presentation on Affirmative Item A-17 related to the Emergency Satellite Phone Services Project. Ms. Nale-Stadom explained that satellite service allows OUC to communicate across multiple sites and provide a system for multiple business units to communicate simultaneously during times when traditional landline and cellular services are impacted or become non-operational. With the reacquisition of the Indian River Plant in 2012, OUC inherited the existing satellite equipment, which consisted of a single satellite phone, fixed antenna, and a monthly subscription service. During the 2019 major storm tabletop exercise, it was determined that the acquisition of additional backup satellite phones for each operational plant would provide an integrated enterprise-wide solution, should a catastrophic failure occur with traditional systems. The Project will enhance the existing services at the IRP and provide new satellite equipment at the Stanton Energy Center, Pershing, each water treatment plant, and the emergency management command center, and provide essential services during storm restoration efforts as well as the COVID-19 environment. Ms. Nale-Stadom explained how the implementation of new satellite phone service will complement the commitment to workforce protection, safe disaster recovery efforts, business continuity, and reliability.

Commissioner Mills asked for clarification regarding the initial Purchase Order amount. Ms. Nale-Stadom confirmed that the initial Purchase Order of \$4,000 provided service to the IRP only.

\* \* \*

Commissioner Gross joined the meeting via WebEx at 2:18 P.M.

\* \* \*

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

1. Ratification of the fuel procurements to the most responsive and responsible bidders in March 2020 in the aggregate amount \$7,417,119.07 as follows:

**NATURAL GAS PURCHASES:**

March 2020	ConocoPhillips	\$ 188,406.00
March 2020	EDF Trading	\$ 908,943.68
March 2020	Florida Gas Utility	\$ 171,689.99
March 2020	Mansfield Power & Gas, LLC	\$ 140,692.50
March 2020	Municipal Gas Authority of Georgia	\$ 506,478.00
March 2020	Southwestern	\$ 261,675.00
March 2020	Tenaska Marketing Ventures	\$2,912,704.45
March 2020	Texla Energy Management, Inc.	\$ 821,337.21

**COAL PURCHASES:**

March 2020	Crimson Coal Corporation	\$ 523,989.23
March 2020	Foresight Coal Sales, LLC	\$ 981,203.01

2. Approval of RFP #4885 – Contract awards to Storm Technologies, Inc., Fossil Energy Research Corporation d/b/a FERCo, and TJR Technical Services Inc., the most responsive and responsible suppliers, to provide labor and equipment for boiler performance testing, optimization, and tuning services for the Stanton Energy Center Units 1 & 2 steam generators in the aggregate amount of \$700,000. The contract terms are three years with two one-year renewal options;
3. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Siemens Energy, Inc. in the amount of \$1,707,356 to provide craft labor, tooling, and technical field service for the Stanton Energy Center Unit 2 Steam Turbine Generator Upgrade Project, increasing the total Purchase Order amount to \$26,107,356;
4. Approval of a Purchase Order to Daikin Applied Americas Inc to provide heating, ventilation, and air conditioning equipment for the Stanton Energy Center Unit 1 generation building in the amount of \$141,000;
5. Approval of a Capital Expenditure Estimate for the Stanton Energy Center Combined Cycle Unit B Hot Gas Path and Steam Turbine Valve Inspection in the amount of \$830,540. Approval of a sole source

Purchase Order to General Electric International, Inc. to perform the owner responsible and emergent work in the amount of \$830,540;

6. Approval of Change Request No. 3 to the Capital Expenditure Estimate for the Conway Water Treatment Plant Roof Replacement Project in the amount of \$783,090.49, increasing the total project cost to \$873,093.33. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Garney Companies, Inc. in the amount of \$701,490.49 to provide Construction Manager at Risk services for the Conway Water Treatment Plant roof replacements, increasing the total Purchase Order amount to \$715,168.49;
7. Approval of RFP #4838 – Contract awards to Stewart's Electric Motor Works, Inc.; TAW Orlando Service Center, Inc.; and A.C. Schultes of Florida, Inc., the lowest, most responsive, and responsible suppliers, to provide water well and high service pump maintenance and repair services in the aggregate amount of \$800,000. The contract terms are five years with two one-year renewal options;
8. Approval of additional funding in the aggregate amount of \$120,000 with conforming Change Order No. 1 to Carter & Coggins Contracting, Inc. to continue to provide chilled water insulation services through October 7, 2023, increasing the total Purchase Order amount to \$210,000;
9. Approval of RFP #4824 – Contract award to Terry's Electric, Inc., the lowest, most responsive, and responsible supplier, to provide lighting installation and maintenance services in the amount of \$13,650,000. The contract term is five years with two one-year renewal options;
10. Approval of a Capital Expenditure Estimate to provide water meter and backflow installation services in the amount of \$1,881,000. Approval of RFP #4514 – Contract award to Utility Partners of America, LLC, the lowest, most responsive, and responsible supplier, to provide water meter and backflow installation and maintenance services in the amount of \$2,271,000. The contract term is five years with two one-year renewal options;
11. Authorization for the General Manager & CEO to execute the Utility Work by Highway Contractor Agreement with the Florida Department of Transportation for the State Road 91 Turnpike and Sand Lake Road Interchange Project. Approval of Change Request No. 1 to the Water Distribution Construction Estimate in the amount of \$2,793,929 for engineering, construction, administration, and inspection costs necessary to complete the State Road 91 Turnpike and Sand Lake Road Interchange Project, increasing the total project cost to

- \$2,913,333.08. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Dewberry Engineers Inc. d/b/a Dewberry Bowyer-Singleton in the amount of \$107,400 to provide professional engineering services, increasing the total Purchase Order amount to \$205,272.20. Approval of a Purchase Order to the Florida Department of Transportation for reimbursement of construction costs in the amount of \$2,160,000;
12. Approval of RFP #4786 – Contract award to Betacom, Inc., the lowest, most responsive, and responsible supplier, to provide communication tower inspection and maintenance services in the amount of \$300,000. The contract term is five years with one one-year renewal option;
  13. Approval of Change Request No. 2 to the Transmission Capital Expenditure Estimate for the Azalea to Pershing Transmission Corridor Upgrade Project in the amount of \$2,376,000, increasing the total project cost to \$26,976,000. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Cathcart Construction Company Florida, LLC in the amount of \$900,000 to continue providing access roads and pads construction services, increasing the total Purchase Order amount to \$4,750,000;
  14. Approval of an OUC initiated scope change and conforming Change Order No. 3 to AZZ in the amount of \$595,000 for one 15kV metal-clad switchgear and bus duct, increasing the total Purchase Order amount to \$4,430,000. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Eaton Corporation in the amount of \$585,000 for one 35kV metal-clad switchgear and bus duct, increasing the total Purchase Order amount to \$1,115,000;
  15. Approval of a Purchase Order to Dis Tran Steel, LLC to provide tubular steel poles for the Split Oak Substation Addition Project in the amount of \$290,000. Approval of RFP #4865 – Contract award to Energy Erectors, Inc., the lowest, most responsive, and responsible supplier, for substation construction services for the Split Oak Substation Addition Project in the amount of \$5,550,000;
  16. Approval of a sole source Purchase Order to ESRI for enterprise software subscription, maintenance, and support agreement for the period of October 1, 2020 through September 30, 2023 in the amount of \$435,000;
  17. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Satcom Direct in the amount of \$173,967.45 for hardware, installation, and subscription services through November 1, 2024, increasing the total Purchase Order amount to \$177,967.45;

18. Approval of a sole source Purchase Order to Telvent USA, LLC for software maintenance and support for the ArcFM Geographical Information System software for the period of September 1, 2020 through August 31, 2023 in the amount of \$159,460.20;
19. Approval of an OUC initiated scope change and conforming Change Order No. 1 to Faneuil, Inc. in the amount of \$861,331 to provide additional call center services for customer payment extensions, billing, and stop services through September 30, 2021, increasing the total Purchase Order amount to \$3,027,291.19;
20. Authorization for the General Manager & CEO to execute the Release of Easement for Universal Orlando for property located south of Sand Lake Road and east of Perimeter Road; and
21. Authorization for the General Manager & CEO to execute the release of the easements granted under the Service Agreements for Lighting Service for Universal Orlando – Fourth Quarter Properties 124, LLC, for property located south of Sand Lake Road and east of Perimeter Road.

\* \* \*

Mindy Brenay stated that the financial report for April included a disclosure related to COVID-19 consistent with the U.S. Securities and Exchange Commission (SEC) and other industry best practice guidance.

Ms. Brenay provided a preliminary financial report for May indicating that total revenues are projected to be \$8.1 million lower than budget. Ms. Brenay also provided an update on COVID-19's impact on the top 25 commercial customers, with electric and water revenues 26 percent lower than budget due to cooler weather and COVID-19 impacts. The most impacted commercial sectors are entertainment, transportation, and education which experienced electric and water revenues 38 percent lower than budget during the May billing cycle.

The Budget Recovery Task Force continues to work closely with leadership to bridge the 2020 revenue gap. The Budget Recovery Task Force is also moving forward with bridging the revenue shortfall forecasted for 2021 in advance of the Budget Workshop to be presented in August.

\* \* \*

The Recording Secretary polled virtual public attendees for any comments under the General Appearances portion of the meeting agenda. There were no comments.

\* \* \*

Mr. Bullock introduced Manju Palakkat, the new Chief Transformation & Technology Officer (CTTO), which will be reporting directly to Mr. Bullock. The role is repurposed from the Chief Information Officer and is designed to lead innovation and transformation across all of OUC. Ms. Palakkat will oversee all aspects of information technology, including enterprise application solutions, production and operations, information governance, and major projects delivery. She will also lead the corporate strategic planning process, ensuring alignment of business goals and KPIs required to achieve strategic objectives. Another focus will be Emerging Technology, driving our renewable energy, energy storage, and distributed energy resources efforts. Ms. Palakkat comes to OUC with 25 years of experience in technology and digital operations, and her industry experience includes technology, hospitality, banking, and retail.

\* \* \*

Mr. Bullock asked Latisha Thompson to provide an update on the work of OUC's Re-Entry Task Force and Phase 1 of OUC's re-entry. Re-entry planning efforts encompass four key components: people, property, processes, and policies. The guiding principles to re-entry include safety, enhancing employee experience and engagement, with a phased, gradual re-entry guided by criteria and data. Monitoring new COVID-19 cases continues on a daily basis, both locally and nationally. Local cases began increasing during Phase 1 of the State of Florida re-entry. OUC's initial re-entry phase begins on June 15, with leaders and a limited number of volunteers returning to designated floors on Reliable Plaza. Procedures and needs will be tested during this pilot phase. Phase 2 will allow more employees the opportunity to return to the workplace based on CDC guidelines and analyzing the number of new COVID-19 cases. Phase 3 will be full re-entry once a vaccine is approved.

Ms. Thompson discussed how public meetings will be held virtually and on-site. OUC will leverage technology for a virtual audience. Today, there is a configuration that allows limited on-site participation up to half of the capacity in meeting rooms prior to COVID-19, as well as virtual participation. In addition to those joining the meeting via WebEx, members of the public will assemble in a conference room on the first floor of Reliable Plaza with WebEx capability. Microphones have been installed in the ceiling to capture public comments during meetings. On-site participants will stand at their seat and be given three minutes to address the Board. Commissioners and limited staff will assemble in the Commission Chambers on the 7th floor. All people participating on-site must submit to a medical screening, adhere to social distancing, and wear face coverings.

Ms. Thompson discussed safety precautions for the Operations business units. For control centers and confined space environments where social distancing is not practical, medical screening and temperature checks are mandatory for employees. There is also a separation protocol for crews and staggered shifts.

Ms. Thompson explained safety precautions that will occur in the office. This includes face coverings, occupancy limitations for various rooms and elevators, and entrance/exit only doors. Employees have participated in a COVID-19 survey on re-entry to further guide this process.

Commissioner Gross inquired about the general mood among employees regarding returning to the workplace.

Ms. Thompson stated that the mood of employees varies. Previously, OUC's workforce did not work from home. Employees have enjoyed the flexibility of being able to work from home, especially with family concerns, and were appreciative of the ability to quickly transition to working remotely. Those working on-site appreciate the additional safety measures for their protection. As re-entry discussions began, some employees expressed that they miss in-person engagement. Other employees expressed concern about re-entry after being sheltered in place for so long. The task force is focused on listening to feedback and eliminating or mitigating those concerns with increased safety practices and protocols.

Commissioner Gross asked if leaders and managers were required to return to the workplace during Phase 1. Ms. Thompson said this phase is on a volunteer basis only. Further, no employees are able to work 40 hours on-site. The task force is looking at a hybrid model where employees would work 2-3 days on-site and the rest remotely.

Commissioner Gross asked if there was a concern regarding the recent increase in new case numbers. Ms. Thompson stated that this data is concerning, but was anticipated with the re-openings and summer travel. She stated that OUC has enacted employee protocols for summer travel to and from high-risk areas.

Mayor Dyer commented that the City of Orlando has also begun its re-entry procedures and commended OUC on a great job.

Mr. Bullock thanked the IT team, including Greg Rodeghier, Brian Enright, and Trevor Lewellen, Maggie Burdette, Ms. Thompson, Beth Shawhan, Paula Velasquez, and Nanci Schwartz, and everyone else who has worked on preparing the Commission Meeting. Mr. Bullock also demonstrated how employees and the public will interact with the on-site and virtual environments.

\* \* \*

Mr. Bullock asked Luz Aviles to provide an overview on OUC's COVID-19 customer relief programs. Ms. Aviles thanked the Customer Service team for their work implementing these programs, as well as the Communications, Marketing, Finance, and IT teams who have also contributed. Ms. Aviles provided background on the customer relief programs that were approved in April. Ms. Aviles also provided background information on the revised pay plans



and payment arrangements, as well as Power Pass enhancements. Approximately 9,000 small business customers are eligible for assistance. A credit of \$25 to \$2,500 is applied based on the tiered range in which the account falls. Residential customers are eligible to receive assistance via the Low Income Home Energy Assistance Program (LIHEAP), which is administered by Orange County. The conservation team is assisting both, small commercial customers and those receiving LIHEAP assistance, by discussing energy and water efficiency opportunities with them.

Ms. Aviles discussed the next steps regarding customer disconnects, which will resume on July 13. Late fees will begin on August 3. Customer communications will increase via general and targeted campaigns in order to inform customers of these changes.

Commissioner Gross inquired if there is sufficient capacity to address the issue of disconnects for customers still suffering from COVID-19 impacts. Ms. Aviles stated that resuming severance activities will take a phased approach over a period of several weeks. Not all customers will face disconnects at the same time. It is anticipated that giving ample notice, sending targeted communications, and informing customers of assistance options will allow them to make plans to avoid getting their service disconnected.

Mr. Bullock congratulated Ms. Aviles and her team on these efforts.

\* \* \*

Mr. Bullock asked Claston Sunanon, Director of Fuels and Power Marketing, and Sam Choi, Manager of Emerging Technologies and Renewables, to provide an update on the Florida Municipal Solar Project. Mr. Bullock noted that this presentation is being provided from the first floor conference room so that Commissioners may see what that environment looks like. Mr. Sunanon provided an overview of the project, which was approved by the Board on January 23, 2018. In which the total project scope is three 74.5 MW solar farms, it is one of the largest municipal-backed solar projects in the United States. OUC will be served by the Taylor Creek and Harmony solar farms and is already receiving test energy from these solar farms, which will begin commercial operations on June 30. OUC's portion of these solar farms will provide an additional 108.5 MW of new solar capacity to OUC's generation portfolio, or an 875 percent increase in utility-scale solar generation capacity. Mr. Choi explained that the test energy is an important step toward commercial operations. This will allow staff to understand the solar farms' capabilities of performing as close to design as possible, as well as uncover any issues that might arise from particular pieces of equipment. Mr. Choi showed photos and a video of construction of the Taylor Creek and Harmony solar farms. The Florida Municipal Solar Project provides operational knowledge of how to address intermittency from large utility-scale

solar, and significantly expands OUC's Community Solar Program, allowing the universal rate to lower significantly by 25 percent.

Commissioner Gross asked if research on battery storage and fuel cells will be done at these solar farms or at OUC offices/laboratories. Mr. Choi responded that several projects will be located at the Gardenia facility.

Commissioner Gross inquired if there will be any opportunities for cross-training for OUC employees. Mr. Choi responded that cross-training began when the Kenneth P. Ksionek Community Solar Farm was under construction. He agreed this is a good opportunity to expand educational opportunities for employees.

Mr. Bullock explained the difficulty with cross-training opportunities and internal installation when working on Power Purchase Agreements with third-party developers.

Commissioner Mills stated that he hopes OUC starts leveraging where the organization can retain knowledge in-house and use it for development initiatives.

Mr. Bullock thanked Mr. Sunanon, Mr. Choi, and the entire team for working on this project.

\* \* \*

Mr. Bullock stated that the OUC service area was impacted by feeder bands from Tropical Storm Cristobal starting at approximately 7:00 P.M. on Saturday, June 6. The impacts were concentrated mainly in southeast Orlando near the intersection of Fern Creek Avenue and Lake Margaret Drive. A tornado was confirmed to have touched down in that area, causing trees to be uprooted, which in turn caused multiple spans of power lines to come down, resulting in multiple broken poles. At the peak of the outages, OUC had 6,747 customers out of power. OUC experienced 39 total outages from 7:00 P.M. Saturday until 6:00 A.M. Sunday.

\* \* \*

Mr. Bullock congratulated Mayor Dyer and the City of Orlando on the One Person, One Tree program. The City recently received notification that the program has helped plant 10,000 trees. OUC is a partner in the program, providing the trees to customers in the community.

\* \* \*

Mr. Bullock commented that OUC has been having discussions among the organization regarding racial inequities and he recently shared a letter to employees regarding OUC's efforts. He stressed his commitment to listening and learning in order to understand this issue and effect change, as well as OUC's

commitment to diversity and inclusion. He acknowledged Mayor Dyer, Mayor Demings, and other local leaders.

\* \* \*

Commissioner Gross congratulated OUC on the Florida Municipal Solar Project. She commented on Affirmative Item A-17 and praised the organization for ensuring consistency in communications. She stated she is looking for action and change regarding race relations and hopes the City works toward that as quickly as possible.

Commissioner Mills thanked everyone for a great meeting and forward-thinking of all the presentations and Affirmative Items. He stated that when enacting changes in race relations, diversity and inclusion must be included in Employee Experience, and to leave EEOC concerns to the Legal Department.

Commissioner Lee thanked everyone for a great meeting. He appreciated Mr. Bullock's comments regarding racial inequality and agrees with Commissioner Mills' comments about making these efforts a fabric of the organization.

Mayor Dyer acknowledged Commissioner Mills' good health. He praised the Florida Municipal Solar project and thanked Mr. Bullock for mentioning the One Person, One Tree Project. He praised OUC's partnership and assistance with the City's sustainability programs. He noted recent events of importance in the City, including a 10,000 person protest, COVID-19 recovery efforts, and the recent tornado and inclement weather.

President Calvet stated that he appreciated Mr. Bullock's comments regarding race relations. He noted the importance of re-entry and addressing employee concerns. He stressed the importance of customer relief programs. He praised everyone involved with the Florida Municipal Solar Project.

\* \* \*

President Calvet adjourned the meeting at 3:53 P.M.

---

President

---

Secretary