

**MINUTES
ORLANDO UTILITIES COMMISSION
July 14, 2020
2:06 P.M.**

Present:

COMMISSIONERS:

Cesar E. Calvet, President
Britta Gross, First Vice President
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

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The July 14, 2020 Commission Meeting was held virtually via WebEx in accordance with Section 286.011, Florida Statutes, and Governor DeSantis' Executive Orders 20-51 and 20-52, as extended by Executive Orders 20-114 and 20-166, in compliance with a declared public health emergency and state of emergency, and Executive Order 20-69, as extended by Executive Orders 20-112, 20-123, 20-139, and 20-150, in compliance with Section 120.54(5)(b)2, Florida Statutes, regarding Sunshine Laws temporarily put in place during the COVID-19 pandemic.

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 2:06 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 June 9, 2020 Commission Meeting was waived and the minutes were approved.

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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.

Ryan Leneweaver, an OUC customer, spoke on behalf of Allied Universal regarding Affirmative Item A-10 related to Security Officer Services.

The Recording Secretary read an email into the record from Ron Book regarding Affirmative Item A-10 related to Security Officer Services.

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Commissioner Lee made a statement in support of OUC's procurement process for Affirmative Item A-10 related to Security Officer Services.

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Clint Bullock asked LeMoyne Adams to provide a presentation on Affirmative Item A-3 related to Pole Inspection and Maintenance Services. Mr. Adams stated that OUC has approximately 53,000 wood poles in distribution and 490 wood poles in transmission. Inspections are performed on an eight year cycle. OUC follows rules and guidelines from the Florida Public Service Commission for inspections and maintenance. Types of inspection and maintenance include visual inspections, excavation, sounding and boring, removal of exterior decay, internal treatment, and ground line treatment. Benefits of the program include realizing the full useful life of wood poles, extending service life, ensuring system safety, improving system reliability, and hardening wood pole infrastructure. Poles are marked for replacement according to reject pole reports from the supplier. Priority poles are worked on as soon as possible, while non-priority poles are added to the maintenance schedule.

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Clint Bullock asked Latisha Thompson to provide a status update on OUC's COVID-19 efforts as well as Affirmative Item A-9 related to the COVID-19 Pandemic Emergency Response and Preparedness Costs. Ms. Thompson stated that cases in OUC's service territory continue to rise. For this reason, OUC remains on high alert. As of July 14, 23 employees and 3 contractors have tested positive. Due to the rising case numbers in the area, OUC paused its initial re-entry efforts, and gained important insights for the re-entry task force. All non-essential employees continue to work from home until further notice. Essential

employees who must report to offices, plants, and the field continue to abide by strict distancing and safety guidelines.

During the early stages of the pandemic, OUC implemented protocols for critical areas of operations. On March 30, on-site medical screenings were implemented at the Stanton and Pershing control centers. Screenings from The Doctors Center include a questionnaire and temperature checks from highly trained medical staff. In addition to the screenings, heightened cleaning for facilities and vehicles were implemented by three suppliers: A-C-T Environmental & Infrastructure, Inc, BioAway, and FP Property Restorations. These suppliers are trusted and certified in cleaning services for every environment infected by any disease, pathogen, or virus.

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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 April 2020 in the aggregate amount \$8,365,157.61 as follows:

NATURAL GAS PURCHASES:

April 2020	ConocoPhillips	\$ 485,300.00
April 2020	EDF Trading	\$ 865,435.50
April 2020	Macquarie Energy	\$ 182,522.50
April 2020	Municipal Gas Authority of Georgia	\$ 428,850.00
April 2020	Southwestern Energy	\$ 121,325.00
April 2020	Southwest Energy. L.P.	\$ 537,876.61
April 2020	Tenaska Marketing Ventures	\$1,631,547.87
April 2020	Texla Energy Management, Inc.	\$ 221,979.39

COAL PURCHASES:

April 2020	Crimson Coal Corporation	\$2,073,674.75
April 2020	Foresight Coal Sales, LLC	\$1,816,645.99

2. Approval of a Capital Expenditure Estimate for the Florida Municipal Power Pool GenPortal Project in the amount of \$906,000. Approval of a sole source Purchase Order to Power Costs, Inc. to provide GenPortal software, maintenance, support, and hosting services to the Florida Municipal Power Pool in the amount of \$1,764,666. The contract term is five years;
3. Approval of RFP #4852 – Contract award to Osmose Utilities Services, Inc., the lowest, most responsive, and responsible supplier, to provide pole inspection and maintenance services in the amount of

\$1,564,179. The contract term is four years with one four-year renewal option;

4. Approval of a Purchase Order to Burkett Engineering, Inc. to provide construction services in the amount of \$1,057,881;
5. Approval of Change Request No. 2 to the Transmission Capital Expenditure Estimate for the Texas Avenue Roadway Improvement Project – Phase 1 of 2 in the amount of \$645,000, increasing the total project cost to \$3,995,000. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Power Engineers, Inc. in the amount of \$103,000 to continue providing design engineering and construction management services, increasing the total Purchase Order amount to \$768,000;
6. Approval of RFP #4870 – Contract award to SHI International Corp., the most responsive and responsible supplier, for Microsoft software, maintenance, and support for the period of August 1, 2020 through July 31, 2023 in the amount of \$1,742,162.08;
7. Approval of an OUC initiated scope change and conforming Change Order No. 2 to Oracle America, Inc. in the amount of \$137,091.90 for Oracle Utilities Testing Accelerator and Information Lifecycle Management software maintenance and support through August 27, 2023, increasing the total Purchase Order amount to \$426,789.19;
8. Approval of a sole source Purchase Order to the qualified vendor for endpoint software, maintenance, and support services for the period of September 27, 2020 through September 26, 2023 in the amount of \$269,833.50;
9. Ratification of additional funding in the amount of \$400,000 with conforming Change Order No. 1 to The Doctors Center Health Services for COVID-19 mobile medical screening services for critical staff, increasing the total Purchase Order amount to \$475,000. Approval of additional funding in the amount of \$300,000 with conforming Change Order No. 2 to The Doctors Center Health Services to continue providing mobile medical screening services during the COVID-19 Pandemic through September 30, 2020, increasing the total Purchase Order amount to \$775,000. Approval of additional funding in the amount of \$180,000 with conforming Change Order No. 1 to A-C-T Environmental & Infrastructure Inc., BioAway, and FP Property Restorations to continue providing cleaning, sanitization, and disinfectant services required during the COVID-19 Pandemic, increasing the total Purchase Order amount to \$270,000;

10. Approval of RFP #4856 – Contract award to American Security, LLC, the most responsive and responsible vendor, to provide security officer services in the amount of \$14,864,500. The contract term is five years with two one-year renewal options; and
11. Authorization for the General Manager & CEO to sell easement rights and grant an easement to TECO/Peoples Gas, located east of Jeff Fuqua Boulevard and north of Boggy Creek Road, subject to final legal review.

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Commissioner Lee reported that the Audit Committee (Committee) conducted its regular meeting on June 24, 2020 virtually via WebEx pursuant to the provisions of Section 286.011 and Governor DeSantis' Executive Orders 20-51, 20-52, 20-69, and 20-114 in an effort to control the spread of COVID-19 and to ensure the health, safety, and welfare of the community.

The Committee reviewed the historic financial results for the eight-month period ending May 2020. Net income before contributions was \$1.5 million lower than budget as a result of the impacts of COVID-19 and lower than projected commercial customer sales. The Committee also reviewed emergency response and preparedness costs including costs associated with COVID-19. The Committee recommends approval of a regulatory action to defer 70 percent of COVID-19 emergency response costs incurred to date, or \$2.8 million, in anticipation of Federal Emergency Management Agency grant reimbursement.

The Committee also reviewed the status of the \$12.1 million multi-pronged approach to support customers beyond the initial actions of suspending disconnections for non-payment and waiving of late fees, which included the one-time fuel credit, the collaborative Project CARE funding with the City of Orlando, the small business economic development fund initiative, and the expanded Power Pass Program.

Ernst & Young (E&Y) presented a summary of their draft benefit plan audit results for 2019, including the pending unmodified opinions.

The Committee performed its annual review of the Audit Committee Charter (Charter), including modifications to align the Charter with the structure and format of the Finance Committee Charter. The Audit Committee recommends adoption of the revised Charter.

The Committee reviewed Internal Audit activities, including an overview of recently completed reports and an overall status of the Fiscal Year 2020 projects.

An update to the Procurement Continuous Improvement Program was presented to the Committee.

The Chief Legal Officer presented an update on security services.

Commissioner Mills asked for clarification regarding the Audit Committee discussions on disconnections. Commissioner Lee stated that the Audit Committee reviewed the status of the multi-pronged approach to assist customers.

On a motion by Commissioner Lee and seconded by Commissioner Gross, PRES-1a was approved as follows:

PRES-1a Approval to defer \$2,800,000 of COVID-19 emergency response and preparedness costs incurred during Fiscal Year 2020 consistent with the rate-making model and the Commission-approved Operating Budget.

On a motion by Commissioner Lee and seconded by Mayor Dyer, PRES-1b was adopted as follows:

PRES-1b Adoption of the revised Audit Committee Charter as recommended by the Audit Committee.

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Commissioner Gross reported that the Finance Committee (Committee) conducted its regular meeting on July 7, 2020 virtually via WebEx pursuant to the provisions of Section 286.011 and Governor DeSantis' Executive Orders 20-51, 20-52, 20-69, and 20-114 in an effort to control the spread of COVID-19 and to ensure the health, safety, and welfare of the community.

The Committee reviewed the quarterly Energy Risk Management report and the Investment and Debt report for the eight-month period ending May 31, 2020.

The Committee also reviewed the refunding options for the pending Revenue Refunding Series 2020A Bonds transaction, including a review of the Bond Resolution, supporting bond documents, and the supporting financial team of underwriters, bond/disclosure legal counsel and financial advisors. The Committee recommends approval of the Series 2020A Bond Resolution.

The Committee also reviewed the extension of the Series 2015B Standby Bond Purchase Agreement (SBPA) scheduled to expire in October 2020. The Committee recommends approval of the five-year extension of SBPA with TD Bank.

A review of the Capital Plan was also provided focusing on planned spending for Fiscal Years 2021 and 2022 in conjunction with the financing plan. An overview of the key Fiscal Year 2021 Budget Operating Plan was also provided for Committee review.

A brief overview of the Audit Committee update for the Procurement Continuous Improvement Program was presented to the Committee.

The Chief Legal Officer presented an update on security services.

On a motion by Commissioner Gross and seconded by Mayor Dyer, PRES-2a was adopted as follows:

PRES-2a A resolution of the Orlando Utilities Commission authorizing the issuance of not exceeding \$105,000,000 utility system Revenue Refunding Bonds, Series 2020A; authorizing the refunding of all of the outstanding Orlando Utilities Commission utility system Revenue Refunding Bonds, Series 2017A; setting forth the terms of said bonds; providing for the disbursement of funds; appointing a paying agent and registrar for said bonds; authorizing the negotiated sale of said bonds; delegating certain authority to the General Manager and other officers, including authorizing the execution and delivery of a Bond Purchase Agreement; authorizing the execution and delivery of an Official Statement and the preparation, deeming final and distribution of a Preliminary Official Statement; creating and establishing a Cost of Issuance account; authorizing the execution and delivery of a Continuing Disclosure Agreement; authorizing the execution and delivery of an Escrow Deposit Agreement and the designation of an Escrow Agent thereunder; authorizing the termination of the Interest Rate Swap pertaining to the Series 2017A bonds; authorizing the appointment of a verification agent and a bidding agent; authorizing proper officials to do all other things deemed necessary or advisable in connection with the issuance, sale and delivery of said bonds and the refunding of the Series 2017A bonds; providing for the consent of the owners of said bonds to an amendment to the General Bond Resolution; providing certain other matters in connection therewith; and providing an effective date.

On a motion by Commissioner Gross and seconded by Commissioner Mills, PRES-2b was approved as follows:

PRES-2b Approval of an extension of the Series 2015B Standby Bond Purchase Agreement with TD Bank, N.A. for a five-year period.

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Mindy Brenay stated that as of June 30, OUC is approximately \$11.6 million behind budget. The budget deficit has been offset with cost savings and cost recovery measures. Revenue shortfalls include bad debt provisions at 1.5 percent of retail revenues.

Ms. Brenay stated that commercial electric and water revenues are slowly rebounding. This is consistent with other large public power utilities. Revenues are down 11 percent compared to the previous year, which includes a 19 percent decrease for entertainment, transportation, and education sectors. The commercial impacts for water revenues have been much more impactful.

Ms. Brenay discussed the COVID-19 impact on aged receivables. Aged receivables greater than 30 days have increased \$4.4 million compared to the same period in 2019. Residential customer past due balances have increased 57 percent, while commercial customer past due balances have increased 145 percent.

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The Recording Secretary polled virtual public attendees for any comments under the General Appearances portion of the meeting agenda.

Grayson Lanza, an OUC customer, spoke about OUC's disconnection policy.

Michelle Suarez, an OUC customer, spoke about OUC's disconnection policy.

Angela Locarno, an OUC customer, spoke about OUC's disconnection policy.

Carlos Torrealba, an OUC customer, spoke about OUC's disconnection policy.

Sarah Stinard-Kiel, an OUC customer, spoke about OUC's disconnection policy.

Stephanie Porta, an OUC customer, spoke about OUC's disconnection policy.

Susannah Randolph, an OUC customer, spoke about OUC's disconnection policy.

The Reverend Father Jose Rodriguez, an OUC customer, spoke about OUC's disconnection policy.

The Recording Secretary read emails from Adam Schoonmaker, Alaina Slife, Hunter Case, and Jamie Reeves about OUC's disconnection policy. Emails were also received from Aria Gore and Chase Gibson regarding disconnects.

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Mr. Bullock thanked the speakers for their comments. He stated that the decision to resume disconnects has not been easy. OUC developed programs with the intention to help residential and small commercial customers who need financial assistance. He stressed that customers are able to contact OUC for assistance and payment arrangements.

Mr. Bullock asked Luz Aviles to provide an update on Resumed Collections and Customer Programs. Ms. Aviles summarized the customer support programs that were approved by the Commission in April, which include Project CARE funds, small business assistance, LIHEAP funds, and waiving Power Pass fees, as well as how these programs have been utilized by customers, including payment plans and payment arrangements. She stated that OUC ensured social security numbers are not required for Project CARE assistance. She noted that since March, late fees have been waived and disconnections have been suspended. She explained the broad customer communications utilized by OUC beginning in March, including on-bill messages, social media, direct mail, as well as targeted communications that began in early June, such as email, letters and postcards, outbound rep calls, late notices, and outbound alerts.

Ms. Aviles discussed the considerations behind resuming severance and stressed that it was not an easy decision, but was made to avoid future rate pressure. She explained how OUC is helping customers avoid disconnections by connecting them with financial assistance and payment options. As customers contact OUC, staff will work with them to avoid service interruptions. Disconnections will not happen in large numbers and will resume on a gradual basis. It is expected that normal severance volume will return by November or December. She noted that other utilities have resumed severance activities.

Mayor Dyer inquired about the eligibility requirements for Project CARE assistance. Ms. Aviles provided some of the criteria including having an active OUC account and having a balance due on the account, not necessarily a past due amount. The account holder or authorized person should apply for assistance. Ms. Aviles noted that while there are general hardship questions, the Project CARE application is not the same as the general United Way 2-1-1 application. Customers should go straight to the Project CARE page on the United Way site.

Commissioner Mills commented on the number of customers who have applied for Project CARE assistance. Ms. Aviles noted that United Way staff is working through an application queue. She stressed the need for customers to apply for assistance. Mr. Bullock stated that over the course of the following month, it is expected the number of Project CARE program participants will increase. He also noted the increase in Power Pass participants.

Commissioner Gross asked if there was any tracking or insight into the time delay between applying for and receiving assistance, in order to better understand how difficult access is to these programs. She also asked about the Project CARE application turnaround time. Ms. Aviles explained how the Project CARE application status and case management has improved and simplified over time. This is also the reason that small business assistance applications were taken on internally. Ms. Aviles will follow up regarding the specific turnaround time information.

Mayor Dyer inquired if applying for Project CARE would delay severance on a customer's account. Ms. Aviles explained that once a customer applies, United Way sends a guarantee letter informing OUC that the customer has applied for assistance. If a customer is already disconnected, the guarantee letter is provided more quickly. Ms. Aviles stated that she will discuss Mayor Dyer's suggestion with United Way. Because severance had not been occurring, this was not a situation that had been discussed. She will request that United Way provide a list of customers that have applied for assistance to be included with the list of customers who have been approved. Both Commissioner Mills and Commissioner Lee agreed with Mayor Dyer that once a customer applies for assistance, they should not have their account disconnected. President Calvet stated that using the application instead of approval would save customer disconnections.

Commissioner Gross asked for clarification regarding who, if any, is allowed to apply for assistance on behalf of a customer. Ms. Aviles stated that OUC must abide by credit and collections guidelines. Therefore, customer account information cannot be divulged to anyone who calls regarding an account. Therefore, the account holder or an authorized person on the account must be the person that contacts OUC. Mr. Browder noted the legal requirements behind having an authorized person.

Mr. Bullock stressed that OUC is not currently attempting to return to normal operations and standard protocols in terms of levels of severance/disconnections in the field. These will probably occur around the November or December timeframe.

Commissioner Mills commended OUC for not attempting to return to normal for several months at the very least.

Mayor Dyer requested that OUC take a proactive approach in contacting and assisting customers, and that the goal should be to have no customers disconnected. Mr. Bullock agreed and stated OUC does not want to disconnect customers who have requested assistance, but it is necessary to resume severance for other delinquent accounts.

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Mr. Bullock asked Pete Westlake to provide an update on OUC's Electric Vehicle (EV) Programs. Mr. Westlake stated that in February, as part of the connected 2025 Strategic Plan, OUC committed \$45 million in EV infrastructure as part of the strategy to help reduce carbon dioxide emissions. OUC is now in the execution year for electrifying its transportation. Mr. Westlake reported that Orange County experienced an additional 4.2 percent of growth of EVs in the past quarter.

Mr. Westlake summarized Senate Bill 7018, which recently became law. The bill requires developing a state plan for EV charging stations. The bill's goals align with OUC's electrification program and goals.

Mr. Westlake announced that OUC was ranked in the top quartile by the League of Women Voters of Florida's Summer 2020 EV Report Card. The League produces the scorecard annually to measure how well cities and counties in Florida are facilitating the transition to battery electric vehicles and plug-in hybrid EVs. The League also uses the scorecard to encourage municipalities to create EV-friendly policies, such as building codes that require EV charging stations and parking spaces reserved for EVs, and ensure that EV infrastructure is available.

Mr. Westlake provided an update on the Volkswagen Mitigation Grant. The State of Florida received \$166 million and will focus the funds on light duty EV charging infrastructure, mass transit bus mitigation, and diesel mitigation. OUC took a leadership role in organizing key stakeholders in Central Florida and across the State to prepare for the potential funding opportunities. As part of the first major VW grant proposal, \$12.5 million was allocated to establish 27 high speed charging hubs across the state of Florida along key primary north/south evacuation routes. OUC responded for the two segments on I-4 that run through the service territory. Both segments were submitted in partnership with the City of Orlando, Orange County, and Power Electronics (who will provide equipment). OUC will be the lead partner in the submission and therefore, responsible for project completion and subsequent reporting. Mr. Westlake announced that OUC was awarded one of the two submissions which is for Segment 26 on Robinson Avenue, located on vacant land owned by OUC that is reserved for future expansion of the Robinson Substation. When completed, this should be one of the largest high speed charging hubs in the State.

Mr. Westlake stated that approval for dollar amounts for capital projects will be brought to the Commission at a later date.

Commissioner Gross congratulated Mr. Westlake and the entire team.

Mr. Bullock also congratulated the team and stated that this is one of many stories that demonstrate OUC's commitment to electrification.

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Mayor Dyer congratulated OUC on the award and thanked Mr. Westlake for the report. He thanked Ms. Aviles and Mr. Bullock for their comments on the disconnection policy.

Mayor Dyer left the meeting at 4:27 P.M.

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Commissioner Gross stressed the importance of connecting customers in need to OUC's assistance programs. She emphasized the ability to track the time delays between reaching out for assistance and receiving assistance. She would like to see regular status updates on the funds, as well as disconnections.

Commissioner Mills echoed Commissioner Gross's comments. He encouraged staff to follow through on his and Mayor Dyer's suggestions on how to assist customers. He noted that mail reminders are not always read by customers, and that staff should be as proactive as possible to reach out to customers and offer assistance.

Commissioner Lee stated that customer disconnections is an important and difficult issue. He encouraged staff not to lose compassion and to make all efforts to communicate with customers proactively. He noted the importance of listening to public speakers and hearing critiques of the organization.

President Calvet echoed the comments by the previous Commissioners. He stressed the importance of proactive communication with customers regarding assistance programs. He requested a regular status report regarding customer assistance and disconnects. He thanked the public speakers for participating in the meeting as well as those who emailed the organization.

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President Calvet adjourned the meeting at 4:36 P.M.

President

Secretary

OUC Security Services – RFP20 4856 OQ

- As a commissioner of the OUC, we appreciate that you have a vested interest in the Commission following its process and procedures in all manners, especially in the procurement arena. There is reason for the Commission to seriously question the validity of the above procurement and associated protest process.
- This is the second procurement for security services at the OUC, both of which have been awarded to ASI. The first award, which occurred in January of this year, was rescinded and subsequently re-bid following Allied's protest, which argued that ASI failed to meet the locality requirements set out in the RFP. ASI fails to meet this locality requirement again in the current procurement.
- The OUC failed to conduct any diligence to ensure that bidders were meeting the RFP's requirements or enforce any such requirements. For instance, the RFP required bidders to have a "fully staffed local office." However, the winning bidder, ASI, has no such office in the Orlando area. In fact, the office that they cite to in their bid is a single vacant office seemingly rented inside the suite of a realty company. No personnel are present at this office, and there is no evidence to show that ASI could safely store sensitive items like firearms and ammunition at this location. OUC personnel have stated that they would take ASI's word that the office met the requirements of the RFP with OUC stating that it was a "Check the Box," approach. Just checking the box should not be the standard to which any Minimum Qualification in a RFP is evaluated, and certainly not one of this size and import. The OUC maintained this position even though this exact issue was brought up in the prior iteration of this RFP, which was subsequently re-bid.
- Michael Stephens, a Security Manager within the OUC, maintains a position on the Evaluation Committee and the Bid Protest Committee. This allows Mr. Stephens to act as the judge and jury for his own decision-making process, particularly so because he is the only individual who can discuss the actions of the Evaluation Committee in any detail as no other comments from evaluators were collected.
- We have seen clear evidence that OUC personnel, including a specific reference to Robert Brunner, interfered with public records requests, resulting in the withholding of public documents. Allied has an email from OUC personnel stating that documents would be withheld, at Mr. Brunner's direction, until after Allied submitted its formal protest, in flagrant violation of the Florida Public Records Act.
- OUC personnel stated numerous times that score cards were never collected from the individual evaluators. This means that the OUC possesses no documents whatsoever to review the Evaluation Committee's activities other than looking at an Excel spreadsheet with scores already tabulated in the various categories. Failing to collect these documents completely hinders the OUC's ability to genuinely review the Evaluation Committee's actions, and leaves a barren record for any other parties to review going forward.
- Beyond the consistent process-related errors, the Evaluation Committee simply did a poor job reviewing the submitted bids. Most troubling, ASI received a near-perfect score (24/25) for its ability and experience to perform the terms of the OUC contract despite having no relevant OUC or utilities experience. None of the references cited by ASI relate to either utilities or Florida-based experience, both of which would appear

critical to this type of contract. At no point has the OUC articulated how ASI received a 96% score in this category when it quite literally has zero company-wide experience in the utility sector, especially when “past experience” was explicitly identified as a factor in this category.

- On June 18, Allied received a final written decision from the OUC rejecting Allied’s formal protest of the contract award. In its decision, the OUC Bid Protest Committee directly acknowledged that OUC personnel failed to follow all required procedures during the solicitation and award period, including the failure to: (1) notify all bidders of the intent to award; (2) record meeting minutes of the Evaluation Committee; and (3) collect bid sheets and notes of all evaluators. In its decision, the Protest Committee brushes aside the first two of these errors under the guise of deviations due to COVID-19 shutting down government buildings. However, it fails to acknowledge that the adjusted procedures still failed to actually notify bidders of the intended award, and that recording minutes should not be impacted by a virtual (rather than in-person) meeting.
- Regarding the third process error, the failure to collect bid evaluation score sheets, the OUC literally does not address how this was rectified or whether it affected the review procedure. It simply states that the Evaluation Committee did not follow this procedure, and then does not mention it again. Again, the score sheets represent one of the only documents that indicate the evaluation and award methods. Without these documents, or the minutes of the Evaluation Committee, it appears impossible for the OUC to legitimately review these proceedings.

From: [Adam](#)
To: [Public Comments](#)
Subject: Shutoff
Date: Sunday, July 12, 2020 7:37:10 AM

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello-

Please do not shut people's water off. Orlando has a number of giant corporations that are prioritizing profit over public health; please do not join them.

-Adam

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From: [Alaina Slife](#)
To: [Public Comments](#)
Subject: Public comment about OUC's disconnection plan
Date: Monday, July 13, 2020 9:03:15 AM

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello,

My name is Alaina Slife and I've been a resident of the greater Orlando area for most of my life. At this time we are seeing unprecedented hardship for our community. People are struggling just to put food on the table and I have myself seen this issue when I help deliver food from a local church who is supporting those in need.

For OUC to even consider shutting off people's power at this time is unconscionable. We live in a state where the unemployment system is literally a disaster, many of our residents work service jobs that have been cut because of the pandemic, and others are in fear for their lives because leaving your house in this state is risking your life if you have any medical condition that puts you at deadly risk from this virus.

We have seen the unfair practices that continuously burden poor people dealt out by OUC but to leave people who are in crisis without access to utilities is unacceptable. The people of this city, including myself, demand that OUC put residents' needs before their profits for once and keep lights on for folks that are being hit hardest by this crisis.

Respectfully coming to you from the land of the Seminole Tribe,
Black Lives Matter,

Alaina Slife

**Executive Assistant
to the Executive Director & Co-Founder**

she/ her/ hers

ORGANIZE FLORIDA

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From: [Aria Gore](#)
To: [Public Comments](#)
Subject: Utility Shut Offs?? In THIS Economy??
Date: Tuesday, July 14, 2020 10:30:46 AM

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Ya'll do realize that Florida is now the global epicenter for the COVID-19, right? And that DeSantis' weak a\$\$ has barely upheld his eviction halt for residents who can no longer even afford to pay rent? So, people in your county and city, and statewide, are struggling this much and you won't even grant them running water and electricity through all of it?

Failure after failure, it seems, Buddy. This all just proves that your allyship to the community hinges on whether those who hold power can keep that power and keep making money. I won't even bring up your lily-livered response to defun/ding OPD.

You need to start doing better by your community. We shouldn't have to **WRITE IN LIKE THIS FOR BASIC NECESSITIES**. And that's what rent and utilities are, Buddy. **NECESSITIES**.

Aria Gore

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From: [Chase Gibson](#)
To: [Public Comments](#)
Subject: Utility Shutoffs
Date: Tuesday, July 14, 2020 12:27:44 PM

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

I live in Orange County and I think it's disgusting that you are turning off people's utilities in the middle of a spiking pandemic. Yet another example of you absolutely failing the people. Valuing profits over lives. You have offered us no help. Unemployment is a sham, no rent support, and to top it all off trying to open everything back up when the jobs aren't even there. Absolutely disgraceful. Fuck you Val Demings, Jerry demings, and Buddy Dyer. You are all pigs as far as I'm concerned who don't care for their constituents. Shame on all of you.
Sent from my iPhone

DISCLAIMER:

Florida has a very broad public records law. As a result, any written communication created or received by Orlando Utilities Commission officials and employees will be made available to the public and media, upon request, unless otherwise exempt. Under Florida law, email addresses are public records. If you do not want your email address released in response to a public records request, do not send electronic mail to this office. Instead, contact our office by phone or in writing.

From: [Hunter Case](#)
To: [Public Comments](#)
Subject: Utility shutoff
Date: Tuesday, July 14, 2020 12:42:15 PM

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello there,

I am writing to express how important it is that you all prioritize preventing utility shutoffs as a necessary relief for Orlandoans.

The unprecedented Covid-19 crisis has put thousands of families out of work for months simultaneously creating a larger than normal surplus of labor that increases competition for work at a time when businesses are already not maintaining employee salaries and reducing hours.

I call on the city council and mayor Dyer to recognize the struggle of these families and to provide partial respite until the Covid-19 is more manageably handled by recognizing everyone's right to shelter and security of life and not allowe companies (which already phase out consumer choice by being the only or few choices one has as a service provider in a given area) to increasingly more families.

We Orlandoans have spoken before affirming our desire for the city government to do its due diligence.

Stop utility shut offs NOW.

- Orlando resident

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Velasquez, Paula

From: Jamie Reeves <jamie.j.reeves@aol.com>
Sent: Tuesday, July 14, 2020 12:07 PM
To: Public Comments
Subject: Public Comment: Utility Shut- Offs

EXTERNAL EMAIL: Do not click any links or open any attachments unless you trust the sender and know the content is safe.

Hello,

I am a resident of Orlando. I am tired of seeing Orlando officials placing profits above people time and time again.

In the greatest pandemic in modern history, in an unemployment crisis, during which the State of Florida's unemployment system has been exposed as faulty and unjust, Orlando elected officials would like to cut off their neighbor's utilities.

I understand that to you these utility shutoffs are merely hypothetical. This decision will affect someone poor over there, but luckily for you, you are being paid using taxpayer dollars and do not associate with anyone of lower class. These people have no faces to you.

Your conscious decision to harm these Orlando residents will hurt so many people. It is essential that you realize the hurt this will cause. The children who will sit in their homes without AC, cooking in ninety degree heat, you decided they deserve this. You have decided that because their parents lost their jobs in an economic depression they deserve great discomfort. The COVID- positive Orlando residents who are forced to try and recover from the greatest illness they have ever known in complete darkness. You have decided they deserve this too. Because they lost their job in an economic depression they do not deserve to be healthy, or even live. This shutoff will greatly hinder their recovery process. These instances are not hypothetical, and will happen.

The City of Orlando has shown no compassion for these people, it is profits over people time and time again. And of course, this utility shutoff to you is merely hypothetical. A room full of people, deciding to let their neighbors suffer, to put money in their pockets. That is this meeting today.

Do the right thing!

Signed,
Mr. Reeves

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