

## AGENDA ITEM 2-a

MINUTES OF FINAL PUBLIC HEARINGS (TWO) AND A REGULAR MEETING OF THE UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH, FLORIDA, HELD MONDAY, AUGUST 18, 2008, AT 6:00 P.M., AT 200 CANAL STREET, NEW SMYRNA BEACH, FLORIDA

### (1) Final Public Hearing RE: The Revision of Street Light Rates:

Chairman Allen stated we have two final public hearings to take care of prior to the regular U.C. meeting. The first public hearing is regarding the revision of street lighting rates. He then requested for a roll call to be taken and all of the Commissioners were in attendance as follows:

Chairman Walter Allen III  
Commissioner Jeanne K. Diesen  
Commissioner William E. Hall  
Commissioner William H. Reynolds  
Commissioner Oscar Zeller

Others in attendance were as follows: R. Rodi, General Manager/ CEO; L. Klinkenberg, Director of Finance; T. Beyrle, Director of System Operations & Generation; R. Mitchum, Director of Electric Operations; J. White, Director of Engineering; R. Lemoine, Director of I.T.; D. Hoover, Director of Water/Wastewater; P. Perez, Director of H.R.; D. Rimstidt, Training and Development Specialist; B. Bilinski, Controller/Budget Supervisor; E. Mahle, Public Information Manager; D. Wood, Customer Service Manager; D. Zorge, Customer Service Supervisor; D. Simmons, Executive Asst./Recording Secretary; B. Preston, Interim U.C. Legal Counsel; and Bob Tolley, a member of the public.

Chairman Allen then requested Mr. Preston to read the notice of public hearing and proposed resolution.

Mr. Preston stated for the record this final public hearing was authorized by the Utilities Commission during their June 16, 2008, Regular U.C. Meeting and notices appeared in THE NEWS JOURNAL at least ten days prior to this date. Notices were also placed on the bulletin board at the Utilities Commission office at 200 Canal Street and City Hall at 210 Sams Avenue. Proof of publication of advertisement of this hearing will become a part of the minutes. Mr. Preston then proceeded to read the proposed resolution by title only.

Chairman Allen then asked if there were any comments for or opposed to the revision of street light rates.

There being no comments, Chairman Allen closed the final public hearing at 6:02 p.m.

### (2) Final Public Hearing RE: An Interim Net Metering Rate Policy:

Chairman Allen then opened the second public hearing regarding an interim net metering rate policy. He requested for roll call to be taken and there were the same in attendance as shown above in the first public hearing.

Chairman Allen requested Mr. Preston to read the notice of public hearing and proposed resolution.

(2) Final Public Hearing RE: An Interim Net Metering Rate Policy (cont.):

Mr. Preston stated for the record this final public hearing was authorized by the Utilities Commission during their June 16, 2008, Regular U.C. Meeting and notices appeared in THE NEWS JOURNAL at least ten days prior to this date. Notices were also placed on the bulletin board at the Utilities Commission office at 200 Canal Street and City Hall at 210 Sams Avenue. Proof of publication of advertisement for this hearing will become a part of the minutes. Mr. Preston then proceeded to read the proposed resolution by title only.

Chairman Allen then asked if there were any comments for or opposed to the interim net metering rate policy. There being no comments, Chairman Allen closed this final public hearing at 6:04 p.m.

REGULAR UC MEETING –

Chairman Allen then opened the Regular UC Meeting and proceeded with an invocation and requested Commissioner Zeller to lead in the Pledge of Allegiance immediately following. A roll call for the regular meeting was taken and the same attendees as listed previously in the first preliminary public hearing were in attendance.

(1) Agenda Changes, Additions and Deletions:

Chairman Allen asked if there were any changes, additions or deletions.

Mr. Rodi stated I think you have in front of you a corrected version of the agenda. The item that was corrected was number 8-a, commented we were stuck in last year, and stated so what we're proposing is medical insurance for 2008 and 2009.

(2) Approval of Consent Items:

Chairman Allen then proceeded to the approval of consent items and verbally listed the items.

Commissioner Hall made a motion to approve the consent items, item 2-a. Minutes of Regular U.C. Meeting Held 7-21-08, and item 2-b. Minutes of Special U.C. Meeting Held 7-28-08, to approve both as submitted; and item 2-c. Developer's Agreement and Addendum – Pettis Park (City of New Smyrna Beach), approve as submitted and authorize GM/CEO to execute on behalf of the Commission. Commissioner Zeller seconded the motion and it passed unanimously on a roll call vote.

(3) Public Participation:

Chairman Allen then opened the floor for public participation. There being no public participation, Chairman Allen moved on to the next item.

(4) General Manager's Report:

Chairman Allen stated the next item is the General Manager's Reports and I guess we'll begin with Ms. Klinkenberg.

(4-a) Financial Status July 2008:

Ms. Klinkenberg apologized for the financial distribution just this evening which did not give the Commissioners a chance to look them over. (An email was provided to the Commissioners the previous week regarding the financials.) She added that this week or in the future, please feel free to contact her for questions, and she would be happy to assist. She stated for the month ending July 2008, our change in net assets was \$547,000 for the combined system, with the year to date total of almost \$5.3 million. Our forecast reports reflect a \$432,000 favorable balance for the month. She stated I think we're still doing very well on maintaining our O&M expenses, keeping those under budget. Our fuel and purchased power is the one area that everybody can't seem to keep under control at the moment but we're doing our best in that area too. The U.C. is still under budget with the O&M, over \$2.3 million if you take out the fuel and purchased power.

Ms. Klinkenberg stated I wanted to say a little something about the Enquesta and an update on our customers. I think we're getting a really positive response on the WebConnect piece of it. We barely announced that we're live, we went live with the WebConnect piece August 4<sup>th</sup>, and we really didn't get that publicized very much and we already had 293 people sign up for WebConnect. They're accessing their accounts, we're getting an average of about \$4,500 per day with people paying their bills either via the web or the IVR. So I think it's really positive and we've received some really good comments on it.

Chairman Allen asked if there were any comments from the Commissioners.

Commissioner Reynolds stated well I think one, it's gone over so smooth it's really unprecedented you know for that to happen, so congratulations to everyone involved.

Ms. Klinkenberg stated thank you, and Ms. Wood and our customer service department, they're the key piece to this.

(4-b) Strategic Highlights – H.R. Department:

Chairman Allen stated the next item under General Manager's Report is item b., strategic highlights of H.R.

Mr. Rodi stated let me just make a few introductory remarks before I turn this over to Ms. Perez and her team. As you know we've had a strategic plan that we've had in effect now for over three years. A critical component of that plan is the development of not only the U.C. as an organization, but its people. The role that H.R. has in that plan is not only a traditional role but it's to integrate as a business partner with the business units, and thereby make us more successful in the long term. That's not a common role for H.R. in utilities in general, it's pretty common with advanced business practices. I think that part of what you'll see tonight reflects a great deal of hard work by the H.R. group, as well as the staff who participate with the group now, and it's more of a partnership arrangement. So with that opening comment I would like to turn it over to Ms. Perez and her team.

Ms. Perez stated good evening and I would like to introduce David Rimstidt who is our Training Specialist, and who was able to take the ideas and concepts and strategies that we're going to present tonight and put it into this format. So with that said...

(4-b) Strategic Highlights – H.R. Department (cont.):

Chairman Allen then requested the microphone to be moved a little closer.

Ms. Perez stated what I would like to do, and I only have a brief amount of time to do this, the binders are for you to keep and there's more information inside of them. But as Mr. Rodi stated, we would like to talk to you about what our vision is in the H.R. Department and as strategic partners with the other divisions at the U.C. She then went to the next slide and stated here we have the U.C.'s vision and then we have H.R.'s vision next to it, which is to inspire and motivate UC employees to greater readiness to strategically meet the needs and expectations of our customers. Which are both internally our employees and externally the U.C. customers. You then see the UC mission and we added an H.R. mission, which is to provide and implement proactive strategic business processes addressing organizational and employee needs.

Ms. Perez stated what we would like to do is show, with employee data for example, where we believe that the employees are our most important asset in the company and that we aim to ensure the effective and efficient use of this employee talent pool, and that they are here to do creative and safe work.

Ms. Perez went to the next slide and stated Mr. Rimstidt was able to put all of these graphs together and ideas together to make it a little bit easier for you to see what we've been doing in our department for the past year and a half. And our strategic business role is to balance all of the knowledge, skills and abilities that our employees have and to help us prepare each division for the changes that are coming, to achieve their strategic goals, to manage their ongoing restructuring needs and to establish our key business partnerships with senior management at the U.C. She stated in 2008, as of July 30, 2008, for this fiscal year we have a total of 166 employees, 164 full time and two part time, and are funded for 175. Later in the program we'll show you why and where those positions are vacant. This is just a sample of 2006, 2007 and 2008 (average number of employees, 170 in '08, 172 in '07, and 192 in '06), and added 2006 was during telcom; just a sample of where we are.

Ms. Perez went to the next slide and stated these graphs demonstrate where those employees are located, with 32% being in the water division, 6% engineering, 22% finance, 6% system ops, 3% HR, 3% executive, 23% electric, and 5% IT. She stated the next graph was just a little "didly" because we have to do this for EEOC paperwork, 26% of our workforce are women and 74% are men. Represented versus non-represented positions, of the 175 that we are funded for, and the 166 that we have, 103 of our work force are represented and 63 are not. She stated over here is our percentage of our employees in management, which are our directors and our managers and supervisors, combined we have 13% and 87% are the employees who are not in management.

Ms. Perez went to the next slide and stated we wanted you to see the length of employment of our employees at the U.C. And this is important to look at because part of what's very important in our goals and objectives in H.R. is to match the employees that are needed in each division with skill sets that are going to match what the directors need, what the supervisors need, and we want to hold on to them. As a rule of thumb in our working world, it can be upwards of \$10,000 to get an employee. From the time we have an opening, to the time they're hired, recruited, trained and ready to go out there on their own; so it's important to keep our turnover rate down. But here we see, and this is again for our current 2008, all these statistics, basically our new hires with less than a

(4-b) Strategic Highlights – H.R. Department (cont.):

year of service with us, we have 17. In the two to five bracket - 75, six to ten years - 17, 11 to 15 years - five, 16 to 20 - 27, 21 to 25 - 12, and 26 + years - 13. The important thing to know when you're looking at this is these 17 employees, and we have a breakdown later of where they are, are the people we're currently working with and training and wanting them to acculturate and bond with the U.C. so that we can hold them and get them into this next bracket which is the two to five year. At about the five year point, we've pretty much got them, or at least we hope we do. That they're happy with their jobs, they're happy with the people they work with, they're growing and developing and we're starting to look at a career path and succession planning. When we hit the six to ten and the 11 to 15 years in here, we're starting to look at middle management and supervisors, and mentoring and career pathing them to get into the upper level management positions, particularly with their years of experience and we've been growing them. Sixteen to twenty years are generally speaking managers, supervisors, lead types of people, and they're beginning to mentor and work with those employees under them. Twenty-one to twenty-five years same thing and then up in this bracket (26+ years) you've got most of your directors, not all but a lot of them. Your lead crew people, your senior operators are up at the top.

Ms. Perez then stated just for your knowledge, this is how the ages break out of the employees at the U.C., it's another category that we have to report. We have no employees over the age of 65, and then when you look at the ages 56 to 65, this is just a breakdown of where they fall, and I can let you look at that because we are limited for time. She went to the next slide and stated I did this with age 40 here because in Title 7 age 40 is where we start the protected class category, and then over here ages 21 to 39; and you can look at this later to see how those break out, and the number of employees how long they've served with us in this age bracket. She stated our key operational tasks within the HR department is again to recruit for openings, to try to encourage them to have a career here, to manage the employees' pay and benefits, so that we can have a better recruiting tool. To resolve employee disputes and grievances, so that we have good morale, and to train employees based on what each division needs. Our goal for our internal customers are our directors and managers and supervisors, we want to serve them and to help them motivate their employees to achieve their long and short term organizational goals. In terms of our strategic planning, we want to formulate, develop, and implement organizational objectives based on our employee and company strengths, weaknesses, opportunities, and threats (SWOT); threats being outside.

Ms. Perez went to the next slide and stated new hire and turnover data. Real important in our department is when we hire somebody, and I'm just trying to highlight this area tonight, we have other things that we do but I thought that I would focus on hiring people, keeping the turnover rate down, really trying to hold those employees, and in doing so we want to offer competitive benefit packages which we will look at later in the evening. Get the most skilled workers and hold them, develop key professional employees and all of this will make for a more effective work force.

Ms. Perez stated when we look at our new hire data, what our job is to look at is are we doing our job, are we getting the best possible bang for our buck with our employees, are we happy, are they happy, are the directors happy. And what we are looking at is fiscal year 2008, right in here, and fiscal year 2007, that preceded us, and actually in 2007 whatever it was we inherited in 2006 and then moving forward. So as you can see, fiscal year 2007 was a little bit of a tough year, we had 35 new hires. Now we're in 2008 and we're down to 14, so we've dropped that number by 21. When we look at by department, this is just to show you where they are. If we look back a year and a year

(4-b) Strategic Highlights – H.R. Department (cont.):

and a half ago, because again when we're looking at 2007 that was based on new hires in 2006, the water department was having a little tough time there, but if you look at them now, we're at three. A lot of that speaks to changes that have been made in the division, real good work with supervisors working with their employees. I think we're hiring the right people to get in there and keep in mind that in the water division you've got your Utility Workers 1, which often times these are the employees that are just starting out in the workforce and they're new and learning the rules and how to be a professional, how to work a long grueling week. I've often said to Bill Dean, he's raising about 18 teenagers over there, but in no time flat they learn the ropes and as you can see from the turnover it's been wonderful in keeping it down.

Ms. Perez went to the next slide and stated and here is an overall fiscal year turnover, we've gone from 16.8% to 10%. So there's quite a cost savings if you just look at the difference of 21 employees that's about \$210,000 when you figure the training costs involved and what it takes to hire an employee. And the next is just a graph of where those openings are, and again when you look at electric with four openings that does not mean those positions are sitting there idle and we can't find somebody. We are managing the departments by looking at our operational expenses and making sure that when we go to hire somebody, are we ready to do it, do we have the budget for it, and do we need them. For example in electric, Mr. Mitchum will meet with me, we'll meet with Mr. Rodi, when are we ready, when are we ready to hire, so it's not just an automatic.

Ms. Perez stated on the next slide here's our turnover detail. We wanted you to see why do people leave, I think that's critical. And when we look at why people leave, is there a reason we can fix, or is it something that there's not a whole lot we can do about it. Frankly, the feedback I'm getting from employees is it's a pretty darn great place to work. But what we're looking at here in this box, that's what is critical, is we don't have layoffs right now. We had layoffs before which was a little bit of a side effect of the leftovers of telcom and some reorganization. We haven't had to fire anybody for cause, we had four terminations over here. Probation terms, if you look here we had two, we have zero here, they're getting through probation, they're making it, and they're moving on to that next level. Management differences, zero, we had five over here. What we do to get this data, and most of our divisions, people talk, they're close to people, they sit down and meet with their supervisors, and we have an actual exit interview when an employee leaves, and they tell us. They're pretty frank, they're pretty open. So for example up here, career path change, they make a big change, like they say they're in the water department and they decide they don't want to be an operator, they want to be an accountant. They leave, they go to school, they do something entirely different; so that's where those six are. Retiring, in the U.C.'s retirement it's 30 years and out, so we had six retire. Personnel issues are generally something the employee tells us, maybe they're going through a divorce, they've decided to move back to take care of Aunt Tillie in Ohio, just something that they have to manage and deal with. A pre-term resignation, that's kind of a fancy word for you're about to get fired, you're not doing real well, we all know this is not a good fit and it's not working, and the U.C. is not here to cause an employee to lose their dignity. So we sit down with them and if the director feels it's appropriate, the employee can resign, and sometimes they resign knowing that something's coming. The last one is relocating, they've decided to move. So those are our reasons, we have the same categories in 2008 as 2007, and we just kind of wanted to see how we were doing there. It shows you the turnover rate here, and again don't let these numbers scare you, we had 17 here, 29 in 2007, 41% in water but remember that's only seven people. And if they've got all the newcomers in there and the 58 some odd employees that they

(4-b) Strategic Highlights – H.R. Department (cont.):

have, I think they're doing a pretty good job in trying to train them and raise them and get them routed into the next level. Then you're just basically looking at the other divisions and what their turnover rates are.

Ms. Perez went to the next slide and stated new employees. That's our H.R. staff, myself and Mr. Rimstidt, Brittany Todd in payroll, George Markos, risk management, and Nine Turchon's our H.R. Assistant. And what we've done now that's different and new is we have put together a new employee schedule that basically Mr. Rimstidt runs as the trainer. On the next slide she stated a NEO is a new employee orientation schedule. It used to be in the good old days the employee started, we you know tossed them out there over in electric somewhere and they kind of clunked around for awhile and then decided, gee what are my benefits and what do I do, and I'm missing a shirt. So now what we do, because the directors have all done a great job of letting me kind of infiltrate and find out, where are we going to have openings, who's leaving, and when do we start posting or advertising. And now I get a whole day, the first day an employee starts, to orient them. It lowers the anxiety level, they know what's going on, they know what to expect. So this is the schedule that we use and if we have two or three starting on the same day in different departments we do them all at once, and if we have one employee starting we do them. They get their badges, they get their forms, they get introduced to the U.C. and learn a little bit about career pathing. There's different legal issues that we review with them, like HIPPA, the Code of Ethics. They have a safety orientation with Mr. Markos. If they're in a represented position I go over the Collective Bargaining Agreement, or they get the Personnel Practices Manual if they're not represented. We have included I.T. in our orientation for phones and computers and all the different things that they have to have. There's a break for lunch and then they go on a tour. And in the tour they go to all four of these locations (Water Reclamation, Water Treatment, Electric, and Field Ops.) They come back, they are oriented with payroll and benefits, they get a tour of the C.O.B., and we close with the sexual harassment video and some questions and answers at the end because that is a federal mandate that they have sexual harassment training within the first six months of hire.

Ms. Perez went to the next slide and stated sorry this is hard to see, but is in your handout, I wanted you to know these are all the forms that have to be signed within the first three dates of hire. And just as an example, that first one under standard forms completed, signed employee application. Obviously for legal reasons we want that signed, we review every single form with the employee so that if an employee turns around and says gee you didn't tell me this, well, here it is. Specialty forms for example is like we're assigning you a building key, here's the form that tells you which key, what building, and they you in fact received it. And down below, copies completed, what I would like you to know is we do a primary source verification which means if you tell me you have a Bachelor's Degree and you're going to be working in Engineering, or a P.E. license, I want to see it. We have to physically see it and the fun one is down here a copy of a G.E.D. or a high school diploma, you'd have to go find it, not too many people hold on to that one, so that takes a little doing. But these are all the forms that everyone has to do. She stated in this section I just wanted you to see some of the handouts, not all of them, but some of the handouts that we utilize that each new employee.

Ms. Perez went to the next slide and stated again Mr. Rimstidt is orienting them. So they get a history of the Utilities Commission. Down below on this slide and the next slide, regarding the question who is the General Manager and CEO. What we do is we tell the employee when they

(4-b) Strategic Highlights – H.R. Department (cont.):

start in the day, we're going to have a little quiz at the end, just for fun. We're going to prep you with some of the questions, we want to see if you were paying attention all day long, so there's little hints, that's what those questions are. We explain to them the different departments and the services that we provide, we go over those departments with them. We go over all the legal requirements, and on this slide it's an example of diversity. We review Federal Discrimination Laws, the Civil Rights Act, Age Employment Act, and Americans with Disabilities Act.

Ms. Perez stated we then go into safety and risk management which Mr. Markos will then come in and he will do his section. These are just samples again, he reviews back and lifting safety, he reviews workers comp and the incident reports, of which there are three, that we have to utilize to report accidents. I think he's told me I can't say that, it's a near miss or it's got other language.

Mr. Rimstidt interjected incidents.

Ms. Perez stated incident, yes. She then went to the next slide, commercial driver's license, I thought you might want to know because we track all of these, we've got a spreadsheet. Down below here, 77 employees in the U.C. have this license, that's 46% of our work force. And these employees fall under the Department of Transportation regulations. She stated I happen to be a trainer for DOT so I provide them with the safety sensitive trainings we have to do. We're also part of the Florida Drug Free Workplace Act and this entails that they have to have a timely renewal of their medical card, they have to have an updated physical, the random drug screen, and renewals of their license. Just wanting you to know that licenses can be six months, one year, or two years depending on whether or not there's any restrictions or problems they may have, so we do keep track of all of them. Many a time, Mr. Mitchum and Mr. Hoover know that they're going to get a call if there's somebody in a truck that's about to expire. We pull them out, we send them off, and we now do this a month in advance so that we don't have anybody expiring and in our trucks.

Ms. Perez stated we have a company-wide preparedness plan, which used to be called a disaster plan, which we are utilizing right now in lieu of Fay. The next slide is just an example of fire that is in the preparedness plan and how we train the employees on that. We cover blood borne pathogens and monitor the three-part shots that they have to have. We do hazardous chemicals training and the MSDS book that is reviewed which lists all the toxic substances, which is your material safety data sheets book.

Ms. Perez stated we then go into payroll and benefits. She stated in that background that you can see behind it, that's a sample time card. I just wanted you to see that so you can see what the Directors have to read and sign off on, the supervisors have to look at, the employees are filling out, and then Ms. Todd uses it to interpret and pay payroll. What we did is we went to all of the admin. people because they're the ones with all the knowledge and information on how do we pay people. Met with all of them, Ms. Todd and myself went to each one of them, sat down, and asked what does your time sheet look like, let's make them all consistent, and let's make sure everybody gets paid without a hitch. We went through all these trainings, which in addition we had to meet Fair Labor Standards Act rules and other Florida laws. We had to keep track of all the different kinds of leave that we have in not only our Personnel Manual but the Collective Bargaining Agreement. We had to make sure that everybody was classified properly, exempt or non-exempt; and that was quite an ordeal but we did it. In the benefits overview, Ms. Todd reviews with them everything that's in

(4-b) Strategic Highlights – H.R. Department (cont.):

the Collective Bargaining Agreement and with respect to wages and hours of work. So you've got holidays, personal leave time, educational assistance, and for example down here we have all of the insurance options that she has to review, medical, FSA and HSA, dental, vision, life, disability, retirement pension; these are just examples, and then the wage section for the Collective Bargaining Agreement. So there's a full training of how they get paid which helps peoples' anxiety levels.

Ms. Perez went to the next slide and stated career pathing. She stated I'm sorry for going so fast, I can answer questions at the end but I do have limited time. She reiterated career pathing, again if you look at this we have 113 unique positions at the U.C. within our eight departments. This stuff that kind of sort of looks like jibberish here, is actually if you turn to the third page in your handout, it will say Finance Cashier Receptionist. What we did here, and we do this for every position, and this again is just a sample, it can be done in other ways as well. I want to now go to the org. chart, so while you're looking at your handout, your Finance person can start as a Cashier/Receptionist and that Cashier/Receptionist at pay grade 6, we meet with them and talk with them after their six months probation period. We talk a little bit about their goals and objectives and their interests and where they see themselves going. So I'm using an example of a cashier who someday wants to take Daniel Wood's job, who's sitting over there, and would like to be a Customer Service Manager some day. So where they go is they start as a cashier and basically to get into that job you have to have two years of experience. Let's say they move on to the Customer Service Representative position which is pay grade 8, and in order to get to that position they have had two years as a rep. down here, to go up here as a Customer Service Rep. The next area that they're interested in is becoming a billing tech., so after they've got three years here, an opening comes up let's say, and they become a Billing Technician, pay grade 10. They've got their eye on, this is a very motivated employee, becoming a Billing and Collections Specialist, so they realize and in your booklet are the job descriptions attached to this, that they need three to five years in Billing Technician to apply for this Billing and Collections Specialist; let's say they do and they get there. Now they're looking at Deborah Zorge's job and they're saying well maybe she'll go away and I can apply for Customer Service Supervisor which is at pay grade 17. At the pay grade 17 you have to have at least five years experience with progressively more experience as a supervisor, so we're going to try to mentor them and career path them and give them some exposure to that. We then go up here which right now if you notice that says not funded, the Senior Customer Service Supervisor, we're not funding that position right now. They would then have to move up to Customer Service Manager, and those managers are generally at the seven year mark of experience as a manager or a supervisor. So at least the employee can see here's one path, hence career pathing, that I can take. And in your booklet if you flip to the next section, we're not going to go over it, but their job descriptions are in there. So they can come in, they can go online, and they can look at what they need to do so they're not operating in the dark. They can see that we care about our employees and what's going to happen to them. We'll help them work and achieve those goals, or at least not waste a lot of time. I had a gentleman come in the other day and say to me how do I become a lineman, and we'll show you that a little bit later.

Ms. Perez then went on to succession planning. What we're looking at is how do you get from here to be one of those guys. She commented I think we know that one. And these are our utility workers, the ones that we start at about entry level, and they decided someday I want to be Ray Mitchum, or I want to be George Markos, or I want to be Mr. Rodi; how do I get there. What we're looking at, what our job is, is to say how do we get them there and how do we know who we need

(4-b) Strategic Highlights – H.R. Department (cont.):

to replace, and how do we prepare for people who are retiring. So we go back, go to a five year projection, this is what we're tracking, and again 30 years with the U.C. is the proper definition of retirement. So if you look at the pie, within five years of retirement we have 9% of our workforce, 2% in the Drop program which equals four employees. We're looking at where are these people coming from, seven in electric, and probably Mr. Mitchum's hair's standing up right now, four in water, one in Finance, one in IT, one in Engineering, and one in System Ops. Now that's potential, doesn't mean they will, but that's what our job is to look and see where are they. Down here, again Mr. Rimstidt has been compiling all this data and making sense of it, is where they fall, are they in management, are they what the Fair Labor Standards Act calls professional which is requiring degrees and secondary levels of training, or are they our hourly employees which could be our crew leaders, I mean very critical positions. So we know right now where they are and we're watching them.

Ms. Perez stated here is a sample of a succession plan for how do I get to be Mr. Mitchum. So if I start here as a grounds person, and what is important to know in succession planning, succession planning again is your upper level managers, supervisors, directors, how much time does it take because we have to start growing them early. You would start out as a grounds person and that's your entry level in the Electric division for lines and support systems, your lineman. The ground person knows that when they come in, you're not going to go work in the Water Department, if you take this job you are going to be a lineman. We find out real quickly do they like working with live power, and heat, and electricity. And again, that's part of our recruitment and weeding out the people that aren't going to want to do that. We don't want people coming in thinking they're going to get a toe hold in an entry level position and then move somewhere else, they've got to be suited for the job. They then go to an apprentice, they become an apprentice lineman, Apprentice I, II, III, and IV. Sometimes you might have a three-year lineman program but in this case it's a four level program and generally speaking, not always, but generally they're at ground person for two years and then at least a year at each of the lineman steps. At each step they have to pass a ton of tests, they have to demonstrate they can do the job with the testers, and they have to get the sign off of the Director to continue to move up. Eventually they become a lineman, and when they become a lineman they have to demonstrate by working paired up with more seasoned linemen until we can actually let them just really go out on their own on call. This could be a period of 5, 6, 7, 8, 9, 10, 15 years that they're in here, it just depends on the lineman. Then we go up here to line crew leader, these are the guys that head up the crews and have to be there out, whatever the task is or whatever the problem is, they are overseeing the crews under the direction of the next step which is your supervisor. Your Supervisor's got a minimum of 10 years experience as a lineman before he gets in here as a Supervisor. So you're looking at a lot of time here is my point, before they can even think about going after Mr. Mitchum's job, but the other issues going backward, how long does it take to grow these guys to get them up here to lineman, to get them up here at crew leader. So the real important thing right now is we know we've got a person in there, a grounds person, we're starting them up, and we've got a guy in there as an apprentice, so we've got two going to get started. And again, you would do the same thing over here, this is Substation and Relay, and our program moving up the ranks to get there.

Ms. Perez stated this is just a worksheet to show you what those key positions are in a succession plan by department. And these are the positions that we have to worry about that the Fair Labor Standards Act calls professionals. All of our employees are professionals, whether you dig a ditch

(4-b) Strategic Highlights – H.R. Department (cont.):

or you're the Director of I.T., they are all professionals. But when we look at what's called a key employee under the Fair Labor Standards Act, and exempt and non-exempt, these are basically all of your exempt employees, they're salaried, they head up departments, and they head up divisions. The professionals, for example, if you go into Engineering, college degrees, specialty licenses, it's hard to find these guys so we have to look ahead to make sure we know we have replacements that we're growing.

Ms. Perez went on to U.C. Training and Development, which is Mr. Rimstidt's bailiwick, and I just wanted you to see in the training division, actually your next section is the org. chart, you already have one from the budget meetings, but I just wanted you to have the latest, greatest org. chart that we have current as of today. She then went into the organizational training, these are all the trainings that we do all year long repeatedly. So these are mandated trainings by law that have to be done and I wanted you to see some of those. There are the DOT trainings, Florida Drug Free Workplace Act, and "anti"-Sexual Harassment trainings. We get down here into leadership trainings which is your supervisors, managers, and directors. We are working with them, these are your kind of ongoing trainings here, what it means to be at will, how do you work with somebody who has an absenteeism problem, how do you coach and mentor an employee, and what do you do with an employee that challenges you all the time. Over here are trainings that are business related, where we are working with strategic planning, systems thinking, business operations, sitting down with the director and saying where do you want your business to go, and what's your budget, how many people are you going to promote. So these are the business related trainings and then down here are some of your mandated trainings, Americans with Disabilities Act, the ones you don't want to make a mistake in because you get sued and it's a lot of money if you lose them. So once again, the directors, supervisors, and managers have been terrific in coming to the trainings and then taking the trainings and then going back and training their guys. Down here are the ongoing types of training, I.T. may have to constantly be training us on new systems, or as you know Finance has all their new stuff going on and Ms. Zorge and Ms. Wood are working with people to learn that training. How do we deal with difficult customers, threatening customers, training people on the panic alarm buttons; just a whole slew of trainings that go on that Mr. Rimstidt oversees and facilitates.

Ms. Perez went on to the next slide and stated just some sample documents. We created these with the help of Chantel Buck in the Public Information office, Ms. Fisher has been very gracious in letting her work together with us as a partner to develop these handouts so that we can make them simple yet effective for the employees. Again, another HIPAA training, sexual harassment training handouts, etc., so that after we've done the trainings we give something to take back with them and a sample test.

Ms. Perez then went on to legal and effective interviewing. The directors again and supervisors have been terrific in letting us go out in the field, sit in on how they interview, being able to critique and work with them and put together questions so that when they're interviewing they don't make a mistake. They don't inadvertently say do you have kids, you know you can't do things like that, so they have been terrific at that. We gave them a "cheat" sheet, do's and don'ts, don't do this stuff and the things they should be doing.

(4-b) Strategic Highlights – H.R. Department (cont.):

Ms. Perez stated at the end of six months what we do is we go back and meet with the employees who have been hired in the last six months. We ask them hey, how are you doing, how has it been, do you like your boss, how are the people you work with, do you have all the tools that you need, or did you get all your shirts; anything that might be troublesome for them or terrific for them.

Ms. Perez stated in the last part of your manual I gave you a sample of a performance management process document which is your PMP, which is how we rate, evaluate, provide feedback to our employees. The one in your manual is an example for a professional staff which again is under the exempt, non-exempt status, someone with a college degree, maybe for example, one of our engineers who has to be evaluated annually. And we have in the contract language now that we do these evaluations every year.

Ms. Perez stated so in closing I just wanted to say that we felt we were at a point where we could tell you some of the things that we've improved upon, some of the changes that we're making in the H.R. department and that we could not have possibly done all of this without not only the wonderful staff I have, but all the support of the directors, managers, and employees helping us pull all this together and making it happen. So with that I will close on this. She then asked if there were questions or anything in the materials that you've been given.

Chairman Allen asked if there were any questions. There being none from the other Commissioners at this point, Chairman Allen stated he had a couple. First thing is, are we looking at in the future of running and keeping a cost or a value of an employee as they go through the career track as a longevity. The investment that we put into one as they walk through that career track, are you doing any of that.

Ms. Perez stated yes, actually we've already started that, we have quite a bit of documentation. What we've done is we've gone out to each department, met with the directors, there's a lot of information you have to get back which Mr. Rimstidt is actually compiling now. She stated we were going to save that for another presentation, but yes, we're doing that.

Chairman Allen commented because I know you can get a quarter of a million dollars invested in somebody in a lifetime.

Ms. Perez stated sure.

Chairman Allen stated the other question along with that was you said under the turn around looking at retirement was 30 years and out.

Ms. Perez stated yes.

Chairman Allen asked is that a true fact.

Ms. Perez stated well what happened is when we completed negotiations with the IBEW, we had to define what retirement meant so as of October 1, 2007, when the contract went through, we defined it as 30 years. That doesn't impact anybody before then, you know whoever was retired is grandfathered in and that's fine.

(4-b) Strategic Highlights – H.R. Department (cont.):

Chairman Allen stated so if you had somebody who loved this place and enjoyed working they couldn't work 35 or 40 years.

Ms. Perez stated certainly, absolutely, they can stay as long as they can do the job.

Chairman Allen stated just the way you made that comment was 30 years and out, that kind of opens up a door that throws some red flags up. We've had some employees here for 47 years and they've done a fantastic job.

Ms. Perez stated yes, 30 years, and that was working with one of the gentleman on the negotiating team when they used that term because he had a military background. But 30 years is just the line in the sand they draw that they start becoming eligible for some other retirement benefits, but they're welcome to stay as long as they can do that job effectively and for us; sure, absolutely.

Chairman Allen then asked if there were any other comments.

Commissioner Reynolds stated I have two questions. In our training, and I think it's important and you may do it, I should ask the question first, are the new employees and the existing employees getting a training and information in our strategic plan.

Ms. Perez stated correct, what we do now is we review that when we're going over the goals and missions of the U.C. The section that I gave you in there was just a snapshot of the initial piece, but yes, they do.

Commissioner Reynolds stated and secondly I was impressed with the statistics you're keeping you know in terms of retention and all that, however, is it possible for us to perhaps look at some like utilities and compare how we're doing in that area.

Ms. Perez stated I can tell you that we have interfaced with some of the other utility companies to look at their turnover rate and we are really low compared to what's out there. At our 10%, generally you're looking at from anywhere 13%, 14%, 15%, to 23% turnover; so we're doing a good job.

Commissioner Reynolds stated well, I think those are important comparisons because when people look and say you know what are we doing, we say well, we are making our employees happy and hopefully they're making you happy.

Ms. Perez stated yes.

Chairman Allen then asked if there were any other comments.

Mr. Rodi stated he would like to make just a couple of closing comments. One, shortly after I had come to the U.C., Commissioner Reynolds asked and I think Commissioner Diesen also asked, what about succession planning. I made a comment that it seems simple to put in succession planning, but all of what Ms. Perez was referring to at a very high level are still fundamentals before putting it in. Part of what I had made a presentation to the Commission back in September

(4-b) Strategic Highlights – H.R. Department (cont.):

was on succession planning and it ties in with our competencies in the positions, how people qualify for other positions, and what are common competencies amongst them. And I thought that was an important point because it's taken all of this time and all of the frame work just to get that to that point, and we're still not there but we're getting to be pretty close. He stated another comment I'd like to make, we're looking at the whole range of employment for satisfaction for employees and salaries are one part. Part of what we do is we're in this very delicate area, for example in Volusia County, the base wage for a utility worker is about \$61,000, that's their salary, and our base wage is \$48,000. If you look at public administration, they're around \$38,000. When you start looking at number of people in those positions, there are 10,000 employees in Volusia County who are in the public administration arena, in utilities there are a little over 500. So we try to stay in between and what we try to offer is a combination of salary, very good benefits, and participation in the process. And so a lot of what you're seeing here tries to address satisfaction of the person and the value of the person in the organization. He concluded by stating I wanted to close with those comments.

(5) Commission Counsel's Report:

Chairman Allen then confirmed with Mr. Preston that he had no report at this time.

(6) Committee Meeting Reports

(6-a) Approval of Commissioner's Travel Expenses – FMEA/FMPA 2008 Annual Conference – Commissioner Zeller:

Chairman Allen stated the next item is approval for Commissioner's travel expenses for Commissioner Zeller as he went to the FMEA/FMPA 2008 Annual Conference.

Commissioner Reynolds made a motion to approve Commissioner Zeller's travel expenses in the amount of \$1,403.00 for the above referenced FMEA/FMPA Annual Conference. Commissioner Diesen seconded the motion and it passed unanimously on a roll call vote.

(7) Old Business

(7-a) Revision of Street Light Rates – Proposed UC Resolution No. 3-08:

Chairman Allen stated this item was revision of street light rates, proposed U.C. Resolution No. 3-03 (sic 3-08, incorrectly listed on agenda). He then asked if Mr. White would need to speak to this.

Mr. Rodi stated not unless you have a specific question. I think if you have looked at the specific schedules you can see where we've made changes and I know that we spent a lot of time detailing the documentation behind this.

Chairman Allen commented it was a needed thing.

Mr. Rodi stated yes.

(7-a) Revision of Street Light Rates – Proposed UC Resolution No. 3-08 (cont.):

Chairman Allen then asked if there was a motion for approval.

Commissioner Hall made a motion to approve the resolution for the revision of street light rates as submitted and as outlined in the resolution attached to this item, and authorize the General Manager/CEO to execute the attached street light tariff sheets for conveyance to the Florida Public Service Commission. Upon approval the resolution was numbered 3-08 and will become effective October 1, 2008. Commissioner Diesen seconded the motion and it passed unanimously on a roll call vote.

(7-b) Interim Net Metering Rate Policy – Proposed UC Resolution No. 4-08:

Chairman Allen then stated the next item is the interim net metering rate policy, proposed U.C. Resolution No. 4-03 (sic 4-08, incorrectly listed on agenda). He then asked if there was a motion for approval.

Commissioner Diesen made a motion to approve the interim net metering rate and policy as submitted and as outlined in the resolution, and authorize the General Manager/CEO to execute the attached interim net metering rate tariff sheets for conveyance to the Florida Public Service Commission. Upon approval the resolution was numbered 4-08 and will become effective September 1, 2008. Commissioner Hall seconded the motion and it passed unanimously on a roll call vote.

(8) New Business

(8-a) Medical Insurance for 2008-2009:

Chairman Allen then announced the next agenda item, Medical Insurance for 2008-2009, and stated Ms. Perez.

Ms. Perez stated okay, you have a handout and what I'd like to go over real quickly is it's that time again to renew our benefits, review our benefits, meet with our broker, and make sure we're getting what we need to be getting. I would first like to make a comment that the handout shows the renewal beginning with United Health Care at a 6.9% which the National Standard is 11.9% and in March they quoted us 23%, and in May they brought it down to 17%. This morning it was 6.9% and at a quarter of five tonight I was able to get them down to 6.86%. So the numbers that you see in the graph, in the handout, was at 6.9% so we can reduce that by .04%. Where we really see that is in the difference between the current annual premium and the proposed premium, that proposed premium will be about \$7,400 less. For purposes of tonight we are staying, would like to stay with your approval, with United Health Care. We've had a very good year with them as far as coverage and claims, the increase is low, and we have a lot of employee satisfaction with that product. I'm giving you the three different areas in which employees can purchase United Health. The 5FD is the HMO plan, the 2FC is the PPO which has an in and out of network benefit and you can either stay in network or go out of the network, and the 7FI is the high deductible plan which has an \$1,100 deductible for individual and \$2,200 for family if you're in network but that's where the HSA is attached to that. So that is our current vendor, United Health Care.

(8-a) Medical Insurance for 2008-2009:

Ms. Perez stated the second one, dental insurance, we would like to go with Guardian Dental, we currently have MetLife. What Guardian did is matched the costs, the amounts that MetLife was going to charge us but Guardian has a much better network. They are guaranteeing us the two-year rate just like Met-Life did. The problem we were having with Met-Life is I guess the sales persons that they utilized to go out and get dental coverage and sign-ups with their dentists, they just were not doing a good job and had a bad network for us. So we have found that the Guardian network is much better for our employees.

Ms. Perez stated the third is flexible spending accounts, Ceridian, we're just going to stay with them. That's our vendor that monitors our FSA account which is the account that pre-taxed dollars are placed into for medical expenses. We had a little bit of a bumpy ride with them initially rolling it out but they follow the IRS guidelines very stringently and it's just our job to go out and continue to educate the employees what they need to do to get their proper reimbursements which also includes if they want to use it for child and dependent care, they could put dollars in there up to \$5,000.

Ms. Perez stated the fourth item is just letting you know on our Section 125 Plan, we have that in place. I don't know if Commissioner Reynolds was aware but we have that, and there's no cost on that. The fifth is the short term and long term disability benefits through Mutual of Omaha. We have a two year rate guarantee there and so we're fine with that. The long term disability benefit is employee voluntary and the employee pays for that and that's based on their age and salary.

Ms. Perez stated the next, where it says Basic Life and AD&D, that is with United Health Care. That is a change and what happened is United Health Care basically made us an offer we couldn't refuse and what they did is they gave us the exact same product that Mutual of Omaha had for life, but they gave us a reduction in the premium of \$1,769 and a one time only \$5 per employee per month credit which equates to about \$10,000 and change for the first year signing up. And that credit goes back to the U.C., it doesn't affect the rates or costs for the employee, everything stays the same, but it's a credit back to the U.C. itself. And through United Health Care Basic Life and AD&D there's your basic life of one time our salary and you can go up to three times your salary which caps at \$250,000. The AD&D benefit is for either a work or non-work related accident. The part though with our Basic Life and AD&D is it does not cover dependents, so that's where and I don't know why, they didn't attach it on here, our final benefit is with Colonial Life and I apologize it's not on here, but that's our supplemental for our dependents. And the employees pay for that and that offers supplemental which is cancer, accidents, critical illness, hospitalizations, stitches, surgeries, things like that for their dependents. And a supplemental life insurance plan that you can purchase on your dependents. So I apologize that didn't make it on the form.

Ms. Perez stated the back is an attachment of the new rates in case you want to see what employees are actually paying, and attached to that was the prior rates. There's no increased costs to the employee, the employee has 100% coverage if they purchase the HMO. She then stated so, if you have any questions with that, but we would need your approval on that.

Commissioner Diesen then asked did we go out and look at other plans?

(8-a) Medical Insurance for 2008-2009:

Ms. Perez stated yes, what we did is, with our broker, we looked at the other plans that were out there, which we did last year as well, and there was no improvement. For example, on Blue Cross Networks which was a big problem last year, and the other vendors that we looked at last year for the medical portion of it, their rates. The amounts that we would have had to get an increase on would have been higher than United Health Care and we haven't had any problem with them. She added so I don't know if that answers your question.

Commissioner Diesen stated we had a brouhaha last year and I just didn't want a repeat of that.

Ms. Perez stated yes, absolutely.

Commissioner Diesen stated so, if the employees are happy.

Ms. Perez stated yes. She stated where they expressed most of their unhappiness, because we surveyed them, was the dental and that's why we are requesting approval to go with a different dental carrier.

Chairman Allen then asked if there were any other questions.

Commissioner Zeller asked who's our broker.

Ms. Perez answered his name is Eric Scolneck and he works with us with all of the different plans that are on here. He'll go out and get all the quotes and bring them back to us.

Chairman Allen then asked if there was a motion to approve the medical insurance for 2008-2009.

Commissioner Reynolds made a motion to approve the continuance of employee medical insurance for 2008-2009 with United Health Care Medical Plan, and additional approvals for the vendors stated during this meeting and/or listed on the agenda item. Commissioner Zeller seconded this motion.

Mr. Rodi stated a clarification please, this is based upon the statement of the recommended action for the United Health Care Plan and additional approvals for Guardian Dental Plan, Comp Benefits, Humana, Vision Plan, and United Health Care Life Insurance. He then asked Ms. Perez what was the one that was left off.

Ms. Perez stated Colonial Life.

Mr. Rodi stated okay, thank you.

After confirmation of the addition of Colonial Life as a vendor in the motion, the recording secretary then confirmed the first and second for the motion. Commissioner Reynolds motion then passed unanimously on a roll call vote.

(9) Possible Other Business – Time for Commissioners:

Mr. Rodi stated if I may start off, I see Ray Mitchum is back there, and Dave Hoover, and Tim Beyrle. I wanted just to give a little bit of comment about Tropical Storm Fay. The 5:00 p.m. path shows Fay actually going in a little bit south of Naples. There are some models that predicted it would go in even further south at like Glade City. The path that it is taking may expose New Smyrna to the most dangerous quadrant of the hurricane. We're expecting, because of the National Hurricane Center's projections, that it will remain a tropical storm. We may receive eight to ten in inches of rain and tornadic activity. Mr. Mitchum, Mr. Hoover, and Mr. Beyrle have been working since actually Friday trying to button everything up. Mr. Hoover has been load testing generators, making sure that all of the force mains and systems are functioning. Mr. Mitchum's been buttoning up all of the temporary work as he's been doing a lot of storm hardening. He stated and there's a wind speed map, what I'll do is pass these down, and one of the last comments I wanted to make is there's a consensus path map and it just looks like spaghetti. We've been trying to deal with the path and what to do but this morning early on, we initiated actions for preparation for this storm. So for those of you who were wondering we expect high winds, a lot of rain, which means usually tree problems, flooding, and isolated in cases, but I think we're about as prepared as we can be. I know that Ms. Klinkenberg and her staff has checked with our suppliers for poles, transformers, connectors, wire, pumps, a variety of backup materials, so I think we're in pretty good shape there too. I wanted to make that comment in case you were wondering if we were paying attention.

Commissioner Reynolds then asked if there was any way of capturing the high water mark at Swoope, it would just be sort of interesting since we're going to get southeast and east winds, sort of put a little marker out there to sort of calibrate.

Mr. Rodi commented they could sort of mark it on the rubber tire on the truck that's sitting there. He then added we'll try, we'll give it a whirl.

Commissioner Zeller then stated he had a couple of items. He stated I heard rumor that the Swoope Power Plant is considered surplus according to the City.

Mr. Rodi stated we've done some research, we have not been able to find any list called a surplus list. We have not found anything that has declared Swoope as surplus. We've not certainly abandoned Swoope. I think the last email that I had sent out said we would be willing to share available parts but that was meant to be on an interim, temporary basis. He stated I think it's important to note in the City's comp plan some time back, a desal plant, a \$200 million desal plant was listed as the alternative water supply, and that's what the current comp plan has in it. The U.C. made application with St. John's to transition from that particular plan, which by the way the U.C. never proposed, to our plan at I-95 for which Dr. Missimer made a presentation here of a feasible alternative water supply plan. We're still continuing to work on that plan but my caution is that until such time as there's a resolution on an alternative water supply plan, it's critical for the City's comp plan to have an alternative water supply that has to be approved. So it's very complicated all of a sudden, and I know that Jim White, Dave Hoover, and both their staffs have been providing a lot of assistance willingly to the City to show them our documentation of where we are.

Commissioner Zeller stated and then I want to thank, as we had a notice put into the bills. I don't know if you've received your last utilities bill, but the notice is comparing our city's electric rates with the rest of the FMEA group and we're right in the middle (June 2008 comparison). Not

(9) Possible Other Business – Time for Commissioners (cont.):

according to some rumors in town that we're the highest utility around, we're right in the middle, and added I think we're doing a good job.

Commissioner Diesen stated I think Commissioner Zeller covered it because I wanted something said about Swoope, and I'm a little nervous about some of the things that are happening. She stated but I do have a question, what's with the headend building.

Mr. Rodi stated we're waiting for a better cash position. The plan is to move the U.C.'s network from this building out to the headend building. In order to do that we need a strong fiber connection and Mr. Lemoine is tolerating me, but he's working a piece at a time and I keep saying it has to pay for itself. So far on the fiber network we have Smith Street and Field Street. We will be installing fiber along with our new 20" line, that will get us from Glencoe at least all the way down to Smith Street. And he's looking for a path across the river so that we can get on that side, but we still have to get the fiber. I want a very solid link there before we transfer all of our servers and everything out of this building. He added this is a terrible place for our I.T. hardware.

Commissioner Diesen commented it's good for an antenna though.

Mr. Rodi stated yes. And just as a piece of old business, we solicited bids for the tower, the communications tower, had no takers, you know we kicked it around. So we will use that tower for our own, and Mr. Beyrle has looked at some potential for putting our radio system antennas up there, we'll get better coverage and some of our other things. We still have that in the plans. The most recent thing we did out there is we had to replace the steel door that rotted away.

Commissioner Diesen stated it will be interesting to see, if we get 10 inches of rain, if it still has dry feet.

Mr. Rodi stated well, that's a good thing, yes, especially there.

Commissioner Diesen stated I want to thank Mr. Lemoine and his entire staff again, because they've done a Herculean job, and I was joking but the antenna up here is really doing an A-1 job, I can't complain at all.

Mr. Rodi stated so it's working at the moment right.

Commissioner Diesen stated it has been and I wanted to thank him again publicly.

Mr. Rodi then commented this was the wireless.

Chairman Allen stated the headend building would be an ideal spot for your central repeater for the radio system. That's basically the center of our system and especially with high points to hit that repeater there, you could cover the area much better.

Mr. Rodi stated yes, that's what we have in mind.

Chairman Allen stated I had no other comments, so with that do we have a motion to adjourn.

(9) Possible Other Business – Time for Commissioners (cont.):

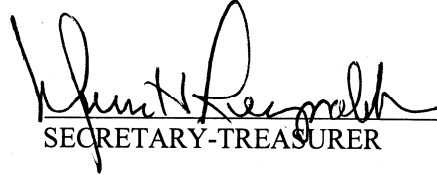
There being no further business to come before the Commission, Commissioner Diesen made a motion to adjourn and Commissioner Reynolds seconded the motion. Chairman Allen closed the regular U.C. meeting at 7:28 p.m.

APPROVED:



CHAIRMAN

ATTEST:



SECRETARY-TREASURER

These minutes were formally approved by the Utilities Commission at their September 15, 2008 meeting.