AGENDA**
REGULAR MEETING OF THE
UTILITIES COMMISSION
CITY OF NEW SMYRNA BEACH, FLORIDA
TO BE HELD MONDAY, OCTOBER 26, 2020,
AT 3:00 P.M. 200 CANAL STREET, DEBERRY
ROOM, 3RD FLOOR, NEW SMYRNA BEACH, FL

[Pledge / Invocation / and Safety Message: Understanding Carbon Monoxide Poisoning - Mike Schings]

ROLL CALL

1. Agenda Changes, Additions and Deletions

2. Public Participation (Virtual & Limited On-Site w/Appt.)

*3. Approval of Consent Items
   a. ✓ Minutes of Regular (Reorganizational) U.C. Meeting Held 9-28-20 (held on-site w/limited public via appts.) (U.C. and State Requirements)
   b. ✓ Granted and Accepted Third Party Utility Easement – St. Pauls’ Episcopal Church – NSB / (Saint Paul’s Episcopal Church, Inc.) – J. Couillard (U.C. and State Requirements)
   c. ✓ Project Approval – Annual Contract for Gravity Sanitary Sewer Rehabilitation (ITB #01-21) – J. Couillard (U.C. and State Requirements)
   d. ✓ Project Approval – Glencoe Farms Road Water Main Improvements and Spruce Street Water Main Replacement – J. Couillard (U.C. and State Requirements)
   e. ✓ Project Approval – System 1 Gravity Sanitary Sewer Improvements and Lift Station #27 Elimination – J. Couillard (U.C. and State Requirements)

4. General Manager’s Report – J. Bunch
   a. Financial Status – September 2020 – E. Chavez

5. Commission Counsel’s Report – General Counsel

6. Old Business
7. New Business

8. Possible Other Business - Time for Commissioners

✓ A Check Mark Indicates Items Which Commission Approval Has Been Requested On This Agenda
Please Note -- Most Discussion Items Will Not Have Documentation, Will Be Listed On Agenda Only

* Consent items to be approved as recommended or accepted as appropriate without further comments unless discussion is requested by Commissioner.

** Pursuant to Section 286.0105 of the Florida Statutes, if an individual decides to appeal any decision made by the Utilities Commission, City of New Smyrna Beach, Florida, with respect to any matter considered at a meeting or a hearing, that individual will need a record of the proceedings, and will need to ensure that a verbatim record of the proceedings is made. The transcription of such a verbatim will be provided an individual at a cost to be determined by the Utilities Commission in accordance with the full cost to reproduce such transcriptions and copies.

** In accordance with the American with Disabilities Act, persons needing special accommodations to participate in this proceeding should contact the individual or agency sending this notice as soon as possible but no later than two days prior to the proceeding at the address given on the notice.
AGENDA ITEM 3-a

☑ CONSENT ITEM FOR MEETING OF: October 26, 2020

☐ NEW BUSINESS FROM: Executive Mgr.

☐ OLD BUSINESS SIGNATURE: Debra Simmons

☐ EXHIBITS: Minutes of Regular (Reorg.) U.C. Meeting Held 9-28-20

SUBJECT: Minutes of Regular U.C. Meeting

SUMMARY:
Presenting detailed transcription of public meeting minutes for Regular (Reorganizational) U.C. Meeting held 9-28-20.

(Note - This meeting was held on-site, socially distanced, with limited public attendance - via appointments)

FUNDING SOURCE(S) N/A

RECOMMENDED ACTION:
A motion to approve the minutes of the Regular U.C. Meeting held 9-28-20.

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
Vice Chairman Holcomb called this Regular Meeting of the Utilities Commission to order.

(1) Agenda Changes, Additions and Deletions:

Vice Chairman Holcomb asked Mr. Bunch if there were any agenda changes, additions or deletions.

Mr. Bunch stated one change Mr. Vice Chairman, I propose moving item 8-a. up to just after the reorganizational item, which would be Election of new Officers and the Regular Meeting scheduled for 2021; so move it up after that.

Vice Chairman Holcomb stated okay, so after I., right, okay.

Mr. Bunch stated better said.

Vice Chairman Holcomb then stated we’re missing a body, so we need to appoint first, and said we need to call up Mayor Russ Owen.

Prior to Mayor Owen coming to the front, Vice Chairman Holcomb then requested Commissioner Davenport to lead in the Pledge of Allegiance and Commissioner Conrad to lead in prayer.

ADMINISTER OATH OF OFFICE TO JAMES N. SMITH – MAYOR RUSS OWEN:

Subsequent to these two events, Vice Chairman Holcomb stated Mayor Owen would be administering the oath to James N. Smith, our new Commissioner.

Mayor Owen and Commissioner-Elect Smith came to the podium.

Mayor Owen asked Mr. Smith to raise his right hand and then administered the City’s Oath of Office to newly appointed U.C. Commissioner James Smith*. (*Appointed by the City Commission on 8-25-20 for a three-year term ending 9-2023.) At the conclusion, Mayor Owen stated congratulations to Commissioner Smith, thank you so much for your service; those in attendance then applauded.

Vice Chairman Holcomb then stated welcome to Commissioner Smith.
Roll Call:

The below U.C. Commissioners were in attendance for this meeting *(alphabetical voting order – September Reorganizational Meeting)*:

- Commissioner Lillian Conrad
- Commissioner James Davenport
- Commissioner Richard Hawes
- Vice Chairman Jack Holcomb
- Commissioner James Smith

Others in attendance were as follows: J. Bunch, General Manager/CEO; E. Chavez, Director, Finance/CFO; J. Couillard, Director, Engineering; B. Pitcher, Director, Central Services; T. Beyrle, Director, System Ops.; B. Keehn, Director, Information Technology; T. West, Director, Water Resources; M. Schings, Interim Director of Electric Ops.; E. Fisher, Communications Coordinator/Community Relations; J. Michel, Infrastructure Engineer; M. Spellers, Senior Help Desk Analyst; T. Holt, Cabling Technician; I.T. Intern Laquavius Green; D. Simmons, Exec. Services Mgr./Recording Secretary; General Counsel Thomas Cloud Esquire – Gray|Robinson Attorneys at Law; John Moss, and Donna Athearn (arrived at 3:25 p.m.), both members of the public – on-site via appointment.

I. Reorganizational Item:

(I-a.) Election of Officers:

Vice Chairman Holcomb stated I-a. is Election of Officers. We’ve kind of gone through, obviously Mr. Biedenbach’s term has expired (three consecutive terms) and we are bringing Mr. Smith in, and we need to, every year elect new officers. So with that being said I open the floor for conversation.

Chairman:

Commissioner Davenport stated I’d like to make a motion for our Vice Chairman to move up to Chairman, if you would accept that. You’ve done a great job Mr. Holcomb, I’ve enjoyed serving with you so far, and I hope it continues that way.

Commissioner Hawes stated I would second that.

Vice Chairman Holcomb stated Mr. Biedenbach sat in front of us, you know this is a group of five, so I’d be honored to and but again I look to the other four that sit up here with us to guide us. What I’ve liked is the unity in trying to find a common goal, find a way forward and then obviously applying the oversight that’s required. So I absolutely have no problem with that and we’re moving forward. I think I have to call for a vote, and then confirmed a vote on each one (office). On the Chairman we have a motion with a second.

Mrs. Simmons stated right, there were no further nominations.

Vice Chairman Holcomb stated that’s it; right.

Mrs. Simmons stated we’ll call for a vote for Chairman – Commissioner Holcomb.
Election of Officers (cont.):

Vice Chairman Holcomb was unanimously elected as Chairman on a roll call vote.

Chairman Holcomb started to go to the next agenda item and Commissioner Conrad indicated they needed to elect the rest of the officers.

Secretary-Treasurer:
Commissioner Hawes stated I’d like to make a motion for the Secretary-Treasurer of Lillian Conrad.

Chairman Holcomb stated I’ll second that motion.

Mrs. Simmons then asked about the position of Vice Chair.

Vice Chairman:
Commissioner Conrad then stated Commissioner Davenport, would you accept the motion to be Vice Chair.

Commissioner Davenport stated I would.

Commissioner Conrad stated I’ll make that motion.

Commissioner Hawes stated I’ll second it.

Chairman Holcomb stated okay, motion made and seconded for Commissioner Davenport to be Vice Chairman.

Asst. Secretary-Treasurer Davenport was unanimously elected as Vice Chairman on a roll call vote.

Secretary-Treasurer (cont.):
Mrs. Simmons stated okay, the next one Secretary-Treasurer.

Chairman Holcomb commented I think we’ve got a good one.

Mrs. Simmons then called roll based on Commissioner Hawes prior motion.

Secretary-Treasurer Conrad was unanimously elected to remain as Secretary-Treasurer on a roll call vote.

Assistant Secretary-Treasurer:
Commissioner Conrad stated we need Assistant Secretary-Treasurer, I nominate Commissioner Hawes.

Commissioner Davenport stated I second that.

Chairman Holcomb stated there’s a first and second.
(I-a.) Election of Officers (cont.):

Commissioner Hawes was unanimously elected as Asst. Secretary-Treasurer on a roll call vote.

[The FY2021 slate of officers elected by the Commission: Chairman Holcomb, Vice Chairman Davenport, Secretary-Treasurer Lillian Conrad, Asst. Secretary-Treasurer Hawes, and Commissioner Smith.]

(I-b.) U.C. Regular Meeting Schedule for Calendar Year 2021:

Chairman Holcomb stated item I-b., U.C. Regular Meeting Schedule for Calendar Year 2021.

Commissioner Conrad stated do you need a motion to accept the calendar?

Chairman Holcomb stated yes.

Commissioner Conrad stated I’ll make that motion; specifically a motion to approve the final U.C. Regular Meetings scheduled for 2021 (as submitted).

Commissioners Davenport and Hawes seconded the motion.

Commissioner Conrad’s motion then passed unanimously on a roll call vote.

(8-a) Presentation – Appreciation of Honorable Service – William (Bill) Biedenbach (Resolution No. 2020-12):

Chairman Holcomb stated okay, we’re going to move item 8. up next, and that’s a presentation of appreciation of the honorable services to Mr. Bill Biedenbach. And Mr. Bunch has a resolution that’s he’s going to read and then I’ll go down and say thank you also to Mr. Biedenbach; for how many years of service?

Mr. Biedenbach stated nine*. (*Mr. Biedenbach was initially appointed by the City Commission on 8-23-11 for a three-year term, and subsequently, consecutively appointed for two more three-year terms, a total of nine years – the total of consecutive years a U.C. Commissioner is legally allowed to serve.)

Chairman Holcomb reiterated nine, and I’m going to tell you I really appreciated the time I spent with you, it was nice communicating with you. The things that you did, we were able to just have a good conversation, sometimes things weren’t easy. But I remember when you came to me when I was appointed before I was sworn in, in my office at the Chrysler store. And sat down with true concern, and wanted the best for the community, wanted the best for the employees of the Utilities Commission and there was a true, you know for what I felt, was a true compassion for this business, our community and for our people here, the employees. I personally want to say thanks because that was the first introduction that I had and it kind of showed me the way. So I appreciate your service and sitting next to you learned a lot; thank you for that. He then stated, Mr. Bunch.
(8-a) Presentation – Appreciation of Honorable Service – William (Bill) Biedenbach (Resolution No. 2020-12) (cont.):

Mr. Bunch proceeded to read U.C. Resolution No. 2020-12 in its entirety. At the conclusion he stated I just want to add to what the Chairman said, and thank you personally for your service, it’s been a pleasure to serve with you and I wish you well and continued success.

After applause by those in attendance, Mr. Bunch also presented Mr. Biedenbach with a plaque in appreciation of his honorable service as a Utilities Commissioner, which included four consecutive years as Chairman.

Mr. Biedenbach thanked all in attendance for the presentation.

Mrs. Simmons then requested a motion to approve this resolution.

Commissioner Conrad stated I’ll make the motion to approve the resolution just presented; specifically a motion to approve U.C. Resolution No. 2020-12 – a resolution of appreciation for the honorable service of William (Bill) Biedenbach as a Utilities Commissioner from September 2011 to September 2020.

Commissioner Hawes seconded the motion.

Commissioner Davenport asked what the motion was for.

Chairman Holcomb stated to approve the resolution for Mr. Biedenbach.

Commissioner Davenport commented I don’t know about that, but then added I love you man and miss you to Mr. Biedenbach.

Commissioner Conrad’s motion then passed unanimously on a roll call vote.

Chairman Holcomb then stated again, we appreciate it Mr. Biedenbach. And then added, thanks Mayor Owen for stopping by and doing that for us; we welcome Mr. Smith.

(2) Public Participation:

(2-a) Request to Appear – Donna Athearn / Corbin Park Sewer System Plans:

Chairman Holcomb stated public participation, we have a request to appear from Donna Athearn, and then asked if she was in attendance.

Mrs. Simmons commented that she was supposed to have been at the meeting physically.

Chairman Holcomb asked if someone was trying to reach her.

Mrs. Fisher indicated she would try to do so.

Commissioner Davenport stated while you’re trying to do that, I did receive an email. I don’t know if the other Commissioners received it. I do know Ms. Athearn over the years regarding
(2-a) Request to Appear – Donna Athearn / Corbin Park Sewer System Plans (cont.):

Corbin Park, about getting sewer there and so forth. And then I spoke to Ms. Couillard a couple of weeks ago about my passion for, right down here on A1A there’s somebody looking for property and called me from Naples. And it was right in the middle of Sea Woods and it had no sewer, and then added thank you to Ms. Couillard for what she did there. I found it kind of interesting they’re going to build a half a million dollar house and have to put in a septic tank right here in the middle of our beach and I’m thinking, I don’t know, it’s not right. I have spoken to Deb Denys everybody; I have spoken to Senator Wright about this. And I’m very passionate, this term that I’m serving if we could work with, and I spoke to people in Silver Sands. If we could come together some way and do Corbin Park and Silver Sands and look into this expansion of our utilities, after all we’re selling services. That would be a monumental feat especially with our water table as high as it is right now and everything we’re doing to stay out of the Indian River. So Ms. Athearn did reach out to me and I’m very supportive of anything we can do, and I just think there’s a way Mr. CEO, we’ve spoke, and I’ve spoke to FIND before, Florida Inland Navigation District of the state. There’s a way but it’s just going to take us all coming together to do it Mr. Chairman, we can do this; but this is what she’s alluding to, her sewer out there.

Mr. Bunch stated and we’ll give her a chance to show but Commissioner Davenport I’ll remind the group that we’re also committed to working with the City this year to do a septic elimination study, so we’ll look territory wide and I’m sure it will be based on a number of factors. The environmental factors being one, the economics of what would be the easiest areas, and also other folks have done this to prioritize those sorts of investments. But the Commission would be involved in that as well, and if Ms. Athearn comes up, we can talk about that with her as well.

Mrs. Fisher then confirmed that Ms. Athearn was on her way to this meeting. This item was delayed awaiting her arrival – would be considered later in the meeting when she was in attendance.

(2) Public Participation (cont.):

Chairman Holcomb then confirmed there was no additional public participation at this time. There being none, he closed that part of the meeting, but added we’ll come back to her (Ms. Athearn).

(3) Approval of Consent Items:

Chairman Holcomb also confirmed with Mr. Cloud that he could move forward to the consent agenda and then go back to public participation. He then stated item 3., approval of consent items – open up for discussion; and then confirmed the Commissioners did not want to pull any items from the consent agenda for discussion.

Commissioner Davenport then stated I’ll make a motion that we approve 3-a. through 3-f. - consent items; specifically item 3-a. Minutes of Regular U.C. Meeting Held 8-24-20, and item 3-b. Minutes of U.C. Workshop Meeting Held 8-19-20, approve both as submitted; item 3-c. Ratification – ITB No. 26-20 – South Beach Pump Station Upgrades and Approval of Increased Project Amount, ratify the awarded contract to McMahan Construction Co., LLC in
(3) Approval of Consent Items (cont.):

the amount of $895,000.00 for ITB No. 26-20 and approve a $115,000 increase in the overall project budget for a total amount of $959,841.00, with continuing authorization for the GM/CEO or his designee to execute all associated project documents; item 3-d. Granted and Accepted Third Party Utility Easement - Planet Fitness – RCC new Smyrna Beach Shopping Center, LLC (waterline easement agreement for offsite water main) and for Coastal Woods (GEOSAM) – Elbert Land Company, LLC, to ratify the acceptance of these easements attached to the agenda item and submitted to the U.C.; item 3-e. Developer’s Infrastructure, Capacity and Inspection Agreement – Coral Villas (fka North Causeway Townhomes) – Coral Ville, LLC, approve the Developer’s Agreement as submitted and authorize the GM-CEO or his designee to execute the documents associated with this matter when contingencies are met; and item 3-f. Ratification of Annual Purchase of Polymer, FY2021 Renewal – City of Palm Coast Piggyback Agreement – based on Palm Coast ITB-UT-18-64, ratify the piggyback agreement attached to this item for the estimated usage of 58,000 lbs. during FY2021 at $1.12 per lb. for a total award of $65,000.00* (*part of U.C. annual chemical awards but delayed due to completion of bid renewal documentation by City of Palm Coast).

Commissioner Conrad seconded the motion.

Chairman Holcomb requested Mrs. Simmons to call the role.

Commissioner Davenport’s motion then passed unanimously on a roll call vote.

(4) General Manager’s Report:

(4-a) Introduction of Interim Director, Electric Operations – Michael Schings:

Mr. Bunch stated I’ll take this minute or two to introduce an Interim Director, Mr. Mike Schings. And I’ll ask Mr. Schings to step up to the podium but while he heads in that direction, I’ll say a few comments on his behalf. Mike Mines, the current Director of Electric Transmission and Distribution Ops., told us several months ago that he planned on retiring around June of this coming year. Given that advance notice, which we don’t normally have with a departure, we decided to name Mike Schings as Interim Director and give him an opportunity to step up to the role during that time and demonstrate his capabilities. Mr. Schings just joined us a couple of months ago, but he had pretty significant experience prior to coming to us. I wanted to introduce him and give him a minute to tell the Commission about himself.

Mr. Schings then addressed the Commission and stated my name is Mike Schings, my wife Paula and I moved here about three months ago from Michigan. Worked, for the last 14 years for Toledo Edison as a substation manager. Retired from there and looked for another opportunity. In dealing with everybody I talked to or had any dealings with the City of New Smyrna Beach, it was clear that this was a great place to live with great people. I very much look forward to the opportunity and thank everybody here for the opportunity to come and serve the community and make it a safer, better place to work and live. We live here, we’re renting right now, but we’re looking for a home after our place in Michigan sells; so hopefully this week. But 14 years of experience in the utility industry, 35 years’ experience in the electrical industry as a contractor and electrician, and kind of came up through the field
(4-a) Introduction of Interim Director, Electric Operations – Michael Schings (cont.):

working with my hands. So again, look forward to the opportunity, met a lot of really good people, every interaction I’ve had, everybody here has been great as an ambassador of New Smyrna. Whether it’s somebody at the gas station or staff or employee that works at the Utilities Commission. So it was obviously a good choice for the opportunity, I’m thankful to be here, so thank you very much.

Commissioner Davenport commented and your winters will be a lot different won’t they.

Mr. Schings indicated yes and commented on the sun and heat here.

Chairman Holcomb commented sunblock - 90.

Mr. Bunch then stated thank you to Mr. Schings, and added good luck in your role.

(4-b) Financial Status – August 2020:

AND

(4-c) Balanced Scorecard and Enterprise Metrics – August 2020:

Mr. Bunch stated so if I were to start the financial status portion, we’d probably move 10 or 15 minutes. Do you want to move into that or give Ms. Athearn a few minutes to show up?

Chairman Holcomb stated let’s move forward.

Mr. Bunch stated okay, I’ll ask Efren Chavez, our Director of Finance and CFO to step up and move ahead with the financial status and then if Ms. Athearn shows we can take a break and allow her time, and then jump on to the next portion.

Chairman Holcomb stated let him finish and then we can bring her in after.

Mr. Chavez stated okay, that sounds good. He stated so what I did do, this does have the Financial as well as the high-level overview of the Purchasing Manual, but we can take a break when needed. He then proceeded to commence his August 2020 Business Performance Results presentation and stated August year to date reflects a positive change in net assets of about $2.6 million. So we’re still seeing the impact of the fuel charge set to zero for those two months, it was for two months but it does impact us for year end. We do have those increased operating expenses due to the 2020 bond issuance costs, but as we go further on, you’ll see that our controllable expenses on operations are great. So we’re keeping, slightly higher than last year, but really in pretty good shape. On the very bottom of this slide, the August year to date capital expenditures, $12.3 million (sic $10.3). We expect to be about $12.5 million once we wrap up the year end, which is within a half a million from our $13 million forecast that we gave a couple of months ago. So we are working with Ms. Couillard and her team, we’ve already started a new project management and her folks are managing the projects. So we meet monthly and we have a forecast system in place to provide periodic updates during the new fiscal year; every month on that we’re making much more progress than we did previously.
Mr. Chavez went to the next slide and stated so August operational stats., pretty good overall. We’ll go through the waterfall on the next slide but here the good thing to note is our purchased power is at $41.01 per MWh which is really good. So that’s $5.31 lower or 11.5% lower than the prior year. If you go to the very bottom there, you’ll see on our volumes total electric sales overall, 2.4% higher than the year before and water, wastewater and reclaimed higher than the year before. So every month, I believe every month this year we’re higher than the previous month. Our customer counts, over there on the right hand side, still consistently higher than the prior year and we still see that in our new customers and the growth that continues on the west end, but we do have a lot of fill in going on as well.

Mr. Chavez went to the next slide and stated so this is the Income/(Loss) graph or bar chart. So you’ll see there $816,000 was last year’s operating income and this would be the controllable revenue, operating expenses, gets us to the operating income loss. So, $816,000 last year, we’re at a negative $285,000, but the largest driver of that is the $1.6 million in the red there, the fuel charge set to zero. But as far as controllable on a number of other items, net purchased power, we’re up $705,000, and that is the purchased power favorability that we have, running better than we did last year, slightly offset by the over-recovery that we have and still net, net positive. You’ll see there the $578,000, other revenue change, so in essence those revenues consist of electric and reclaimed higher than the prior year. We do have the $275,000 of the AT&T settlement. Just as a side note on that, Ms. Couillard and I and team are in negotiation with AT&T for a go forward. The settlement was a resolution of prior years and now we’re negotiating for a go forward contract, along with Mr. Cloud.

Mr. Bunch stated so a question on the year-over-year comparison, if we didn’t do the fuel charge for two months, and for Commissioner Smith’s benefit, in April and May we zeroed out the fuel cost, now we had money in reserve which was an over collection. But if we had not had that what would the year end, year to year comparison be?

Mr. Chavez stated so we’d be at $1.3 million, positive.

Mr. Bunch stated we’d be slightly better than last year and in the green, so they say.

Mr. Chavez stated yes, but just based on kind of our peers and what was best for the community at the time, we knew that based on our analysis that we could afford to do a suspension of the fuel charge. Just to help out at the time, to our residents and our customers. Related to that, we also were very cautious on the accounts receivable, on the sales, to make sure on our collections. So we did have a temporary dip in the sense that during COVID, in the high time, where receivables got a little larger. But now for the last couple of months we’re better, we’re right where we were for pre-COVID, meaning receivables are back where they need to be. Which is, for us, 98% is current, on our receivable on the books today, 98.4% are less than 30 days old; so we’re running really consistently with what we were running pre-COVID.

Mr. Bunch stated and I had asked Mr. Chavez’ team to monitor that closely because as we went back in the direction of normal collection practices, we wanted to make sure there wasn’t a big part of the community that was then getting disconnects. But as he just indicated we glided to exactly where we were prior to COVID in terms of the amount of arrearages and
the number of disconnects aren’t big. So I think it’s a reflection of our demographics which are a little better than the County, on par with the State, and a lot better than some of the smaller municipal peers that I speak to around the State.

Mr. Chavez stated, and I think it was definitely pressing on our end that we helped out and made customer payment plans available and we worked that out. But we definitely did not want to do an extended period of giving the fuel charge because we wanted to make sure, didn’t want our customers to get too much of an arrearage from a receivable standpoint; so it’s worked out.

Chairman Holcomb stated I will tell you the one thing that I liked about that is this, we’re going through this and everybody’s always critical looking back but when you’re dealing with an unknown and basically an unknown in the future of what we were dealing with, the ability to act and get that in. You know, we’re not going to go and fix what’s going on but if everybody does a little bit and to each one of our ratepayers and customers that starts to total up to be a lot. And we couldn’t go and fix everybody’s problems, but we can participate in and help in the community. And I like the ability and getting in immediately, making that adjustment, and then obviously, working our way out with a little bit of humble experience to work with people. And because you know, no one’s going to know the exact circumstances of the other person, so we have to have the flexibility of to not operate in a box when dealing with the customers on the receivables side. I really appreciated that as a person in the community that says we’re flexible enough, even though we’re a big entity in that government that we can break it down to the individual person and see a way through. And that for me was very impressive, just the way that you all did that, so give yourself a little credit on that. Because that was, and again we don’t know if we ever need to do that again, but it was nice to have the forethought to do that and I appreciated that. So you’re not going to solve everybody’s problem but at least you can help with as much as you can.

Mr. Chavez stated we did as much as we could, and we’ll continue to keep an eye on our finances as well. He then went to the next slide and stated so this is the extended view. This adds on the bond issuance costs, interest income, so it’s the other items on the income statement. But the one that will stand out, that’s all the way to the right, which is one we’ve discussed previously, is really the contributed capital. And that purely is, since those assets really are the developments when they transfer over, purely timing in the sense that just had more assets contributed the prior year, less this year. But that’s more of a function of when the projects were complete, because we know that we’re still adding new customers and developments are still building.

(4-c) Balanced Scorecard and Enterprise Metrics – August 2020:

Mr. Chavez went to the next slide and stated KPI’s. Safety and risk, and this is in your packet, the detailed sheet, just giving you the overall highlights. So safety and risk we had one OSHA, no lost work time, minor incident no time loss. Third party claims, two very small and then one was forwarded to insurance, and no motor vehicle accidents in August. From the reliability standpoint, SAIDI, which is customer outage or the time for an outage, positive month year to date, year end. CAIDI, which is how long it takes to restore, trending positive year to date, year end. SAIFI, which is the outage frequency or number of outages
that a customer gets or receives, that’s over just because of the more active storm year. And we all know that just with the rains, but Mr. Beyrle and his team and everyone on the force really trying to manage that as best as possible; so overall good story. Water Resources – green and Customer Service – green. On the customer service side 98% of meters read first attempt, and that’s consistently high all year and we expect to continue that. Materials Management, purchase order issuance – green. Actually just did a physical inventory (warehouse materials) and the dollar amount was under $500 of an adjustment. So pretty clean physical inventory at year end, and that was on Friday.

Mr. Chavez went to the next slide, continuing with KPI’s, H.R. recruitment time is green. We are under budget by 16 positions, but that’s been throughout the year, and that we remedied in the 2021 budget by taking out those positions that we really didn’t foresee needing for the business. So we’re taking those out and realizing some budget savings, but that was just more of positions that we did not have a line of sight to fill. I.T. side, cybersecurity participation, help desk tickets, those remained green. I think one thing to really highlight here is there’s constant tests, phishing attempts, they’re fake by Mrs. Keehn and her staff to try to train our employees to make sure that you don’t click on things, and even if there is, there’s kind of a lessons learned afterwards. Really good attempts on that to minimize employees clicking the wrong items. Customer Service, AR (accounts receivables) balances…

Commissioner Davenport asked if he could ask a question.

Mr. Chavez stated yes.

Commissioner Davenport stated say that they do click on the wrong thing, if you will, what is the... I know what my consequences are at State Farm and I don’t like it, I’ve got to go do an hour course or something. Do we have something like that, that you require? So, you won’t do it twice if you go through that course.

Mr. Chavez stated so what happens is, and I’m not sure of all the details because I haven’t clicked inappropriately, but I know if they’re internally generated, kind of a fake one, then it gives a lessons learned. Mrs. Keehn can probably speak to this a little better but in essence it tells the employee hey, if it’s got the banner that says this is an out of organization email, don’t click things. So it will refresh you and folks are focused on much more, that awareness factors a lot just from the fact that there’s constant testing being done.

Mr. Bunch added everybody also takes part in monthly training activities so there’s videos, there’s tests you take, probably 15 to 20 minute exercises. But I think from what I’ve seen we’re far ahead from most of the municipal peers and I think it tends to be more reactive in most folks like us. Mrs. Keehn and her team have done a really good job of trying to implement best practices for us and I think it served us well so far.

Commissioner Davenport stated and I’m not trying to get more for them, I was just curious, just sitting here and thinking.

Mr. Chavez stated but to Mr. Bunch’s point, every employee, I’m not certain how the field
Chairman Holcomb stated let me ask a question, are we doing internally, or with vendors, or even go to meetings, Zoom?

Mr. Chavez stated we’re using Teams.

Chairman Holcomb stated so one of our issues that I’m going through currently is those are very, and Mrs. Keehn can speak to this, on our main server we don’t allow it because they are very susceptible right now. The problem is it’s not what we’re doing on our end, it’s we can’t see. So you know again, what we’ve done is the same thing, like if I’m going to communicate with vendors and what not, we go off our server into a guest server, I guess to keep them away. Because this is outlawed or you know banned for now because you can’t see them; it’s like a big deal. And I was kind of caught off guard at first, but I was just curious about here and I’d like to hear what Mrs. Keehn has to say about that while we’re talking about it.

Mr. Chavez stated yes, she can talk about it a little more, but since we’re a Microsoft shop, we leverage Teams, so in essence we’re using the license for them.

Chairman Holcomb stated so you’re okay, alright because that was an issue.

Mr. Chavez continued, so that’s what we use, now some vendors and consultants have others that we dial into but typically we know that other party, so…

Chairman Holcomb stated that’s the part I didn’t understand, it’s like we’re not the problem, it’s the vendor. So I just wanted to make sure, I’ve learned a lot over the last week to 10 days to figure out how to communicate with the rest of the world from my glass bubble.

Mr. Chavez stated so that risk for the I.T. security is kind of about Microsoft because we’re leveraging, we’re using their software.

Mr. Bunch stated could I ask Mrs. Keehn to come to the podium for a minute.

Mrs. Keehn indicated she was confirming with Mr. Michel, and she also commented that the U.C. is in Office 365.

Chairman Holcomb stated you just explained it to me, you’re not in your server; so right, they can’t get to it. I learned that part of it this week, what that actually meant.

Mrs. Keehn then came to the podium and stated so Mr. Michel can speak more to the technical but Office 365 that’s not on our server, that’s in the cloud. Microsoft hosts it so it’s completely separate from what we do, and we do use Teams; so through that it's isolated.

Chairman Holcomb stated perfect, it was just something that was I never even felt was in the realm. I mean an email came and it was over.
Mrs. Keehn stated right, and for the remediation that we do on the clicks, we do phishing attempts all along through the month. So there’s always something coming through and they’re specific to the divisions and if they click on them there’s a remediation training that they do immediately. And for each employee we have a risk analysis for each employee in each department so we can see if we need to do additional training on specific things throughout. And then training this year we’re really focusing on their specific job roles and what they have to be aware of, it’s different for everyone. So we do both, we do the monthly training, but then we focus directly on each employee.

Chairman Holcomb stated that’s good, it’s getting crazy, I mean with the different portals they’re finding ways to get in.

Mrs. Keehn stated yes, it’s constant.

Chairman Holcomb stated appreciate that, thanks.

Mr. Chavez then stated I do have a funny story, there was one that was sent and it was a fake one that I.T. generated. And I forwarded it to Mrs. Keehn and said hmm, and they said yes, that was one of them.

Chairman Holcomb stated kind of a new cheese for a mouse.

Mr. Chavez then went to the next slide and stated so this was one item and I didn’t know where else to put this. But we had talked about it I believe a month ago, related to Omaha Public Power District (OPPD) submitting an invoice (for Mutual Aid), about 11 months late. So they did that to OUC and us both, they sent them very late. So just having some discussions, had a few conference calls with them and really got to the bottom of it, looking at it logistically, what should be a reasonable charge for that. They understood and agreed that it seemed excessive and maybe folks were estimating, it’s our only guesstimate. But what we came to, a mutual agreement, was $67,000. It was labor, per diem for meals, vehicles, and a little bit of lodging, but that was it.

Chairman Holcomb stated and you kept a good relationship.

Mr. Chavez stated yes.

Commissioner Davenport stated so they would come back again.

Mr. Chavez stated yes.

Commissioner Davenport then commented, Omaha, don’t we have people a little closer that could help us?

Mr. Bunch stated they were actually in Orlando, so hence the OUC involvement. They were in Orlando, if you recall Hurricane Dorian went further off the coast so when Orlando was in
the clear they released them, and we said hey, we’ll take them because it looks like it’s going to hit us. Well, it turned out that we got tropical storm force winds, didn’t get the big hurricane. Honestly, I don’t think they did anything on purpose, I think they didn’t have good records, they overestimated the number of days to get back, and Mr. Chavez negotiated true to form to get to a good number. Everybody’s still in a good relationship and I’m sure they would come back if asked.

Commissioner Davenport stated great.

Mr. Chavez then indicated he could go on to the Purchasing Manual discussion or take it after (during New Business – item 7-c.); whatever the Commission prefers.

Mr. Bunch stated why don’t we come back to that per the agenda.

Mr. Chavez and Chairman Holcomb confirmed there were no further questions regarding the financial presentation at this point.

(2-a) Request to Appear – Donna Athearn / Corbin Park Sewer System Plans (Continued):

Chairman Holcomb then stated I’d like to call Donna Athearn up for public participation, referencing the Corbin Park Sewer System Plans.

Ms. Athearn addressed the Commission by stating thank you so much for your patience. Chairman Holcomb stated no problem.

Ms. Athearn stated I appreciate the time you’re giving me; I’m working with the City on the drainage system right now. Currently I sit on the Turnbull Creek Preservation board and in that I’m working with the City to try and get the Turnbull Creek opened up in areas where they have bought land and where there are clogs along that; and that has a lot to do with what I need to present to you guys. In the past I have done my research and I have found out that there are no plans for sewers to go into the Corbin Park area. Now that’s a very large subdivision and it consists of over 200 homes back in there and as we continue to grow on S.R. 44, I’ve brought it to the City’s attention that this is a drainage system that needs to be looked at, like farm irrigation. It was farm irrigation with all the sugar cane that was grown out there and knowing that we’re growing exponentially along 44 and in those back areas along Glencoe Road with these apartments. Sewers are brought out on 44 but nothing coming south in any of the subdivision areas, Corbin Park, Ellison Acres; there’s a lot of areas that it’s not even offered. And now with the intense flooding that we are experiencing all through that region, it’s important now to start really looking at what we’re doing to the pollution underground. As you know water rises from underneath, as the water table rises, and the Turnbull Creek is getting affected by it. The Corbin Park area is less than half a mile from the Turnbull Creek and Ellison Acres sits right on the Turnbull Creek and on both sides of it. But yet there’s still no plans at all in place for sewers out there.

Ms. Athearn continued and stated now recently we did get the Tractor Supply Store and I know that they were very uncomfortable with putting the pump station and the lift station in
(2-a) Request to Appear – Donna Athearn / Corbin Park Sewer System Plans (Continued):

that they did, it’s a huge one. It’s enough to supply everything in Corbin Park and again, yet, there’s still no plans in the 10-year outlook. And so I’d like to come to the Commission with more documentation and paperwork to show you that the County is stressing this to be done with the green policies. There are grants available from the state and federal and also for the preservation of that Turnbull estuary area, it’s very important. I’d like to just show it to you in a better manner than just in a few minutes of public participation. I wanted to bring it to your attention first and then ask for the agenda item that we can come back next month and really show it to you.

Chairman Holcomb then stated any questions?

Commissioner Davenport stated no, I just appreciated you coming in. Before you got here, that’s something really important to all of us, but especially important to me because Silver Sands, that area out there. And I remember when I did the apartments, involved in that 20 years ago, Limestone Ranch, or 15. I remember pulling the sewer lines right down Paige Avenue, coming in the back there, all that stuff; I’m with you.

Ms. Athearn stated we have the force mains, but I can’t connect to any of those force mains. We have a force main that was put in by Weaver for his development at Waterford Lakes, but again we got missed. And now with the increased need to pave Paige, you can’t do it without using Paige Avenue all the way down because it’s the only thoroughfare corridor that would allow for a pump station or a lift station, at Paige and Corbin. Also, further in down on Corbin Park Road you have Water Treatment Plant that’s right on Paige. So we’re in a perfect spot where the roads aren’t paved right now, this isn’t going to cost an enormous amount of money to repave or cut into the roads. We’re at a spot where we’re just feeling a real push with the overflow of water in that Turnbull Creek and now, we’re moving a little forward with that. But now it’s got to come to where we’ve got to look at the drainage systems and so we can flush.

Commissioner Davenport stated our CEO here just mentioned a while ago, Mr. Bunch if you would brief her on where we are.

Mr. Bunch stated sure, so we started having this discussion with the City about a year and a half ago actually, in terms of doing a joint study. Whether you call it sewer elimination, infill, but I’m sure stormwater is on their horizon as well. And this year it is funded, for 2021, to do that study, and we’ll look territory wide. Environmental will be a factor, the density, the economics, which area would be easiest and most efficient to do the infills. And then come up with a prioritized list of projects that will be presented to the joint Commissions for consideration. But Ms. Couillard, our Director of Engineering, will be working with the City to coordinate that effort and as it stands right now it’s in both of our budgets to do that study this fiscal year.

Ms. Athearn stated that’s terrific. In the meantime the overflow from the septic tanks that are pumping into that estuary are a concern. I mean it is a concern, water is rising.

Mr. Bunch stated understood.
Ms. Athearn continued, and I am working with the city on that and Randy Hartman (City Commissioner) has been there, he’s seen what we’re working with right now. And I can get by because a lot of us have understood that we aren’t going to have anything in the next five to ten year plan. We just need to see that it is in the plan and that it is being addressed. And then the other thing that we as residents are, you know we all are concerned. We’re at this age, I’m collecting my Social Security at age 62, but I have a limited budget to work with, so I’d like to be able to pay for it while I’m still employed. And so giving us an idea of where we are with costs, even to send out notices to the residents, because none of our residents have heard anything. We know that Tractor Supply has a big enough system that they can take on Corbin Park, but we have no idea what it will eventually cost per footage of our properties to even consider it. So, even to give us a tidbit would be nice, in the interim, in the interim so that we know what we’re planning. Right now I’m getting an above ground septic system put in because I have no other way of doing this. I’m fortunate that I can get a smallest enough system that will fit, but there are other residents who aren’t and they’re doing all that they can to keep what they have working, as older people. So it’s a request from our neighbors and from the core of our people, can you send us something. Can you let us know some update of where you are, where this can be.

Chairman Holcomb stated I think that would be, as far as again, two things. I really appreciate the way you guys are approaching this, first to let us know and two to bring us more information. I’ll be honest with you, my daughter lives in Corbin Park and when we were building her house we put in a septic tank. And I believe I asked Mr. Bunch, it’s kind of odd we’re about a half a mile off of 44 and we don’t have sewer. The reality is we don’t, okay, and then again what we’re going through right now as a Commission and we’re working on, is identifying the gravest problems, highest vulnerabilities, prioritizing references, you know what we’re going to go work on. That doesn’t mean that, so when we start with doing something, somewhere, whether it be electric or sewer or whatever, so people can understand why we did it. Because you’re going to want your area taken care of first, if you’re in Bethune or some place, you know different areas are going to want different things. And we’re going to have to go first one time, you know there’s not enough money and resources and grants and all the things you spoke to, to solve all that immediately. The good news is you have the City and us discussing it and as you said, there’s a pretty good relationship with the County. So I think what you’re wanting is happening because before there wasn’t a discussion, there wasn’t a conversation, they weren’t looking at numbers, they weren’t looking at grants. So if you want to leave with a little bit of optimism that’s it and it doesn’t guarantee an outcome, but it does guarantee a conversation and those are the things I think you’re asking for. And like I said I was shaking my head when I was having common plumbing put in, a septic system. So I agree with you but we’re trying to figure out where our highest priorities are at, we don’t know that yet, we’re going to work on that, we’ve been working on that for a couple of years now and we’re getting closer. But these conversations and meetings, the City and the U.C. seem to have a very good working relationship right now, the communication between the two parties is probably better than the five years that I’ve seen it at any time. So be patient but I encourage you to stay involved and we’ll make sure as we move forward, Mr. Bunch, and if you’re the lead on that, that we communicate with you when there’s any kind of progress or updates. Just so you understand, you’re wondering where we’re at, the meetings on this date, and then they can communicate back to you or if they had a conversation between the engineers. But just to kind of keep you in the loop as to
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(2-a) Request to Appear – Donna Athearn / Corbin Park Sewer System Plans (Continued):

what’s going on and any kind of progress. I think communication’s free and it’s harmless, so that’s it.

Commissioner Davenport stated in addition to that Mr. Chairman, like I said I’ve been working on this really hard, I guess 18 months I’ve been working at it. And Deb Denys, who’s up for reelection is passionate about getting rid of septic, which I love, and we’ve talked about Corbin Park. And Senator Wright, I sent him a letter a year ago; everybody’s let’s get it done, let’s figure out how and the money, there’s lots of attention being got by this.

Ms. Athearn stated again, it is that communication. I mean I haven’t heard nothing from if you’re moving forward, if there’s a plan, if there’s anything. You know, just a simple tidbit with our electrical would be nice, just to let us know it is a consideration. And if you want more feedback from the community, you just have to tell us what’s up. Because when I left the neighborhood today, just worrying about the flooding, you know our concern is we’ve never seen a letter. How much is this going to cost us if they decide to bring in sewers. Maybe we could front some of it if we knew how much we’re expecting, that kind of information.

Commissioner Davenport stated well, aren’t you in the County, I mean too, Ms. Athearn, out in Corbin Park?

Ms. Athearn stated yes, there’s several enclaves.

Commissioner Davenport interjected so that’s another issue right there.

Ms. Athearn continued, enclaves within and several that are being eliminated now. I’m in a section of ours and there’s three down the street and there are enclaves that are eventually disappearing. That still doesn’t mean that we’re not customers of the U.C., we still are and we are always going to be, there’s no place to go. But in that, you know, it’s just the communication, we have no idea of anything until I come out of my shell and say hey, I’ll ask the questions. So if it would be possible we just simply would like you to send out a note, just if any of them are interested to move forward faster or what to expect with costs or development of a sewer system in the area; just so we can know.

Mr. Bunch stated what I can offer between now and your presentation, and we’ve got your contact information, we can get the discussion started with you, to meet with our Engineering folks and talk through a generic process of what you just described. If I have a neighborhood and I want to get onto the sewer system, what does that look like, and water system, and we can talk through that. And in the meantime, you’ve got that information as we begin the study this year and as you talk with your neighbors as well.

Ms. Athearn stated as far as drainage studies I have some of those that are done because of the Turnbull Creek preservation issues. So great, so can I expect this would be something we can hash out or at least discuss a little further at next month’s meeting?

Chairman Holcomb stated I can guarantee the communication. I cannot guarantee the results because we don’t have all the information. So until we have all the information I can’t really,
I’d hate to make a promise and have you guys, you go back to your community and tell them hey, this is what’s coming. What we’re going to do right now is we’re going to start the communication, we’re going to figure out what’s going on right now with the information that the engineers have, who wants to play ball from the City to the County and the residents. You know you’re talking about a lot of parties. So what we’ve done today is as we update, that meetings got to happen, they’ve got to have that information, and then just make you aware of the progress as we move forward. Like I said, the result, if you’re looking for certainty it doesn’t exist at this bench. What I will tell you is that we will communicate our updates and I think they’ve offered that.

Commissioner Davenport stated correct me if I’m wrong here, Ms. Couillard, could there not be two approaches to this, and the two approaches be okay, yes, they’re going through with the study, the City of New Smyrna Beach and the U.C. with the study. But also another approach could be okay, I want sewer, so you go out and spearhead all your residents, we give you a cost based on this, you know without going through the study and so forth. So you could, in my opinion, could that work that way maybe?

Mr. Bunch stated yes, that’s the dialogue we’ll start now with Ms. Couillard and then that will give Ms. Athearn and the residents some information and then when it gets a little further down the road with the study, you know a couple of possible outcomes. It turns out to be an area that is feasible, then it moves ahead. If not, that option of being driven by the residents would be the more feasible and safer; so in the interim…

Commissioner Davenport stated and the key is to try to get the cost, the grants, that’s the whole key here, make it affordable.

Ms. Athearn stated and that can be done because of the grants available with the Turnbull Creek involved in this because it’s a nationally recognized historic site, so it falls under a lot of extras where other creeks wouldn’t.

Chairman Holcomb then stated like I said, step one is what you’re doing right now. And then obviously we had our step one on this calendar, so those things are going to happen. And then Mr. Bunch and his team get out to you, as obviously they touch that section they will communicate with you to give you updates at their pace or when it happens or when they feel necessary. I don’t want to speak on them to when’s the right time but as the information becomes available that they feel is worth in your best interests that you need to know, I’m sure they’ll let you know. And that’s one of the goals for us is to be as transparent as we possibly can, and like I said it doesn’t yield results, it gives answers, and we’ve got to get the information before we can find answers and that’s what I think they’re doing. So, stay engaged, we appreciate it and I appreciate you coming; thank you.

Ms. Athearn stated thank you, thanks a bunch.

(5) Commission Counsel’s Report – General Counsel:

Chairman Holcomb then stated okay, where were we.
(5) Commission Counsel’s Report – General Counsel (cont.):

Mr. Bunch commented I think that takes us to Counsel Report.

Chairman Holcomb stated yes, there we go.

(5-a) Florida Statutes Chapter 112 – Section 112.3143 Voting Conflicts Compliance –
Publicly Read Commissioner Holcomb’s Form 8B into Record:

Mr. Cloud stated yes sir, there’s really no need to read the form into the record, it’s just entered into the record.

(5) Commission Counsel’s Report – General Counsel (cont.):

Mr. Cloud then stated just a couple of things, first of all I’m still working on the Interlocal Agreement draft. On the Hypower trial, it is concluded but we don’t have a result yet. We are working on some rate structure issues that will come to the Commission when the rate study is completed. As Mr. Chavez noted, the AT&T Agreement is in the final stages, working out the go forward number. And then with regard to the last item, three things to think about. I’ve worked on about a dozen implementations of, you know, after construction extensions of sewers. And obviously you have to determine a design and a cost but there’s usually three pots of money. And one which would be nice which we’ve referenced, grants. And the State has what is called the SRF (State Revolving Fund) program, which is money for sewers, and normally would be a really good place to go look for some of the money. They also provide for a low interest loan, but I’m not sure that that accomplishes much. What concerns us all, people who work in that area, is the State budget right now has taken a shellacking because of COVID and the indications that our lobbyist groups are getting now is that there’s going to be a significant shortfall. But there may be some and that’s one area. Other areas are of course, contribution in aid of construction. And third, of course, there’s special assessments, which is more of a, you know, payment over time.

Chairman Holcomb interjected, which the City has to do because we cannot assess the community.

Mr. Cloud stated that is correct, those are your three options or some blending of those options. And that’s all I had to report.

Chairman Holcomb stated appreciate it, and then confirmed there were no questions for Mr. Cloud.

(6) Old Business:

There were no Old Business items for consideration.

(7) New Business:

Chairman Holcomb then stated New Business.
(7-a) Risk Management Insurance Coverage for FY2021 (FMIT and CHUBB):

Mr. Bunch stated I’m going to ask Mrs. Pitcher to come to the podium and talk about risk management insurance.

Mrs. Pitcher addressed the Commission by stating good afternoon. I have before you this afternoon a request for the next year, 2021 (fiscal), risk insurance coverages renewals. So that includes property, crimes, general liability, professional, inland marine, automobile, and workers’ compensation, as well as our contractor’s fuel island pollution policy. This year we’re looking at about a 17% increase and most of that is due to the change in the type of property coverage that we went to. Last year we changed carriers for property, and our prior carrier did a campus style property coverage. So in essence they didn’t inventory all of our assets and base our coverages on the value of each of our assets. Well, FMIT does an inventory style coverage, so they cover every single asset that you would want to be covered. So what they did this year is they went through and did an asset survey for us and identified all of our assets and their corresponding values. And so for now, we are still going through the exercise of looking through that very long, extensive list and identifying what do we actually want to keep covered. For example, what’s under our deductible that we would just pay for anyway. So in the interim of us doing that, we still want to have them covered because it’s hurricane season, we don’t want to leave anything to chance. So that’s making up the bulk of the premium increase that you see here and I’m pretty confident that we can get some of that down as we go through that list and reduce the property that’s covered. And then of course, increases in payroll and wages, and as we have new automobiles that we trade out for our old ones, the value is higher, so that also links to an increase.

Chairman Holcomb stated on the asset evaluation, are they taking book value or are how are they, because again if we have an asset that may be on the books for “x”, but if it was damaged beyond repair, the replacement cost might be “x”. How do we navigate?

Mrs. Pitcher stated its replacement cost, is what they’re valuing. So in some cases on properties such as buildings, they use a standard system that calculates the cost of what it would be to rebuild the building.

Chairman Holcomb stated and when we look at, and again I don’t know because when you’re speaking to that the first thing that comes to my mind is because our history isn’t going to support our performance. So what I mean by that is what our loss runs are not going to, because it’s just a different style of insurance. We’re insuring assets versus before you weren’t, when we put values on them is that increasing or self-insuring some of the stuff internally.

Mrs. Pitcher stated so that’s what we are working through right now is from those assets what do we want to basically self-insure, that would make sense for us, rather than having it through them. So we’re still working through that exercise but in the interim we want to make sure we’re covered, and then of course the premiums would be pro-rated if we were to make changes.

Commissioner Davenport stated so I’m seeing a $50,000 deductible.

Mrs. Pitcher stated we do have a $50,000 deductible, yes.
(7-a) Risk Management Insurance Coverage for FY2021 (FMIT and CHUBB) (cont.):

Commissioner Davenport stated is that, I mean, my thoughts are that’s a lot of money obviously out of our pocket. And for instance our buildings, we’ve got a $50,000 deductible on our building too? I mean what about, so I’m trying to get a visual, we’ve got a car accident, we’ve got a $50,000 deductible on our trucks, is this just flat…

Mrs. Pitcher stated no, this is just property.

Commissioner Davenport stated well, I see automobiles up here and I see properties.

Mrs. Pitcher stated right, so everything is broken down differently when you get into actual levels of coverage.

Commissioner Davenport commented I was hoping.

Mrs. Pitcher stated so general liability has no deductible, auto has no deductible, property has a $50,000 deductible. And granted, we are talking buildings that are millions of dollars in value.

Commissioner Davenport stated okay, so you’re telling me there’s no deductible on automobiles?

Mrs. Pitcher stated correct.

Chairman Holcomb then stated light duty right, because you’re telling me we have no deductible on that pump truck that’s $700,000.

Mrs. Pitcher stated we have no deductible on auto liability.

Chairman Holcomb stated and again, the classification of the automobile is, it’s not. We all think it’s the same but it’s not.

Commissioner Davenport stated what would that drop to put up a deductible, a $1,000 deductible on there, it would be substantial I would think.

Mrs. Pitcher explained, so I’ve given you an overall premium, these are different coverages. So our auto liability premium actually went down, not up; it’s our property that makes up the bulk of it.

Chairman Holcomb stated and your fleet’s more.

Commissioner Davenport stated how many vehicles in the fleet again?

Mrs. Pitcher stated about 82.

Commissioner Hawes stated and I have a question for you as well, in terms of security, and I don’t know I’m new to this as well. If something were to happen, someone were to hack in and steal our customer list or something, is there a cybersecurity piece on that?
(7-a) Risk Management Insurance Coverage for FY2021 (FMIT and CHUBB) (cont.):

Mrs. Pitcher stated yes.

Commissioner Hawes stated could you talk a little bit about that?

Mrs. Pitcher stated oh dear, not in detail, but I do know that we do have cybersecurity coverage. I can’t tell you without pulling up the certificate of coverage what specifically that is, as far as levels of coverage but I know that we have it. She asked Mrs. Keehn if she remembered details about the coverage.

Mrs. Keehn commented briefly about FMIT, saying they were very proactive. She had worked with them and they gave the U.C. a grant, offering this coverage as a service because of the crypto lockers that were going around. What they did was give us three years of service for free as getting their insurance and all of our critical infrastructure is now on it. We have several different ways we set up, but this is just an additional security for us if something would happen like that; they’re very proactive and involved. It’s tiered, how they do it, so it’s very specific to the incident, the cyber threat or whatever happens as a vulnerability, but reiterated they were very proactive. They’re much better as far as the cyber aspect than the previous insurance, much more helpful.

Chairman Holcomb stated in premium, you’re saying that we’re having an increase of 17%, so I’m doing a little bit of math here, so it’s about $65,000.

Mrs. Pitcher stated $70,000.

Chairman Holcomb stated so when we talk about a $50,000 deductible on the possibility, I don’t know what our loss runs are, the $70,000 increase is a reality, not a possibility. So for me, what I ask is, we’re approving; you made it sound like you’re still working through this?

Mrs. Pitcher stated so, these renew October 1, we’re working through the property schedule as far as honing in on what we want to keep on our schedule moving forward. So they will adjust our premium as we pull stuff off. We’re not locked into no, this is exactly what you have to keep on. But in the interim, we need to renew our policies so we can have coverage moving forward this following year.

Commissioner Conrad stated can I ask a question please?

Chairman Holcomb stated absolutely.

Commissioner Conrad stated okay, you said that the real property increase is $30 million, what was it before? So what’s the total of real property value?

Mrs. Pitcher stated so currently $58 million and then we’re moving to $84 million and change.

Commissioner Conrad commented it’s not all that different from what I see in condo associations these days.
Chairman Holcomb stated right, I mean the difference is when you start looking at, you know again, the deductible was the question, and then the self-insuring internally, we can accrue money. And because they’re looking at the assets, what our most vulnerable assets are, what you said there is you really don’t have a good grasp on that yet, you will as the year goes on. So you’re going to go evaluate those assets, you’re going to come back hopefully next year when we redo this, and hopefully have eliminated some of those assets and maybe have a plan where we can, I don’t know self-insure a little bit more internally and beat that down. Again, a $50,000 deductible, to me that’s nothing, I’d rather have a $100,000 deductible and not spend the $74 grand. So there’s a lot of scenarios, it’s a new insurance policy; that’s all I ask.

Mrs. Pitcher stated yes, for example every asset has a premium linked to it. So for example if we have a $75,000 generator, it’s $499 in premium a year. Well, we’re going to pay $50,000 of that deductible if we have to completely replace that, so do we want to self-insure, you know, $65,000 essentially. That’s what we need to work through is where are we comfortable and then how much is that actually reducing our premium. Is a $500 reduction really worth insuring another $15,000.

Commissioner Davenport stated do you have a line item of all of our assets here.

Mrs. Pitcher stated not with me today, but yes.

Commissioner Davenport stated something I’d like to see is maybe, it’s due October 1st and we’re at the 28th, maybe if we could do it 60 days in advance next year, talk about this to get our heads around it a little bit better. And another thing, what about a payment plan, I see it’s $400,000 and something, do we have a payment plan?

Mrs. Pitcher stated this is quarterly, so we pay our insurance quarterly.

Commissioner Davenport stated is there a big surcharge, I mean service charge?

Mrs. Pitcher stated no.

Commissioner Davenport stated okay, next thing what protection do we have up here? Say I get sued, or Chairman Holcomb for his conduct up here, how he runs this.

Mrs. Pitcher stated Officials Professional Liability is included in General Liability; you are covered.

Commissioner Davenport stated how much?

Mrs. Pitcher stated we have a million dollar limit.

Commissioner Davenport commented, is that all, I’m worth a lot more than that.

Mrs. Pitcher then added she would have loved to know all of the details; I would have had all of them.
Commissioner Hawes then stated to Mrs. Pitcher, I understand what you’re saying is this has got to be done because 30th is the “D” day, and then you’re going to come back through and tell us what’s going on.

Mrs. Pitcher stated yes, I can do that as we hone in on the property. Insurance, as I’m sure you know, at renewal time it’s a tight window and so then having the Commission meetings near the end of the month doesn’t help that. So you know we have a very tight window as it is, trying to get 60 days in advance probably isn’t realistic.

Chairman Holcomb stated and another thing too, is that nice clean asset sheet she’s referring to didn’t exist until about uh…

Mrs. Pitcher interjected a couple of months ago, and they (FMIT) did that.

Chairman Holcomb stated I’m telling you that, part of your question was, well, no, it’s they’re literally just putting that together simultaneously as we’re getting insurance. So I’m good with erring on the side of we don’t really have all the facts yet, but next year, 12 months from now we should have those and a better understanding.

Commissioner Hawes stated yes, that’s kind of what I was thinking.

Chairman Holcomb reiterated there’s not a clear asset listing.

Commissioner Hawes continued, she’s going to work through it, she’s going to tell us what kind of a story it is when it comes up from there.

Mrs. Pitcher stated it’s very big, I mean $84 million in assets is a lot.

Commissioner Hawes stated no, I understand.

Commissioner Conrad stated did you anticipate this, and how much over budget is this going to be?

Mrs. Pitcher stated no, we’re good, we anticipated increases and we knew the assets survey was underway.

Chairman Holcomb stated thanks, appreciate it, and then, we need to make a motion.

Mrs. Pitcher stated yes, we need a motion.

Commissioner Davenport stated I’ll make a motion we accept what Mrs. Pitcher’s proposed to us today regarding our current renewal of our insurance; specifically a motion to approve the continuance of risk management insurance coverages for fiscal year 2021 with the carriers/coverages listed in the summary section of the agenda item, to be effective 10/1/20 through 9/30/21, for a total FY2021 premium amount of $420,003* (*FMIT plus CHUBB).

Commissioner Hawes seconded this motion.
(7-a) Risk Management Insurance Coverage for FY2021 (FMIT and CHUBB) (cont.):

Chairman Holcomb then requested Mrs. Simmons to call the roll on the motion.

Commissioner Davenport’s motion passed unanimously on a roll call vote.

(7-b) New Compensation Program Policy:

Mrs. Pitcher stated so I also have the next one, which is the new Compensation Program Policy that we have before you for approval. Earlier in the year we implemented new pay plans after we did a compensation study and so we wrote a new compensation program policy to support those pay plans. This is for non-union personnel only. The policy consists of sections, what’s our philosophy, what’s our pay plan structure, when do we do annual salary reviews and what does that mean, how do we determine merit rewards, what kinds of increases do we give. How does reclassifications and special status work, how do performance reviews work, how do we determine how supervisors and management determine rewards, final steps for pay increases. We’ve got general information in there, changes in employment, compensation studies, our commitment to do that every so often, I think we did three years, and then what the employee performance scorecard would consist of. So we attached that in the agenda for your review and we ran it through our legal department with Susan Spradley, on the labor side. So what we have before you has been reviewed by Mr. Bunch, Mr. Chavez, and myself and Susan Spradley from Gray Robinson; and we’re asking for your approval.

Commissioner Davenport stated and you feel comfortable with it, Mr. Bunch, regarding how we’re doing this, the employees that are here. You know we got the letter here six months ago about some wasn’t done right and anonymously; you feel good?

Mr. Bunch stated yes, it’s a pretty standard approach to recognizing individuals for performance where we can for those that are non-Union, exempt and non-Union. Trying to base merit increases more on performance and things like that. And then there was a lot of dotting “i’s”, crossing “t’s”, cleaning up some legacy policy that Mrs. Pitcher and team also did. I’m very comfortable with what I see, I think it gives more clarity on how these things will be managed in the future.

Commissioner Davenport stated how about Mr. Chavez, are you good with it?

Mr. Chavez indicated yes, very good with it and we’ve been through several iterations looking at it.

Chairman Holcomb stated, so obviously how this all starts is two employees talk, one got more than the other one got, and how did that happen and why. And so for me, I see all the rules, right, and it’s wonderful, I’ve got a big ole fat handbook but who do I go to, to explain all those paragraphs that are in it. And do we have that, to explain to them, you know, if you have questions where to go. Because that’s the, and again, it’s typically, it stems from somebody got something I didn’t get that I feel like I was entitled to. And I just want to be able to, before the employee goes through a month of being miserable, it might not have been something they did. Just could have been time, simple, whatever, that they understand, that they ask the question. You know, just don’t be that’s the typically, I find, if I hand them the
(7-b) New Compensation Program Policy (cont.):

handbook and tell them what page it’s on, that doesn’t solve the problem. But if I sit down and talk to them and I explain to them what the paragraph is, then there’s usually a better outcome, or an understanding or an expectation. So I know that doesn’t, listen they still walk out of my office and still say goodbye to me because they’re mad at me, so it’s not like I’ve got it figured out and I’m perfect at it. But I just like that remedy of where to go, who to talk to and then encouragement to ask questions with no harm. I mean because a lot of people get themselves just worked up over nothing and that’s, you know, then comes the conversation.

Commissioner Davenport stated and hopefully you won’t get a four page post written about you when you let them go.

Mrs. Pitcher stated we will be doing education sessions with our employees who will be affected by this policy.

Chairman Holcomb stated and here’s why I say this, and don’t take this lightly, there’s a written statement and standard that says to employees the door’s open and then there’s reality. And it’s who we are as a group that makes that come to life, that line in that paragraph with all those rules and that explanation. There’s certain kinds of conversations that I have every year in my position with employees that are new or inexperienced or over time, that’s the same conversations I’ve had for 20 years; so usually over taxes or bonuses or whatever and that’s why I say that. Yes, we can document everything, but the environment’s the culture and that’s why I would encourage you to, you know, because sometimes we cross that box. And I learned that because I thought the handbook was my savior and then I realized that the employees are my savior, keeping them motivated and maximizing their potential. So they get off that one year looking for the raise, to spend three months mad at us.

Commissioner Hawes stated and it’s actually, that’s kind of, and I don’t mean to chime in, but I can’t help myself because I was reading through this earlier today. We’re going to review sort of October, November, December everybody?

Mrs. Pitcher stated so how this will work is the review period for non-Union employees will be October to September. So the months of October, November, December will be used for that whole process of completing the performance review and then we’ll have two review meetings with the Director team. So first you’ll have your performance ratings that the leadership does for their staff and then we will review their ratings and make sure that there’s no issues that we can see. And then they’ll go back and do the exercise of recommending what merit increase would be appropriate for the rating and then the Director team will meet again to review those recommendations. And then we’ll be sending out formal notices to each of those employees of what their merit increase will be effective February.

Chairman Holcomb commented that’s pretty proactive, that’s what I was looking for, that’s perfect, that made me feel better about my process, so it’s pretty good. Do we need to approve this?

Mrs. Pitcher stated yes.
(7-b) New Compensation Program Policy (cont.):

Chairman Holcomb stated so here we go, unless there was something else you wanted to say, directing to Commissioner Davenport.

Commissioner Davenport stated I was going to make a motion. I’ll make a motion to approve agenda item 7-b., policy for the new compensation program; specifically a motion to approve and formally accept the Compensation Program Policy to become effective October 1, 2020.

Commissioner Conrad seconded his motion.

Chairman Holcomb requested Mrs. Simmons to call the roll.

Commissioner Davenport’s motion then passed unanimously on a roll call vote.

Chairman Holcomb commented that’s concludes our business.

(7-c) Revised Purchasing Policies and Procedures Manual (Resolution No. 2020-13):

Mr. Bunch then stated so we’re going to ask Mr. Chavez to come back to the podium. He and others have been working on revisions to the Purchasing Manual policy and I wanted to give him a chance to talk through that, and then we will need to formally approve that as well.

Mr. Chavez requested Mrs. Simmons to go back to the Financial presentation section regarding the Purchasing Manual. He then stated okay, so I’ll make it quick. Just to give you a little background, the last time the Purchasing Manual was done was back, at least for substantive revisions, was back in August of 2009. So one of the things that Ms. Lynch and her team and myself we’ve been looking at, you know, what can we do to streamline it, what can we do to reflect best practices, what’s really going on out there. They do a nice job and we just wanted to make sure we codified it to current standards and current statutes. So best practices and this is the reflection of that, and it took, we literally have been working on it for over the last year. We did have the updated approval levels back in September, I believe, of last year, and this incorporates that but then a whole lot more. We also had Mr. Cloud’s feedback as well going through it, he went through it page by page. The actual marked up version was 98 pages long, that’s how much stuff we were able to eliminate and really a lot of the language, and Ms. Lynch did a nice job tracking from then to now. Really, it’s around just getting rid of language that was repetitive or just stuff that isn’t current practice today; so we really took it and brought it to a current state.

Mr. Chavez continued and stated one of the things we did, and this is really quick, one of the things that we did was that we put in, I want to say about the same time last year, was a Project Request for Expenditures (PRE). So now we have, according to those approval levels, zero to five ($5,000) is Director, five to ten is Director and CFO, above ten is GM-CEO, and over $75,000 is the Commission. We took that, we made that PRE, it used to be manual in the sense that it was all paper. So now what we’ve done is do it through DocuSign, so everything, it’s really, really quick.

Chairman Holcomb stated and you know what I like, when I was reading that, that I thought you did a good job, it’s the DocuSign. Actually moving it through the chain, walking around...
with a handwritten piece of paper, trying to find three or four people in a day, I can only imagine how slow that moves. So for me, as we all move with our gadgets, we all have access to one. So that’s the one thing from the efficiency part of it and operations side that I thought was pretty cool.

Mr. Chavez stated it’s great and actually we’re using DocuSign for and within fixed assets, within accounting, so a lot of the things like retirements of disposals, now it’s going through DocuSign. So it’s really fun, and the best thing is there’s tracking, once it’s completed or all the signatures were obtained, there’s a copy. Ms. McNair, downstairs, for all the PRE’s, putting them into a Team’s site; so we were able to really roll that in. The other big change, or really, it’s more of a statute, Ms. Lynch had done some research on the statutes around the Consultants Competitive Negotiations Act, so it’s really the dollar thresholds that had been set, those have been raised. So in essence now we’re able to potentially use for construction costs, if there’s a consultant that we’ve already selected, construction costs on something we decided to use that consultant, we can use that on someone up to $4 million. That just gives us more flexibility as options, so if there’s something that is not too difficult, more bread and butter, standard, vanilla, you know, if there’s a vendor or a consultant that we’ve already vetted, the statutes allow us more flexibility; so it’s just good things. Of course, all of the approval levels stay the same, you see, you know the increasing dollars, you would still see that, it’s just bringing up the statutes to current.

Chairman Holcomb stated does that, for the vendor, basically the better you perform the better, higher limits, the more work they can do. It’s kind of like an incentive to do your house cleaning, make life easier on us.

Mr. Chavez stated right, easier. He then went to the next slide and stated so just as a recap on the spending limits. No significant changes from those approval levels that we approved back in September 2019. On the capital, the only reason why it’s zero to five ($5,000) is because it’s an asset so we need all the details on any asset, so we just do a PRE on everything, but it’s the same process whether it’s O&M or Capital.

Mr. Chavez went to the next slide and stated the PRE and Financial approval levels, it just reiterates these. The other thing that we’ve implemented as well is, so Mr. Cloud have given Purchasing, or drafted up a standard contract for any, let’s say we negotiate something, our vendors won a bid, we have a standard contract we fill in with the services. It’s got our standard terms and conditions; we get it to the vendor. If the vendor has minimal adjustments, something that we believe is okay, or if it’s something we don’t feel comfortable with, Mr. Cloud is involved. But we’re using the standard that he’s developed; we’re using that as kind of the benchmark. And then, of course, bigger contracts, unique contracts, he’s involved in the sense that we’re good from a legal perspective. And then at the very bottom of this slide, this just talks about once we get a project approval, you approved it, but if there’s purchases that are greater than $75,000, it comes back to you guys for ratification. Doesn’t hold up the operations, it just kind of makes things move along as they should.

Mr. Chavez went to the next slide and stated PRE Process Flow, so this just goes into a little more of the flow – creates the PRE, submits to the Purchasing staff, the pdf, they take a look at it and then we create the DocuSign process. And then, of course, if it’s based on O&M or
Capital, they set up the approval authorities and how it gets circulated; so it’s a really, really nice tool. And that’s everything, so a lot of work, a lot of time, but I think it was well worth it and brought us current and some good, looking at everything.

Chairman Holcomb stated I think from our operational standpoint, where there’s a roadmap, it’s going to make it easier for the people trying to navigate it. I mean again, one of the things that’s always been mind boggling to me is how slow things move. And I keep seeing things like this, I know it’s just a piece of the onion that we’re peeling back but it’s another layer that we’re getting through. So from an operational and project we’re getting, they’re in front of us, we need the ability to move and not just be bogged down with red tape. So that’s what I keep seeing in these reports and operational processes we’re implementing. Thorough reviews, find out what’s the problem, make sure we’re not exposed. And I appreciate that because there’s a lot of thought to the legal, creating standards for the legal part of it to be reviewed. I’m sure there’s an I.T. part of it also, security, cybersecurity. So those are all things, and again, operationally that makes us all go faster and makes us more efficient. I appreciate that because I don’t want that to be overlooked because that’s what we’re actually trying to do here.

Mr. Chavez stated no, that’s great point because Mr. Cloud understands and that’s what we communicated, with Mr. Bunch and I and the team is hey, when we’re not comfortable. I mean I’ve read, I’m not a lawyer but I’ve seen enough and I know where there could be issues, where we don’t feel comfortable on something, we immediately bring it to Mr. Cloud. But at the same time we’re using the business acumen to make sure that we’re doing the right things, moving things along, and mitigation of risk, that’s key all the time.

Mr. Cloud stated what they don’t need is a reference to ADA standards rules, there was some really clunky stuff that the staff did a very fine job of ferreting out and getting rid of. I mean ideally, you’d have a three page policy, you know, but that isn’t how it works, particularly for a utility. So this is as streamlined as we can get it and still do justice to the level of detail that’s required for these kinds of transactions.

Mr. Chavez stated so if it’s possible I would like your motion to approve.

Mr. Cloud interjected a motion to approve the policy as amended would be great.

Commissioner Hawes stated I have a question, if I might, first. On item 3-c., we had the one that was McMahan (McMahan Construction Co., LLC) and $895,000, and there was a guy by the name of Pifer (A. G. Pifer Construction Co., Inc.), and he submitted his bid but then there were some issues because it didn’t look like his financials were as straight as they could be. And then as I’ve been reading through the policy, it covers that type of thing, doesn’t it. So I don’t have to go back, I mean just the process.

Mr. Cloud stated it was bid, you’re absolutely right, the policy covers that, this was bid. There will be times when even though you project a number for the bid, well, it comes in a little higher, you have to work through it. The documents, and I think that Mrs. Simmons can hold them up, the bid package looks like that (demonstrated thickness). These are forms that
have been developed over time and those, the flexibility for the Commission, to act in that way are within those documents. And you approve that, in fact there’s a reference in the agenda item to the minutes from the July meeting. I know this because I had some wonderful questions from our new member about this very item. And so the approvals were made by the Utilities Commission; why, because it exceeds $75,000. So yes sir, this is a perfect example of how the staff has complied with the policy as written and the changes that we are asking you to make with this motion to approve the modified policy and also this contract is consistent with that too.

Mr. Chavez stated and one other point on that, you know Ms. Lynch and Mr. Fisher and the rest of the purchasing team, the minute something doesn’t, appears to be out of process or out of procedure, we discuss it, and then based on the issue we bring it up to Mr. Cloud and/or Mr. Bunch as necessary.

Chairman Holcomb stated well I think, with multiple bids, you actually learn through the bids. If you want to see a lot of issues and problems, just get multiple bids. As one person explained to me, how do you get cheaper, just leave out multiple parts out.

Commissioner Hawes stated and I don’t mean to be hanging on this one but when I looked at it, 3-c. I think it was, and we were really approving two things, and I’m just asking for clarification on this. One, we’re approving the work, but we’re also approving in essence, well, we didn’t take our lowest bidder, we took this next guy because of these reasons. And immediately when I see that, in my respect is what are we justifying this against. And what I’m hearing is this is the policy that helps us achieve that; is that correct?

Mr. Cloud stated it is, but it is also consistent with the prior policy and that’s why you’re asked to ratify and approve the agreement. Because by ratifying and approving the agreement and item 3-c., you approve this.

Commissioner Hawes stated sorry to be nit-picky, but I was just curious.

Mr. Cloud stated no, I’m glad, this is how we learn.

Mr. Chavez stated now mind you, Mr. Bunch and I and the rest of the team, we challenge, if we don’t, in discussions and things, the lowest bidder isn’t always the most qualified. I had that issue recently with the actuarial services. Well, when you have several bidders, that’s part of the process, that’s part of the vetting process. I even reached out to our auditor, who typically is better, and of course you can see it in the price. So lowest price isn’t always, but there’s justification and they do a nice job of making sure if we’re not selecting the lowest for whatever reason or we’re picking this one, there’s justification.

Chairman Holcomb stated no, I agree, I mean you just learn so much. Through the ask, that’s the first, when you put it out for bid the procedure’s there and then obviously our approving it. We just want to know why we want less than that and hopefully those answers. Because again, the reason it’s fresh, I’m going through something right now, we just don’t want change orders. When you give me a bid, I want the job done on time with no change orders because cheaper doesn’t necessarily mean cheaper until you write the last check. And these
(7-c) Revised Purchasing Policies and Procedures Manual (Resolution No. 2020-13) (cont.):

guys are good, or these people are good at reading through the tea leaves and figuring out how to bid it, with even leaving a few tea leaves out, and then exposing you at the end when the change order comes. So, again, I see a lot of that, I appreciate it, I’m reading between the lines here, but I also like the ability for us to communicate faster, move faster, get things done faster, and not just be bottle-necked at every turn; so I appreciate that.

Commissioner Hawes stated to Mr. Bunch, and this may be way off topic too, but I know when we had our August 19th meeting (workshop), you had some concerns about your approval, does this help with that at all, or not really?

Mr. Bunch stated the ratification approval addresses it, and we really started probably close to a year ago. But we ask the Commission to approve the overall financial cost of any specific project and then after that point, I approve any subsequent award that occurs, and then it comes to the Commission for ratification approval. So previously every single one of those subsequent approvals were approved, there was a month delay, it would come to the Commission to be approved to move ahead. We’ve compressed out a lot of those delays with the ratification approval process. Now rest assured Mr. Chavez and I are asking questions and making sure that we’re adhering to the policy, the decisions are right, there’s clarity and transparency and all that good stuff. We’re not hiding anything from you, if anything there’s more transparency because there’s more coming to you with these ratification approvals than previous.

Chairman Holcomb stated you’re creating a threshold or standard and when it gets to us, they’ve checked the boxes. And Mr. Cloud is helping them to make sure that standard and threshold from just doing it right and from a legal perspective is done, so that we are, you know, we’re doing what we need to do properly and at speed. Because again, slow is not cheap.

Mr. Cloud stated every month you’re getting, and again this is something that didn’t happen until Mr. Bunch and Mr. Chavez got here, you’re getting these dashboards of the overall financials which did not exist, I’m telling you.

Chairman Holcomb commented a part of the asset sheet.

Commissioner Davenport interjected a lot of things didn’t exist, pretty scary.

Chairman Holcomb stated I agree and like I said it’s just again one layer of the onion and I’m sure there’s a lot more.

Commissioner Hawes commented moving the rock, thank you, appreciate it.

Commissioner Davenport stated so we need a motion?

Chairman Holcomb stated we need a motion.
Commissioner Davenport stated I make a motion, agenda item 7-c., to amend the Purchasing Policies and Procedures Manual; specifically a motion to approve U.C. Resolution No. 2020-13 and formally adopt the revised, amended and modified Purchasing Policies and Procedures Manual as submitted, with an effective date immediately upon passage.

Commissioner Hawes seconded the motion.

Chairman Holcomb requested Mrs. Simmons to call the roll.

Commissioner Davenport’s motion then passed unanimously on a roll call vote.

Mr. Bunch stated that’s it for New Business, Chairman.

(8) Possible Other Business – Time for Commissioners:

(8-a) Presentation – Appreciation of Honorable Service – William (Bill) Biedenbach (Resolution No. 2020-12):

This item was moved up on the agenda and took place after consideration of the Reorganizational Items (I-a. and I-b.).

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

Chairman Holcomb stated all right, no further business, that concludes our meeting. Thank you and have a great day.

There being no further business to come before the Commission, the Regular U.C. Meeting closed at 4:37 p.m.

APPROVED: ATTEST:

________________________  _____________________________
CHAIRMAN                  SECRETARY-TREASURER

These minutes were formally approved by the Utilities Commission at their ______________, 2020 meeting.
SUMMARY:

In accordance with U.C. Resolution No. 2019-05, approved and effective on 9-23-19, limited delegation was authorized by the Utilities Commission to the General Manager-CEO and Director of Engineering to accept granted third party utility easements if presented to the Utilities Commission for ratification of acceptance within 90 days following execution.

Please find attached a utility easement granted to the U.C. for St. Paul's Episcopal Church - NSB / Saint Paul's Episcopal Church, Inc.

RECOMMENDED ACTION:

A motion to ratify the acceptance of the third party granted, utility easement granted by St. Paul's Episcopal Church - NSB / Saint Paul's Episcopal Church, Inc., attached hereto and hereby submitted to the Commission.

GM/CEO

Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
Prepared by and return to:

Utilities Commission,
City of New Smyrna Beach
P.O. Box 100 - 200 Canal Street
New Smyrna Beach, FL 32170-0100
(386) 427-1361

UTILITY EASEMENT

THISUTILITY EASEMENT (the "Easement") is made this 6th of October, 2010, by and among St. Paul's Episcopal Church ("Grantor"), having a mailing address of 1650 Live Oak St., New Smyrna Beach, FL 32168, and the UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH (the "Grantee"), having a mailing address of 200 Canal Street, New Smyrna Beach, FL 32168.

WHEREAS, Granter is the fee simple owner of that certain real estate parcel located in Volusia County, Florida, as more particularly described in Exhibit A attached hereto (the "Grantor's Property"); and,

WHEREAS, Granter desires to convey to Grantee a perpetual non-exclusive easement, the right of ingress and egress and right-of-way over a portion of Granter's Property as more particularly described in Exhibit B attached hereto ("Easement Lands"), for the purposes of installing, constructing, operating, operation and inspection, relocating, replacing, maintaining and repairing, from time to time, cables, conduits, transformers, pipes and all necessary utility facilities and fixtures, which easement shall run with the land for the benefit of the Grantee, its respective successors and assigns. Grantee, by acceptance of this Easement, has agreed to be bound by all terms and conditions set forth herein.

NOW THEREFORE, in consideration of the sum of Ten and No/100 Dollars ($10.00) and other valuable consideration, the receipt and sufficiency of which are hereby acknowledged, Granter and Grantee agree as follows:

1. GRANT OF UTILITY EASEMENT; MAINTENANCE OF UTILITIES. Granter hereby grants to Grantee, its successors, assigns, and grantees, a non-exclusive perpetual easement across, over, upon and under the Easement Lands for the purposes of installing, constructing, operating, operation and inspection, relocating, replacing, maintaining and repairing, from time to time, cables, conduits, transformers, pipes and all necessary utility facilities and fixtures (collectively, the "Utility Facilities") for use in connection therewith, together with the right of ingress and egress to and from the Utility Facilities over and along the Easement Lands (together, the "Utility Easement").

2. REPRESENTATION AND WARRANTY. Granter hereby represents and warrants to Grantee that (i) Granter is lawfully seized of the Easement Land, (ii) the same is either (a) unencumbered by a mortgage or other lien (excluding lien(s) for ad valorem taxes not yet due and payable), or (b) encumbered only by a mortgage, as to which the mortgagee has executed a joinder and consent to this Easement and the rights granted hereunder, and (iii) Granter has the right, power and authority to enter into this Easement and grant the Utility Easement herein.

3. RESERVATION BY GRANTOR/NONEXCLUSIVE USE. Notwithstanding the rights and easements granted by Granter under this Easement, Granter specifically reserves the right to use the Easement Lands for any lawful purposes, however, Granter shall not build, construct, install or permit to be built, constructed or installed, any improvements, structures, fences, foliage or vegetation, or other
improvements of any nature or description on, upon, over or across the Easement Lands which would materially inhibit or impair the use of the Easement Lands by Grantee for utility purposes. However, Grantor, its successors and/or assigns, may install any structure or object, including, but not limited to, fences, gates, signs, trees or poles, foliage or vegetation, which will not materially inhibit or impair the use of the Easement Lands by Grantee for utility purposes within the Easement Lands after Grantor shall obtain written approval from Grantee of such encroachment. In consideration of Grantee’s consent to an encroachment, Grantor, its successors and/or assigns, shall agree to indemnify and hold Grantee harmless from and against all liabilities or damages which may be imposed upon or asserted against Grantee as a result of or in any way connected to an encroachment approved by Grantee. In the case of an emergency needed repair, removal or replacement, in the event Grantee determines that it is necessary to construct, maintain, repair, remove or replace any of its Utility Facilities located under, over or upon the Easement Lands, the Grantor, its successors and/or assigns, of the portion of the Property affected shall immediately remove the encroachment from the Easement Lands upon the request of Grantee at Grantor, its successors and/or assigns’ sole cost and expense. If Grantor, its successors and/or assigns fail to remove the encroachment, Grantee shall have the right to remove the encroachment from the Easement Lands, Grantor, its successors and/or assigns shall pay all costs incurred by Grantee related to removing the encroachment from the Easement Lands. The Grantee, and its contractors, agents, and employees, shall have the right to trim or cut trees, shrubbery or vegetation, and roots that may endanger or interfere with the Utility Facilities and shall have free access to the Utility Facilities and every part of it at all times, for the purpose of exercising the rights herein granted.

4. **ENFORCEMENT; ATTORNEYS FEES.** In the event of a failure of any party or parties to perform any of its obligations contained in this Easement, any party or parties affected by this instrument shall be entitled to institute proceedings for full and adequate relief from the consequences of such default, including but not limited to injunctive relief. In the event an action is instituted pursuant to Paragraph 3, the non-prevailing party or parties shall pay the reasonable attorney’s fees and expenses of the prevailing party or parties.

5. **BINDING EFFECT; MODIFICATION.** This Easement shall be binding upon and shall inure to the benefit of the parties hereto and their respective successors and assigns. This Easement and the terms and provisions hereof shall be deemed covenants running with the land for all purposes and may be amended or modified only by an instrument in recordable form, executed by all of the parties hereto. Without limiting the foregoing, Grantor acknowledge that Grantee’s rights under this Easement are assignable; that Grantee may enter into agreements to sell or otherwise may transfer Grantee’s Property, either to affiliates of Grantee or to third parties, and that Grantor hereby consent to Grantee’s assignment of all of its right, title and interest and its delegation of all of its obligations created under this Easement upon any such the sale or transfer and, upon any such assignment, Grantee shall be forever released and discharged from any and all claims, demands and damages which Grantor may have, make or suffer as a result of anything done or occurring after the date of such assignment. The term “Grantee” shall also mean any successors, assigns, employees or contractors of Grantee.

6. **NO DEDICATION.** Nothing contained in this Easement shall be deemed to create a gift or be deemed a dedication of any portion of the Easement Land to the general public or for any public use or purpose whatsoever, it being the intention of the parties that nothing in this Easement, expressed or implied, shall confer upon any person, other than the parties hereto and their respective successors and assigns, any rights or remedies under or by reason of this Easement.

7. **SEVERABILITY.** If any term or provision of this Easement or the application thereof to any person or circumstances shall, to any extent, be invalid and unenforceable, the remainder of this Easement or the application of such terms or provision to persons or circumstances other than those as to which it is
invalid or unenforceable shall not be affected thereby, and each term or provision of this Easement shall be valid and shall be enforced to the fullest extent permitted by law.

8. INDEMNIFICATION OF THE PARTIES. The parties shall indemnify and hold each other harmless from and against any and all claims, liens, demands, losses, liabilities, costs (including attorney's fees), or expenses of any kind arising from the parties, their members, tenants, agents, employees, and invitees use of the Easement Lands in connection with the parties' exercise of their rights under this Easement.

(Signatures to follow)
IN WITNESS WHEREOF, the Grantor and Grantee have set their hands and seals as of the day and year first above written.

Signed, Sealed and Delivered in Our Presence:

Witnesses:

[Sign on this line]

JANET LIPSOMB
(Print name legibly on this line)

[Sign on this line]

JEAN L. PALMER
(Print name legibly on this line)

Grantor: ST. PAUL'S EPISCOPAL CHURCH

[Sign on this line]

RODNEY ROEHNER
(By: REV. RODNEY ROEHNER)

Its: RECTOR

STATE OF FLORIDA
COUNTY OF VOLUSIA

The foregoing instrument was acknowledged before me this 6th day of October, 2019, by

[Sign on this line]

RODNEY ROEHNER
(Rector)

[Sign on this line]

ST. PAUL'S EPISCOPAL CHURCH
(to me personally known or who has provided the
following identification, FLORIDA DRIVER LICENSE
who did take an oath.

[Signature]
Patricia A. Sherwood
Notary Public, State of Florida
My Commission Expires: 7/1/2024

[Stamp]
Signed, Sealed and Delivered in Our Presence:

Grantee: UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH, FL

Witnesses:

(Sign on this line)

ALINA DAWSON
(Print name legibly on this line)

(Sign on this line)

JAMES TIFFANY
(Print name legibly on this line)

By: __ Julie Couillard __________

Its: __ Director of Engineering __________

STATE OF FLORIDA
COUNTY OF VOLUSIA

The foregoing instrument was acknowledged before me this 14 day of October, 2020, by

Julie Couillard, P.E., __________, as Director of Engineering __________ of

Utilities Commission, City of New Smyrna Beach __________, who personally known or who has provided the

following identification, __________, who did take an oath.

Notary Public, State of
My Commission Expires: 01/01/2023

MELISSA COX
MY COMMISSION # C042464
EXPIRES: June 06, 2023
EXHIBIT A
(GRANTOR'S PROPERTY)
LEGAL DESCRIPTION:
LOTS 1 THROUGH 22, INCLUSIVE, MAP OF MAURICE W. ASHTON'S SUBDIVISION, ACCORDING TO THE MAP OR PLAT THEREOF, RECORDED IN MAP BOOK 8, PAGE(S) 51 OF THE PUBLIC RECORDS OF VOLUSIA COUNTY, FLORIDA, EXCEPT PART IN RIGHT OF WAY OF U.S. HIGHWAY NO.1.

PROPERTY DATA:
PARCEL ID: 74-49-09-000-030
ADDRESS: 1650 LIVE OAK ST, NEW SMYRNA BEACH, 32168

TOTAL SITE AREA = 145189 SF = 3.33 AC.
EXHIBIT B
(EASEMENT LANDS)
SKETCH AND DESCRIPTION
(THESE IS NOT A SURVEY)
10.00’ x 15.00’ UTILITY EASEMENT
NEW SMYRNA BEACH, VOLUSIA COUNTY, FLORIDA

LEGAL DESCRIPTION:
A PORTION OF LOT 22, MAP OF MAURICE W. ASHTON'S SUBDIVISION, ACCORDING TO THE MAP OR PLAT THEREOF, RECORDED IN MAP BOOK B, PAGE 51 OF THE PUBLIC RECORDS OF VOLUSIA COUNTY, FLORIDA, BEING MORE PARTICULARLY DESCRIBED AS FOLLOWS:

COMMENCE AT THE NORTHWEST CORNER OF LOT 22, MAP OF MAURICE W. ASHTON'S SUBDIVISION, ACCORDING TO THE MAP OR PLAT THEREOF, RECORDED IN MAP BOOK B, PAGE 51 OF THE PUBLIC RECORDS OF VOLUSIA COUNTY, FLORIDA; THENCE RUN S 18°55'20" E ALONG THE EASTERLY RIGHT-OF-WAY LINE OF PALMETTO STREET A DISTANCE OF 4.35 FEET TO THE POINT OF BEGINNING; THENCE CONTINUE S 18°55'20" E ALONG SAID RIGHT-OF-WAY LINE A DISTANCE OF 15.00 FEET; THENCE DEPARTING SAID RIGHT-OF-WAY LINE RUN N 71°04'40" E, A DISTANCE OF 10.00 FEET; THENCE RUN N 18°55'20" W, A DISTANCE OF 15.00 FEET; THENCE RUN S 71°04'40" W, A DISTANCE OF 10.00 FEET TO THE POINT OF BEGINNING.

CONTAINING 150 SQUARE FEET, MORE OR LESS.

SURVEYORS NOTES:
1) SURVEY MAP AND REPORT OR THE COPIES THEREOF ARE NOT VALID WITHOUT THE SIGNATURE AND ORIGINAL RAISED SEAL OF A FLORIDA LICENSED SURVEYOR AND MAPPER

2) BEARINGS SHOWN HEREOF ARE BASED ON THE EASTERLY RIGHT-OF-WAY LINE OF PALMETTO STREET, BEING S 18°55'20" E PER RECORD PLAT.

3) THE LANDS SHOWN HEREOF WERE NOT ABSTRACTED FOR EASEMENTS, RIGHTS OF WAY, RESTRICTIONS, OWNERSHIP OR OTHER MATTERS OF RECORD.

SEE SHEET 2 FOR SKETCH
06/20/2020
SHEET 1 OF 2

PREPARED BY:
I CERTIFY THAT THIS MEETS OR EXCEEDS THE STANDARDS OF PRACTICE SET FORTH BY THE FLORIDA BOARD OF PROFESSIONAL SURVEYORS AND MAPPERS IN CHAPTER 5J-17, FLORIDA ADMINISTRATIVE CODE, PURSUANT TO SECTION 472, FLORIDA STATUTES.

DAVID M. MCKENZIE
FLORIDA REGISTERED SURVEYOR AND MAPPER CERTIFICATE No. 4729

Associated Land Surveying & Mapping, Inc.
1681 POWELL STREET LONGWOOD, FLORIDA 32750
PH (407) 869-5002, FAX (407) 869-8393
CERTIFICATE OF AUTHORIZATION # LB 6767
SKETCH AND DESCRIPTION
(THESE ARE NOT SURVEYS)
10.00' x 15.00' UTILITY EASEMENT
NEW SMYRNA BEACH, VOLUSIA COUNTY, FLORIDA

POINT OF COMMENCEMENT
NW CORNER
LOT 22

POINT OF BEGINNING

L5
L2
L3
L4

8TH STREET

LOT 22

LOT 1

LOT 2

LOT 21

MAP OF MAURICE W. ASHTON'S SUBDIVISION
MAP BOOK 8, PAGE 51

LINE TABLE

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</tr>
<tr>
<td>L5</td>
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SEE SHEET 1 FOR LEGAL
08/20/2020
SHEET 2 OF 2

PROJECT: 20020

Associated Land Surveying
& Mapping, Inc.
1681 POWELL STREET LONGWOOD, FLORIDA 32750
PH (407) 869-5002, FAX (407) 869-8353
CERTIFICATE OF AUTHORIZATION # LB 6767
The Engineering Department is requesting approval for an annual contract to continue our sewer pipe and manhole rehabilitation in order to stop infiltration and inflow while structurally improving infrastructure and extending the life of the systems. This one (1) year contract will include an option to extend up to three (3) additional one-year terms upon mutual agreement prior to the end of the current contract term.

Engineering and Operations staff has reviewed ITB#01-21 - Annual Contract for Gravity Sanitary Sewer Rehabilitation which was distributed on October 05, 2020. Bids will be opened on November 24, 2020 and anticipated Contractor work will begin in March 2021. A ratification agenda item for the award of ITB #01-21 will be submitted to the Commission. Based on the award, the project's budget sheet may require adjustment.

The budget sheet for this project, W.O. No. 21-UP302, is attached and reflects how the funds will be bridged over a total of four (4) years of rehabilitation work including contract work and capital labor:

- FY21: $1,244,000.00
- FY22: $2,060,000.00
- FY23: $2,000,000.00
- FY24: $2,000,000.00
- Four Year Project Total: $7,304,000.00

A motion to approve the overall Project - Annual Contract for Gravity Sanitary Sewer Rehabilitation, for a four year total budget amount of $7,304,000.00, and authorize the General Manager/CEO or his designee to execute all documents associated with this matter. (Award of ITB #01-21 forthcoming for ratification by the Commission.)

GM/CEO Joseph Bunch

NOTE: All agenda items must be in the General Manager’s Office by noon Monday to Friday two weeks prior to the regular Monday Commission meeting.
MEMORANDUM

DATE: October 1, 2020
TO: Julie Couillard, P.E., Director of Engineering
FROM: Dana Hale, P.E.
CC: Tom West, Director of Water Resources
     Melissa Cox, Engineering Admin. Asst.
RE: Annual Contract for Gravity Sanitary Sewer Rehabilitation (ITB #01-21)

Engineering and Operations would like to continue to line our sewer pipe and manholes in order to stop infiltration and inflow while structurally improving our infrastructure.

I have worked with Purchasing to develop a bid for a one (1) year contract with an option to extend three additional one-year periods. **Price escalation/de-escalation will be permitted at the end of each one-year term upon mutual agreement in writing prior to the end of contract term.**

The budget sheet attached reflects a total of four (4) years of rehabilitation work. The monies include contract work and capital labor.

- FY21: $1,244,000.00
- FY22: $2,060,000.00
- FY23: $2,000,000.00
- FY24: $2,000,000.00
- Four Year Total: $7,304,000.00

The work order number for this project is WO #21-UP-302

The bids for this work will be opened on November 24, 2020 and I anticipate Contractor to begin work in March 2021.

I’d like for this project to go before our Commission on October 26, 2020 for approval.

[Signature]

D. Hale
## UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH

FY 2021 Capital Improvement Plan Request - Major Project

350 - Field Operations/Sewer Collections

### Project Name:
ANNUAL CONTRACT FOR GRAVITY SANITARY SEWER REHABILITATION

### Fixed Asset Description:
LINING SANITARY SEWER PIPE AND MANHOLES (TRENCHLESS TECHNOLOGY)

### Justification for Project:
STOP INfiltration AND INFLOW (I&I), STRUCTURALLY IMPROVE THE CONDITION OF PIPE AND MANHOLES, EXTEND LIFE OF SYSTEM IN LIEU OF REPLACEMENT.

### Alternatives:
REPLACE SYSTEM BY EXCAVATION (INCREASED COST DUE TO DEPTH/GROUNDWATER/RESTORATION)

### Location/Address:
ENTIRE SERVICE AREA, STARTING WITH SYSTEMS 3, 4, 5 AND INCLUDING SYSTEMS 7, 12, 14, 15 & SUGAR MILL

### Site Preparation or Removal of Existing Assets:
N/A

### Anticipated Start Date:
January-21

### Anticipated Completion Date:
December-24

### Project Manager:
Dana Hale

### Required Contracts:
INVITATION TO BID #01-21, CONTRACTOR AGREEMENT AND RIGHT-OF-WAY PERMIT

### Inception thru 9/30/19

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<th>FY 2022</th>
<th>FY 2023</th>
<th>FY 2024</th>
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Total $1,244,000

### FY 2021

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Total $7,304,000

### Proposed Funding Sources:

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Total $-
AGENDA ITEM 3-d

CONSENT ITEM FOR MEETING OF: October 26, 2020

NEW BUSINESS FROM: Director of Engineering

OLD BUSINESS SIGNATURE: Julie Couillard

EXHIBITS: Memo from Dana Hale dated 10-8-20 and Budget Sheets for W.O. Nos. 21-IW-2025 and 21-UW-2024

SUBJECT: Project Approval - Glencoe Farms Road Water Main Improvements and Spruce Street Water Main Replacement

SUMMARY:

The Engineering and Operations Department is requesting full project approval for the Glencoe Farms Road Water Main Improvements and Spruce Street Water Main Replacement. These projects will be bid together to obtain better pricing. The design work will be completed in house by a UCNSB Civil Engineer.

The Glencoe Farms Road Water Main Improvements is comprised of installing approximately 2,300 LF of new 6-inch PVC water main, fire hydrants and water services. This will reinforce the water grid, increase ability to provide fire flow and enhance the water quality. This is funded by W.O. # 21-IW2025 with a budget of $150,000.00 including capital labor and construction.

The Spruce Street Water Main Replacement is comprised of replacing approximately 1,300 LF of 2-inch water main with 6-inch PVC, replacing water main services and an addition of fire hydrants. At present, the 2-inch is deteriorating causing continual maintenance issues for Water Field Operations staff. This project is funded by W.O. # 21-UW2024 with a budget of $150,000.00 including capital labor and construction.

The total budget requested to complete this overall project (the two combined) is a total of $300,000.00 with an advertising of bid being distributed in January 2021 and construction starting in April 2021. A ratification agenda item for the award of contract will be submitted to the Commission.

FUNDING SOURCE(S) W.O. Nos. 21-IW-2025 and 21-UW-2024

RECOMMENDED ACTION:

A motion to approve the overall Project for the Glencoe Farms Road Water Main Improvements and Spruce Street Water Main Replacement, in a total project amount of $300,000.00, and authorize the General Manager/CEO or his designee to execute all documents associated with this matter. (Award of construction contract forthcoming for ratification by the Commission after bid award is completed in 2021.)

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
DATE: October 8, 2020
TO: Julie Couillard, P.E., Director of Engineering
FROM: Dana Hale, P.E.
CC: Tom West, Director of Water Resources
     Melissa Cox, Engineering Admin. Asst.
RE: Glencoe Farms Rd. Water Main Improvements &
     Spruce St. Water Main Replacement

Engineering and Operations would like to have these two projects designed, advertised for bid and installed by a Contractor. The design will be done in-house for both.

The Glencoe Farms Rd. Water Main Improvement project is comprised of installing new 6-inch PVC water main (approx. 2,300 LF), fire hydrants and water services. This project is part of the Master Plan 2016 (W-211) which will reinforce the water grid, increase ability to provide fire flow and enhance water quality by eliminating dead-ends. The Spruce St. Water Main Replacement project is comprised of replacing approx. 1,300 linear feet of 2-inch water main with 6-inch PVC, including the replacement of water main services and addition of fire hydrants. The existing 2-inch is deteriorating and is a continual maintenance issue for our Water Field Operations Dept. Not only will the new 6-inch water main enhance water quality, it will provide fire flow.

The design, permitting, advertisement for bid and construction for both projects will be done simultaneously. Both projects will be advertised for bid as one project which will result in more competitive bids. I anticipate advertising for bid in December 2021 and start construction no later than April 2021, with a 6-month project duration schedule. I’m asking for a total of $300,000.00 to complete these projects. I’d like for this project to go before our Commission on October 26, 2020 for approval.

<table>
<thead>
<tr>
<th>Glencoe Farms Rd. Water Main Improvement</th>
<th>Spruce St. Water Main Replacement</th>
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<tr>
<td>WO# 21-1W-2025</td>
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<tr>
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<td><strong>Total Budget Request</strong></td>
<td><strong>$300,000.00</strong></td>
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1 of 1
Project Name: GLENCOE FARMS RD. WATER MAIN IMPROVEMENT

Fixed Asset Description: APPROX. 2,300 LF OF 6" PVC WATER MAIN, INCLUDING INSTALLATION OF WATER SERVICES AND FIRE HYDRANTS

Justification for Project: REINFORCE WATER GRID AND INCREASE ABILITY TO PROVIDE FIRE FLOW, MASTER PLAN W-211

Alternatives: NONE

Location/Address: GLENCOE FARMS ROAD

Inception thru 9/30/19: $ -
Expenses thru 2/28/20: $ -
Remaining FY 2020 Budget: $ 150,000

FY 2021 FY 2022 FY 2023 FY 2024 FY 2025 FY 2026 FY 2027 FY 2028 FY 2029 FY 2030 Total FY 2021-2030
LABOR - 2,500 2,500 1,250 250 250 1,250 2,500 1,500 1,500 1,500 - 15,000
CONSULTANT - - - - - - - - - - - -
CONSTRUCTION - - - - - - - - - - - -
EQUIPMENT - - - - - - - - - - - -
PURCH/INV - - - - - - - - - - - -
PURCH/NON-INV - - - - - - - - - - - -
$ - 2,500 2,500 1,250 250 $ 250 $ 26,250 $ 32,500 $ 31,500 $ 31,500 $ 21,500 - 150,000

FY 2021

Total FY 2021

Proposed Funding Sources:
Mandatory: $ -
Alternative Financing: $ -
Restricted R&R: $ -
Total: $ -

Site Preparation or Removal of Existing Assets: NONE

Anticipated Start Date: May 2021
Anticipated Completion Date: August 2021

Project Manager: Julie Couillard

Required Contracts: IN-HOUSE DESIGN (EOR), ADVERTISE FOR BID, CONTRACTOR AGREEMENT, COUNTY RIGHT OF WAY PERMIT AND DOH PERMIT

Anticipated Start Date: May 2021
Anticipated Completion Date: August 2021

Inception thru 9/30/19: $ -
Expenses thru 2/28/20: $ -
Remaining FY 2020 Budget: $ 150,000

FY 2021 FY 2022 FY 2023 FY 2024 FY 2025 FY 2026 FY 2027 FY 2028 FY 2029 FY 2030 Total FY 2021-2030
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Proposed Funding Sources:
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Alternative Financing: $ -
Restricted R&R: $ -
Total: $ -

Inception thru 9/30/19: $ -
Expenses thru 2/28/20: $ -
Remaining FY 2020 Budget: $ 150,000

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Alternative Financing: $ -
Restricted R&R: $ -
Total: $ -
## Project Name:
**SPRUCE STREET WATER MAIN REPLACEMENT**

### Fixed Asset Description:
**APPROX. 1,300 LF OF 6-INCH PVC WATER MAIN TO REPLACE AN EXISTING 2-INCH, INCLUDING REPLACEMENT OF WATER SERVICES AND INSTALLATION OF FIRE HYDRANTS**

### Justification for Project:
**REPLACE DETERIORATING INFRASTRUCTURE, WHICH WILL ENHANCE WATER QUALITY AND IMPROVE FIRE FLOW**

### Alternatives:
**NONE**

### Location/Address:
**GLENCOE FARMS ROAD**

### Required Contracts:
**IN-HOUSE DESIGN (EOR), ADVERTISE FOR BID, CONTRACTOR AGREEMENT, COUNTY RIGHT OF WAY PERMIT AND DOH PERMIT**

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### Project Manager:
Julie Couillard

### Required Contracts:
**IN-HOUSE DESIGN (EOR), ADVERTISE FOR BID, CONTRACTOR AGREEMENT, COUNTY RIGHT OF WAY PERMIT AND DOH PERMIT**

### Site Preparation or Removal of Existing Assets:
**NONE**

### Anticipated Start Date:
May 2021

### Anticipated Completion Date:
August 2021
AGENDA ITEM 3-e

CONSENT ITEM FOR MEETING OF: October 26, 2020

PROJECT APPROVAL - SYSTEM 1 GRAVITY SANITARY SEWER IMPROVEMENTS AND LIFT STATION #27 ELIMINATION

SUMMARY:
The Engineering and Operations Department is requesting full project approval for the System 1 Gravity Sanitary Sewer Improvements and Lift Station #27 Elimination in the total amount of $328,500.00. The design work and permitting will be completed in house by a UCNSB Civil Engineer and a bid for construction is anticipated to be distributed in April 2021 with construction beginning in July 2021 and ending in December 2021.

This project is comprised of making improvements to our existing gravity sanitary sewer in System 1 located on N. Atlantic Ave. between Sapphire Road and Crawford Road. By extending the gravity sanitary sewer main by approximately 400 LF with new sewer laterals we can eliminate the need for Lift Station #27 which currently only serves 10 customers. By eliminating Lift Station #27 on the east side of N. Atlantic Ave. the UCNSB can save energy and maintenance costs and remove a sanitary sewer off the beachside.

The total overall budget requested to complete this project is $328,500.00, with $116,000.00 being spent in FY21 and $212,500.00 being spent in FY22. This will be funded by W.O. # 21-UP3020. A ratification agenda item for the award of construction contract will be submitted to the Commission after bid award is completed in 2021.

RECOMMENDED ACTION:
A motion to approve the overall Project for System 1 Gravity Sanitary Sewer Improvements and Lift Station #27 Elimination, in a total project amount of $328,500.00, and authorize the General Manager/CEO or his designee to execute all documents associated with this matter. (Award of construction contract forthcoming for ratification by the Commission after bid award is completed in 2021.)

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
Engineering and Operations would like to make improvements to our existing gravity sanitary sewer in System 1 on N. Atlantic between Sapphire Rd. and Crawford Rd. in order to eliminate Lift Station #27.

Currently Lift Station #27 only serves 10 Customers. This project would extend the gravity sanitary sewer main approximately 400 linear feet with new sewer laterals to serve these 10 Customers.

Lift Station #27 is located on the east side of N. Atlantic positioned near/adjacent to a sand dune. Eliminating this lift station would not only save energy and maintenance costs but would remove a sanitary sewer facility off beachside.

The design and permitting will be done in-house with an expectation to advertise for bid in April 2021. I anticipate construction starting in July 2021 and ending in December 2021.

I am asking for a total of $328,500.00 to complete this project under WO# 21-UP-3020.

- Capital Labor: $33,500.00
- Survey Consultant: $10,000.00
- Construction: $285,000.00

I’d like for this project to go before our Commission on October 26, 2020 for approval.
## Fixed Asset

**Description:**INSTALLING GRAVITY SANITARY SEWER IN ORDER TO ELIMINATE LIFT STATION 27, INCLUDING REPLACING (3) MANHOLES  

**Justification for Project:**ELIMINATING LIFT STATION 27 WHICH ONLY SERVES 10 CUSTOMERS WILL SAVE ON ENERGY & MAINTENANCE COSTS, AS WELL AS REMOVE A SEWER FACILITY OFF OF THE BEACHSIDE  

**Alternatives:**LEAVE AS IS

### Project Name:
System 1 Gravity Sanitary Sewer Improv. & Lift Station #27 Elimination

### Location/Address:
NORTH ATLANTIC AVE. BETWEEN SAPPHIRE RD. AND CRAWFORD RD.

### Site Preparation or Removal of Existing Assets:
REMOVE LIFT STATION 27

### Anticipated Start Date:
November 2020

### Anticipated Completion Date:
December-21

### Project Manager:
Dana Hale

### Required Contracts:
SURVEY, DESIGN IN-HOUSE (EOR), CITY & FDEP PERMITTING, ADVERTISE FOR BID AND CONTRACTOR AGREEMENT

### Proposed Funding Sources:

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SUMMARY:

On October 20, 2008, agenda item 8-a., the Utilities Commission approved the implementation of an Identity Theft Detection and Prevention Policy. The original policy had been reviewed by U.C. legal counsel for compliance relative to the Fair and Accurate Credit Transactions Act which required the implementation of said policy. In connection with this program, an annual report must be provided to the Utilities Commissioners as those responsible for "Governance".

The twelfth annual update report is hereby attached and submitted. There were 29 incidents* total for the 2020 fiscal year; 5 of the incidents are considered fraud and the remaining 24 were illegal connections and theft of service. (*A detailed record of the incidents is maintained in Customer Service.)

After 12 years in place, the U.C.'s Identity Theft and Prevention Program is believed to be operating effectively and the "Red Flags" currently in place are an effective tool in identity theft prevention and mitigation.

Also, as stated in the attached report, throughout the upcoming year additional Cybersecurity planning and assessments are ongoing, will be completed and will further integrate and enhance the U.C.'s fraud management program.

RECOMMENDED ACTION:

No action required, compliance item, submission of the annual report (10-2020) for the U.C.'s "Red Flag" Identity Theft and Prevention Program.
Utilities Commission (UC)
City of New Smyrna Beach, FL

Identity Theft Prevention Program Incident Report

October 19, 2020
Prepared by: Danielle Wood

Committee Members:  
Efren Chavez, Director of Finance
Brandy Keehn, Director of Information Technology
Maureen Lynch, Purchasing Manager
Danielle Wood, Customer Service Manager

It is the policy of the Utilities Commission to provide an Identity Theft Prevention Program for customers and employees. The purpose of this report is to promote continued evaluation of effectiveness of current policies and procedures in compliance with the FACT Act (2003). This document will be used to drive recommendations for changes to the program due to evolving risk and methods of theft.
Identity Theft Prevention Program Incident Report

Current Strengths of UC Identity Theft Program:

Cybersecurity risks are being integrated into fraud attacks. As a result, cybersecurity vulnerabilities are increasingly being identified as the "root cause" of fraud events. We have seen a shift from exploitation to targeted social attacks. Criminals are now using a combination of malware, bots, social engineering and other strategies to gain access to a customer's account via digital/mobile channels.

We have seen our customers migrating from traditional face-to-face channels to digital technologies that include credit cards, Interactive Voice Response (IVR), e-mail, Internet browser, mobile browser, apps, and Social media.

The digital transformation is driving customer experience and with this shift, UCNSB must change our business models and adapt to the new market realities.

To meet the new risks and challenges, UCNSB is driving a higher security awareness by working to build a cybersecurity culture and transform our end-users into cybersecurity assets.

The UC continuously works to empower our end-users to make better security decisions with user-focused education, improved security controls, clear guidelines and open communication including:

- External Vulnerability Scanning
- Phishing Security Tests
- Enforced Password Policies
- Cybersecurity Training
- PCI DSS Security Awareness Training
- Unauthorized Access Controls
- Quarterly
- Network Scans
- Penetration & Vulnerability Tests
- Self-Assessment Questionnaire ("SAQ")
- Software patches and upgrade

Payment Card Industry (PCI) compliance is a security standard which all organizations that handle branded credit cards are required to have in place. The PCI standard, created to increase controls and reduce credit card fraud, is mandated by the card brands and administered by the Payment Card Industry Security Standards Council.

Our Customer Service staff serves as a first line of defense for our customers. To open a new UC customer account, prospective customers must:
- Present a valid Photo Identification Card
- Complete an Application for Service
- Provide proof of ownership or lease
- UC processes a credit check ran through Online Utility Exchange

Online Utility Exchange, like the Utilities Commission, follows the policies and procedures in compliance with the FACT Act (2003). Upon entry of customer information, this program identifies and reports any inaccuracies, such as:
- Deceased or non-issued Social Security Number
• Name matches to another name, i.e. maiden / married name
• Fraud victim alert, confirm phone number on alert with customer
• Reported address does not match, have customer confirm prior address
• Credit established before 18, indicating a parent, guardian or a 3rd party is using child’s information

In addition, our Meter Department is trained in the identification of Illegal connections and meter tampering and continues to use the Illegal / Tampering Report to document findings. This helps protect not only the safety of our employees and customers but also assists in finding the responsible party when an illegal connection or meter tampering is found.

Areas for Ongoing Monitoring and Improvement:

COVID-19 Response
In response to growing concern surrounding the spread of Coronavirus (COVID-19), UCNSB has initiated several proactive measures that reengineered business processes in order to ensure the safety of our employees, customers and vendors. We have also invested heavily in a comprehensive data privacy and security strategy to monitor our network for external and internal threats.

Our updated digital strategy ensures critical business processes can still be carried out when issues arise, while ensuring data integrity and consistency is preserved.

Highlights

• Migrated Mission-critical data into a managed cloud data backup and recovery solution.
• Developed monthly role-based security awareness training focusing on compliance requirements and industry control standards.
• Conduct monthly phishing/vishing simulation exercise that includes reporting and remediation training.
• In-house vulnerability scanning tools that help detect security loopholes with the application, operating systems, hardware and network systems.
<table>
<thead>
<tr>
<th>Goal for Improvement</th>
<th>Steps Needed</th>
<th>Person(s) Responsible</th>
<th>Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Monitor FMEA, FMPA and individual municipalities to watch for reports of fraudulent activity to proactively protect customers and UCNSB</td>
<td>Periodic review of FMEA and FMPA websites and current headlines. Periodic contact with other municipalities.</td>
<td>Danielle Wood, CSM  Deborah Zorge, CSS</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Monitor FTC website for new regulatory requirements</td>
<td>Periodic review of FTC website</td>
<td>Efren Chavez, CFO</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Provide Updated Training</td>
<td>Monitor Online Utility Exchange’s website for new Red Flag webinars for CSR’s. Schedule training sessions. Keep staff fully informed of new regulations and/or procedures.</td>
<td>Deborah Zorge, CSS</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Continue PCI compliance, and PCI training for staff</td>
<td>Monitor PCI standards, and internal operations</td>
<td>Finance/Customer Service and IT</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Develop Operating Model/ Framework Convergence (Collaboration between fraud and cybersecurity)</td>
<td>Comprehensive integration of people, process, and technology allowing the UC to rapidly adapt our fraud and cybersecurity strategies to the evolving threat environment.</td>
<td>Finance/Customer Service and IT will collaborate and discuss developments as part of the IT Interdepartmental Cybersecurity Response Team</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Develop Technology Convergence included in the framework referenced above</td>
<td>Alignment of the technology strategy and architecture to enable more seamless exchange of data and information and establish a more integrated control framework</td>
<td>Covered as part of IT Interdepartmental Cybersecurity Response Team</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Develop Data Convergence included in the framework referenced above</td>
<td>Sharing and exchange of data and information between the fraud and cybersecurity teams within UCNSB organization providing both groups an enhanced threat environment awareness</td>
<td>Covered as part of IT Interdepartmental Cybersecurity Response Team</td>
<td>Due: ongoing FY 2021</td>
</tr>
<tr>
<td>Committee Member</td>
<td>Signature</td>
<td>Date</td>
<td></td>
</tr>
<tr>
<td>-----------------------------------------------</td>
<td>---------------------</td>
<td>--------------</td>
<td></td>
</tr>
<tr>
<td>Efren Chavez, Director of Finance</td>
<td>Efren Chavez</td>
<td>10/19/2020</td>
<td></td>
</tr>
<tr>
<td>Brandy Keehn, Director of IT</td>
<td>Brandy Keehn</td>
<td>10/19/2020</td>
<td></td>
</tr>
<tr>
<td>Maureen Lynch, Purchasing Manager</td>
<td>Maureen Lynch</td>
<td>10/19/2020</td>
<td></td>
</tr>
<tr>
<td>Danielle Wood, Customer Service Manager</td>
<td>Danielle Wood</td>
<td>10/19/2020</td>
<td></td>
</tr>
</tbody>
</table>
Identity Theft Detection and Prevention Policy

The goal of this policy is to prevent identity theft. The Utilities Commission, NSB recognizes its responsibility to safeguard its customers' personal information during its collection, recording and handling. The purpose of this policy is to create an "Identity Theft Detection and Prevention Program" utilizing the guidelines established in The Fair & Accurate Credit Transactions Act of 2003.

The Utilities Commission is obligated to protect its customer data and implement a program by November 1, 2008. Program implementation includes the creation of a Privacy Committee and designation of a Privacy Officer as head of the Committee.

The intent of this policy and responsibility of the committee is to identify "Red Flag" patterns of particular specific activity that indicates the possible risk of identity theft. The policy or procedures in no way will restrict the Florida’s Public Records and Open Meetings Laws (Sunshine Laws) regarding public information.

U.C. Commission authorizes the Privacy Committee to create, and update as necessary, written procedures to meet standards established by the Federal Trade Commission and shall incorporate the requirements of the Florida’s Public Records and Open Meetings Laws on an on-going basis.

The Privacy Committee will monitor, and periodically report, the Program’s integrity, completeness, and deficiencies to the Utilities Commission General Manager/CEO. The General Manager will, no less than annually, provide a status report to the U.C. Commissioners on the Program’s effectiveness.

This policy applies to management, as well as all personnel of the Utilities Commission.
AGENDA ITEM 4.

☐ CONSENT ITEM FOR MEETING OF: October 26, 2020

☐ NEW BUSINESS FROM: General Manager/CEO

☐ OLD BUSINESS SIGNATURE: Joseph Bunch

☑ General Manager's Report EXHIBITS: GM Report for September 2020

SUBJECT: General Manager's Report for September 2020

SUMMARY:

Executive and Departmental monthly reporting regarding systems, operations, projects and staff.

RECOMMENDED ACTION:

Informational detailed monthly reporting - no action required.

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
UTILITIES COMMISSION
City of New Smyrna Beach, Florida
MEMORANDUM

DATE: October 1, 2020
TO: Utilities Commissioners
FROM: General Manager/CEO
SUBJECT: GENERAL MANAGER’S MONTHLY SUMMARY REPORT FOR SEPTEMBER 2020

EXECUTIVE SUMMARY

Modernization Program – Utility of the Future Capabilities.
Burns & McDonnell (B&M) is being engaged through FMPA’s Master Services Agreement (MSA) for the development of an infrastructure and network transformation plan for the U.C. Under the determined scope of work, B&M will organize and categorize the requirements, constraints, preferences, and use cases for deployment of a new communication infrastructure system, including the U.C.’s fiber and transportation network system. The consulting engagement is for a not-to-exceed amount of $20,000, to be completed within five weeks subsequent to the project’s kick-off meeting. This report and gap analysis, will specifically cover a current network and infrastructure overview, provide a consolidated list of requirements and constraints (inclusive of staffing capabilities), general hardware specifications, high-level proposed architecture and an outline with recommendations for next steps, including vendor selection, design, procurement and implementation. This report will serve as the first step in the process to plan and deploy the new system. The next planning phase, or scope of work, would be production of a detailed deployment plan specific to the U.C.’s network, hardware and installation, involving specific vendor hardware.

Florida PSC Approves Triennial Submittal of Storm Hardening Plan. The Florida Public Service Commission (PSC) approved a rule allowing Florida municipal electric utilities and rural electric cooperatives to file their required storm-hardening plans every three years instead of the current yearly reporting requirement. All regulated electric utilities in Florida are required to submit a storm-hardening plan to the PSC. These plans help strengthen the infrastructure to avoid excessive damage from hurricanes and improve power restoration times. The newly approved rule for municipal utilities and cooperatives brings their reporting period in alignment with the IOUs and will begin with the March 2021 reporting cycle. FMPA’s Jody Finklea and Dan O’Hagan filed comments and participated in the PSC proceedings on behalf of Florida Municipal Electric Association and the FMPA members.

COVID-19 (Coronavirus). Employee/Customer messaging (status and updates) and associated business continuity planning are continuing. Phase III of the U.C.’s plan became effective on Monday, October 5th. Within this phase, a final transitioning for all employees to recommence working on-site while maintaining social distancing practices, PPE and hygiene as appropriate for work, all efforts to protect the vulnerable and aid employees impacted by school and childcare closures will continue during the first half of this phase, now performing self-checks for daily temperatures, and in person meetings and break room use resumed with limited attendance to ensure spacing and social distancing.

Communications.
September Customer Messaging. Customer messaging during September focused once more on Hurricane Preparedness, and also regarding mutual aid response to municipal electric utilities on the Gulf Coast.
**EXECUTIVE SUMMARY (cont.):**

<table>
<thead>
<tr>
<th>Legal Invoices</th>
<th>FY2020 O&amp;M Budget – Legal Expenses $275,000*</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Gray Robinson / T. Cloud</td>
<td>Approved by GM/CEO <strong>10-20-20</strong></td>
<td><strong>$10,242.87</strong></td>
</tr>
</tbody>
</table>

**FY2020 Legal Expenses. Total as of 10-20-20** | **$226,076.34**

(*FY2020 Budget increased to $275,000. Resolution of several legacy and ongoing lawsuits has increased anticipated legal expenses.)

<table>
<thead>
<tr>
<th>PUBLIC RECORDS RESPONSES</th>
<th>Current Month</th>
<th>FY 2020 YTD /Annualized</th>
<th>FY 2020 Target</th>
<th>FY 2021 Goal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>1*</td>
<td>1.25*</td>
<td>3 Working Days</td>
<td>2.5 Working Days</td>
</tr>
</tbody>
</table>

*Incs. Required Legal Response/Reviews &/or Production

Joint U.C. City Projects.
Evaluation of joint projects and potential partnering opportunities ongoing. Status of the projects being evaluated are provided in the I.T. Department section monthly and also Engineering.

**I.T. DEPARTMENT**

**COMMUNICATION**
1. Computer Lifecycle Management Solution – **Completed**
2. PRI to SIP Migration - **Completed**
3. Enterprise Communication Standardization – **50% Complete**
4. Pilot Samsung DeX In-Vehicle Solution – Begin Oct. / Nov. 2020
5. SharePoint Intranet Site Development – Phase 1 – Sept. 2020
6. IT - OT Convergence Strategy – **In Process**

**CENTRAL SERVICES**
1. Payroll/HR/Self Service / Business Process – Under Review
2. Enterprise Access Control System – **Quotes Received Oct. 2020**

**SECURITY/ CYBERSECURITY**
1. Organizational Simulated Random Phishing Attempts | **Bi-Weekly**
2. Organizational Interactive Monthly IT Security Awareness Training | **Departmental**
3. NUARI – Simulated Cyber-attack to Stress Test Incident Response Plans – **Nov. 4th**
4. FMPA Joint Action Cybersecurity Assessment – **Phase One - Completed**

**FINANCE**
1. Paramount Workplace Procurement, Expense Management Software | In Process
2. Finance Business Process Review | In Process
4. GP/Cogsdale Upgrade | Nov./Dec.
5. Year-End Update for Microsoft Dynamics GP | Dec.
6. Cogsdale Training | Oct. 19th – Nov. 6th
I.T. DEPARTMENT (cont.):

ENGINEERING
1. L-Net Software / Hardware Install – Oct.
2. Spada Calc. Software / Configuration & Install - Under Review

WATER RESOURCES
1. SCADA Backup / Redundancy Project
2. Upgrade PLC’s / VTSCADA Trihedral

SYSTEM OPERATIONS
1. SCADA Upgrade System Ops. – Oct./Nov. 2020
2. FRCC/FPL Communication Project
3. RTU Expansion and Enclosure Project
4. SCADA Backup / Redundancy Project
5. Airport RTU Upgrade
6. FMPA Network / Cybersecurity
7. SCADA Communication Backup
8. Switched Ethernet (ASE) Upgrade – Completed Aug. 2020

INFORMATION TECHNOLOGY
1. HEB Server Upgrade

UCNSB / CITY OF NSB COLLABORATION
(Potential cost savings, efficiency and service improvement)
1. Joint Fiber Optic Infrastructure
2. Data Center Resources Sharing

OPEN GRANTS
1. American Public Power Association / Florida Municipal Power Agency (DOE Grant) Response Plan | Approved - In Process
2. Norwich University Applied Research Department (DOE / Grant), Citywide Command and Control exercise | Approved - In Process
3. American Municipal Power / Florida Municipal Power Agency (DOE Grant) Cybersecurity Roadmap | Approved - Completed

SYSTEM OPERATIONS DEPARTMENT

The electric system's Net Energy for Load ("N.E.L.") for September 2020 was 45,796 MWH. This is 1.31% below the amount projected for the month. N.E.L. is 0.4% below projections for Fiscal Year 2020 to date.

The September energy came from the sources listed below:

<table>
<thead>
<tr>
<th>On-Site and Remote Generation</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>FMPA - St. Lucie Units</td>
<td>13.4</td>
</tr>
<tr>
<td>Field Street Generation</td>
<td>0.0</td>
</tr>
<tr>
<td>Total:</td>
<td>13.4%</td>
</tr>
</tbody>
</table>
SYSTEM OPERATIONS DEPARTMENT (cont.):

<table>
<thead>
<tr>
<th>Contract Purchased Power</th>
<th>FY2020</th>
<th>FY2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>FPL NLF Purchase</td>
<td>75.2</td>
<td></td>
</tr>
<tr>
<td>Other Purchases</td>
<td>11.4</td>
<td></td>
</tr>
<tr>
<td>Total:</td>
<td>86.6%</td>
<td></td>
</tr>
</tbody>
</table>

Peak Load (MW)          102  94
Lowest Valley Load (MW)  31   36
Load Management Relief on Peak (MW)  0  0
Average Degree Cooling Days  16.4  17.5
Average Degree Heating Days    0.0  0.0

St. Lucie #2 operated as expected.

ELECTRIC OPERATIONS DEPARTMENT

Electric Transmission and Distribution:

Maintenance:
T&D crews are continuing routine maintenance and storm hardening throughout the service territory where crews replaced one (1) 10 kVA, one (1) 15 kVA, two (2) 25kVA and two (2) 50kVA polemount transformers, one (1) 50 kVA padmount transformer, one (1) 75 kVA 3-phase padmount transformer, along with three (3) pedestals and two (2) streetlights.

Mutual Aid:
Electric crews were called on by FMEA for Mutual Aid work needed during Hurricane Laura on 8-26-20 in Louisiana with 700,000 people out of power across LA, TX and AK. Our crews again were called on for Hurricane Sally on 9-16-20, in Alabama which hit the Florida/Alabama border with outages for approx. 500,000 customers. U.C. crews were able to assist with the local utilities in rebuilding and restoring power to their communities.

Maintenance (cont.):
101 North Riverside Dr.: Replaced 150’ of old 3-phase 1/0 primary underground ("URD") cable.

526 Venetian Villas: Replaced a contractor damaged secondary pedestal. An invoice is being prepared.


North Dixie Freeway: Replaced a vehicle damaged 40’pole. An invoice in the amount of $4,833.07 was prepared for this work.
ELECTRIC OPS. DEPT. - Electric T&D Maintenance (cont.):

124 Industrial Park: T&D crews performed maintenance on several streetlights at the City public works yard.

Coastal Woods: T&D crew raised and repaired four (4) pedestals and one pull box on Stowers Drive.

Pioneer Trail near Turnbull Bay Rd.: Replaced a vehicle damaged 50’ pole. An invoice in the amount of $6,348.61 was prepared for this work.

Capital:

107 North Riverside Dr.: Installed two (2) 45/2 poles for future 3-phase dip pole at River Deck restaurant.

2706 South Atlantic Ave.: Installed a 35/3 pole and 125’ of 1/0 triplex along with a 25 kVA polemount for a new customer’s point of service.

1650 Live Oak: Installed 100’ of 350 quad plex and a pedestal for a new customer service.

691 Ingham Rd.: Installed a new 15 kVA polemount for a new commercial service.

708 South Glencoe Rd.: Installed 200’ of 4/0 triplex URD for a new customer’s point of service.

Planet Fitness - 1433 South Dixie Frwy: Installed 125’ of 3-phase 1/0 primary and a 300 kVA padmount transformer.

Old Mission Road: Crews are continuing their work on the Line 26 feeder re-alignment for the Oak Leaf Preserve project.

Coastal Woods Commercial: Installed three (3) 50/2 poles.

Smyrna Substation Project: Installed 1,800’ of 750 al URD primary cable for a temporary substation feed for Line 11 and 12.

New Streetlighting:

2949 Meleto Blvd.: Installed a new 100 watt high pressure sodium (“HPS”) decorative street light.

Osmose Reject Pole Replacement Program:
The Osmose reject replacement program includes 670 rejected poles from the 2010-2019 timeframe. Three hundred ninety-eight (398) poles have been replaced to date, with 19 in the month of September. With revised final numbers for June, July and August (-12), leaving 272 poles to be replaced. The estimated cost of remaining replacements is $652,895.08.
Substation & Relay:

**Smyrna Substation:**
Assisting the contractors and monitoring the progress of the station upgrade on a daily basis is ongoing. Bus work and switches on the low side of the two new Smyrna substation transformers are still in progress. Breaker and circuit switcher testing and commissioning has begun. New 115KV bus is being installed and welded in place. Wire is being pulled from station equipment to the relay/control house. Station service throw over will be installed soon. Line exit conduit banks are being installed from the structural steel to the exit poles. Dewatering and below grade road crossing conduit work continues. Mobile substation was installed and put into service on 9/16/2020. Existing #1 station transformer will be removed from site beginning 10/5/2020.

**Meter Testing Section:**
Twelve (12) meters were tested and replaced for customer complaints. Meters were changed at multiple locations and one hundred forty (140) meters were tested and programmed for the meter department.

**TVI** - Two (2) new interference issues were identified and mitigated.

**Miscellaneous:**
Performed weekly readings and inspections and safety checks at all substations and reclosure locations as well as line rated throw-overs. Transformer vault inspections at all condos, schools, and shopping centers is ongoing.

New CT meters were installed and wired at four locations. Solar service inspections were performed at four meter locations.
ELECTRIC OPS. DEPT. – Substation & Relay (cont.):

Airport Substation – manual monitoring for storms due to inoperable SCADA system will continue until planned upgrade is completed.

N2 regulator system on Field St. #1 XFMR leak – repair completed.

WATER RESOURCES DEPARTMENT

Water Treatment:

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Treated Monthly Flow</td>
<td>140.843</td>
<td>MG</td>
</tr>
<tr>
<td>Average Daily Demand</td>
<td>4.695</td>
<td>MGD</td>
</tr>
<tr>
<td>Peak Daily Demand</td>
<td>5.465</td>
<td>MGD</td>
</tr>
<tr>
<td>Rainfall/Water Plant</td>
<td>10.31</td>
<td>Inches</td>
</tr>
</tbody>
</table>

UCNSB staff met with the City of Port Orange staff to perform a joint emergency water interconnect exercise to make sure the equipment works as designed. The UCNSB equipment performed satisfactorily, but the Port Orange equipment failed to operate. Once they have made repairs the joint exercise will be rescheduled for another test. A preventive maintenance schedule will be established to test this equipment on a regular interval to ensure reliability.

UC Maintenance staff installed a new 600 gpm submersible pump, 40-hp motor and 80-feet of new certa-lock pump discharge piping and a new flow meter for Well #19. In addition, an airline and level gauge were installed to perform static/dynamic water levels. During initial testing the VFD failed, UC Maintenance is working to replace the failed VFD and upgrade other components in the electric control/panel.

The ACTIVA pellet softening reactor/equipment arrived, UC staff worked with Veolia Water to unload and assemble the equipment for the upcoming pilot test. This pilot operation will test/evaluate the effectiveness of this type of treatment to soften water over the current lime softening process.

A new Glencoe Pump Station finished water flow meter was installed on the 24-inch pressure piping that sends treated water to the distribution system. This new meter was a FY 2020 CIP budgeted item and was installed to improve meter accuracy.

A final sample collection/test was performed to determine if Hydrogen Peroxide could be effective in reducing Disinfection Byproduct Precursors prior to the disinfection process at the treatment plant. Previous sampling/testing results were inconclusive.

Lab - Water Treatment:

- Seventy-two (72) distribution samples were analyzed for coliform bacteria with acceptable results.
- Three (3) fluoride samples were sent to Pace Analytical for analysis with acceptable results.
- There were six (6) customer concerns that prompted home visitations.
WATER RESOURCES DEPARTMENT – Lab – Water Treatment (cont.):

- All results for Lead & Copper study were well under MCL. Results were mailed to participating customers and forwarded to FDOH.
- There were no planned/unplanned outages for September 2020.

### Lab - Wastewater Treatment:

<table>
<thead>
<tr>
<th>Parameter</th>
<th>Value</th>
<th>Unit</th>
</tr>
</thead>
<tbody>
<tr>
<td>AVG CBOD (ppm)</td>
<td>3.51</td>
<td>ppm</td>
</tr>
<tr>
<td>AVG TSS (ppm)</td>
<td>0.77</td>
<td>ppm</td>
</tr>
<tr>
<td>AVG Total Phosphorus (ppm)</td>
<td>0.63</td>
<td>ppm</td>
</tr>
<tr>
<td>AVG Total Nitrogen (ppm)</td>
<td>2.55</td>
<td>ppm</td>
</tr>
</tbody>
</table>

** indicates that these parameters are sampled and analyzed for effluent outfall discharge.

### Water Reclamation Facility:

- Total Inf. Flow / Average Daily Flow: 132.43/4.41 MGD
- Max. Daily Flow: 6.28 MGD
- Bio-solids Removed from WRF Site: 256,193 Gallons
- Reclaimed Water Total Flow: 123.2 MGD
- WW Plant Total Rainfall: 11.36 Inches
- River Discharge Total Flow / Average Daily Flow: 0.00 / 0.00
- Pond influent Flow / Augmentation: 5.59 MG / 4.48 MG
- Annual Avg. % of Reuse Utilization: 100%

Maintained zero discharge to the river outfall for 11 years, 3 months (135 months) consecutively.

### Other Item of Interest:

- Meeting / discussion held for PLC submittal.

### Lift Stations/Maintenance

#### Water Treatment Plant (WTP)

- Performed scheduled preventative maintenance and responded to ten (10) work orders from water production.

#### Wells

- Inspected all production wells, performed scheduled preventative maintenance and completed nine (9) work orders.

#### Pump Stations

- Inspected all pump stations and chlorine feed equipment and performed scheduled preventative maintenance and completed one (1) work order.

### Water Reclamation

- Performed scheduled preventative maintenance and completed ten (10) work orders.
WATER RESOURCES DEPARTMENT (CONT.):

Lift Stations
- Ran standard preventative maintenance routes and completed fourteen (14) work orders.

Reuse Ponds
- Inspected all reuse pond filling facilities, performed scheduled preventative maintenance, adjusted as needed and completed one (1) work order.

Equipment and Field Ops. Repairs
- Maintenance of small equipment and three (3) specific repair items.

Miscellaneous
- Ran power to roof for 2 GFI outlets at the COB
- Installed new time clock and photocell for Christmas lights at COB

Field Operations Division

Water Distribution

Water Breaks
Major: No major breaks for the month of September affecting customers – one (1) break able to be repaired hot (Water mains repaired with clamping devices while remaining full of pressurized water).
Minor: Fourteen (14) leaks and minor breaks were repaired on water services with an average outage of 106 minutes.

Callout Time Summary
- The primary callout person had a total of fifty-eight (58) hours
- The secondary callout person(s) had a total of forty-three (43) hours
- There was a total of eighteen (18) emergencies handled for the month of September.

Locates Performed
- Eight (8) sewer and one (1) reuse locates performed by U.C.
- Total of one thousand and one (1,001) locates performed by Venegroup

Cross Connection Control Program
- Sixty-one (61) backflow preventor devices installed
- Two hundred thirty-four (234) DDC/RP valves tested
- Ninety-two (92) backflow preventor devices repaired
- One hundred eighty-nine (189) backflow preventor devices painted

Sewer Backups
- Responded to eleven (11) minor backups
- Seven (7) were on U.C. side and relieved with an average time of one hundred fifteen (115) minutes
WATER RESOURCES DEPARTMENT – Field Ops.-Water Distribution (cont.):

Upgrades:
- 111 N. Causeway  1”
- 303 Faulkner    5/8”

ENGINEERING DEPARTMENT:

General:
1. Protection and Control Study with Burns and McDonnell and FMPA, kick-off meeting held on 7-10-20. Project is designed to provide standardized P&C settings and equipment for use on the electric system. Final report and recommendations under development. Engineering team is working with equipment recommendations to set standards and issues bids. Engineering’s plan is to issue Feeder Level reliability plans for the placement of distribution automation equipment, equipment level coordination, wildlife protection, and other upgrades.

Capital Projects Update:
1. Sugar Mill Electric Upgrade – Directional boring construction for this project began on 7-15-20. Communication plan in place to notify Sugar Mill residents and HOA of project status and to resolve any potential issues during construction. The project total budget cost is $1,497,600 and funded from W.O. #20-UE1002, with monies spent in FY20 and FY21. UCNSB Customer Service, Engineering and Central Services are managing customer questions as needed. Project is ongoing.

2. WRF PLC Replacement – Contractor has released materials for fabrication which we anticipate will take four weeks. The contractor’s electrician will trace and label all wiring in advance of the switchover – around 10-19-20. Back panels scheduled to ship on 10-23-20 and arrive at WRF by 10-30-20. The project total cost is $250,000.00 and is funded by W.O.# 20-UP3006.

3. Smyrna Substation Expansion – The Mobile substation was installed the week of 9/14/2020 and will remain in place until the first week in November 2020. Demolition work including the removal of the old transformer and installation of new substation bus and other equipment. Anticipate the project to be substantially completed mid-Nov. 2020. The mobile sub. was sole sourced to Duke Energy in the amount of $400,000, funded by W.O. # 20-IE1006.

4. South Beach Pump Station Generator Replacement – On September 28, 2020 UCNSB ratified the awarded contract to McMahan Construction Co., LLC in the amount of $895,000 and a $115,000 increase of the overall budget to $959,841.00. This project is being funded by W.O. Nos. 20-UW2008 and 180UW139 (prior design). Project kick-off meeting is scheduled for Thursday, 10-15-20.
ENGINEERING DEPARTMENT - Capital Projects Update (cont.):

5. Western Utility Complex – Project currently funded by W.O. # 20-UC0005. Meeting with the City to discuss a go forward plan for a Joint Fleet Facility scheduled for 10-8-20. In addition, UCNSB continuing to work with all impacted parties to finalize Williamson Blvd. – meeting scheduled for 10-5-20.

6. Field Street Capacitor Bank – Contractor is resolving an equipment issue prior to beginning below grade construction.

7. 5th Street Bridge Replacement- Project design is in progress. UCNSB approved this project on 5-26-20 in its entirety in the amount of $879,000.00 including approval of the supplemental agreement/Amendment No. 1 for the electric design work with DRMP, Inc., in the amount of $14,790.00. This project is bridged between FY20 and FY21 and budgeted on W.O. No. 20-UW2012, 20-UP3010 and 20-UE1014.

8. Sugar Mill Drive 20-inch Reclaimed Main Relocation - A pre-construction meeting was held on 9-9-20. Project will start once the contractor completing the watermain installation for GEOSAM is done as they parallel each other for a large portion of the work. Anticipate this project to start sometime in November 2020. The County has informed UCNSB that they will not be working on this road improvement until 2021, as the 10th St. project is their priority at this time. This allows the U.C. extra time to complete the relocation and grouting of the old reclaim water main prior to the County’s construction and paving plan.

Interagency Projects Update - City:
1. Fire Hydrant Flow Testing – Requested permission from the City to start the last two (2) zones of this project (Zone 4 and Zone 5). UCNSB provided the contractor with GIS information for Zone 4 and Zone 5 and anticipate the FY21 kickoff soon.

Interagency Projects Update - County:
1. 10th Street Widening (Myrtle Ave. to U.S. 1) – Distribution line relocation is the first stage of the project and is being coordinated with FEC and the County. Work includes large concrete poles requiring the use of a crane. UCNSB will utilize Pike Construction to complete the work.

Interagency Projects Update - FDOT:
1. Barracuda Bridge Replacement – Permit applications have been submitted to Tetra Tech and design is underway for this project. The project is funded by W.O. #’s 20-UW2011, 20-UP3009 and 20-UE1013.

2. I-95 and Pioneer Trail Interchange – FDOT is designing a new interchange at I-95 which requires UCNSB to install new electric conduit and water main under I-95. This project is expected to bridge between FY21 and FY22, to be funded from W.O. Nos. 21-UE1017 and 21-UW2018. FDOT held a public meeting at the Brannon Center on 9-30-20, UCNSB Engineering Department personnel attended.
ENGINEERING DEPARTMENT (CONT.):

GIS:
1. GIS – The rollout of the new phones continues, and many users are receiving new Laptops. GIS has been installing/troubleshooting the GIS software on these new devices. An RTK service has been acquired to provide corrections for UCNSB staff using the GPS equipment. Previously using a free service provided by FDOT but has been very unreliable.

Developer Projects:

1. Coastal Woods Unit D – The utility and site work has begun. A large portion of the gravity sewer, water, and reclaim mains have been laid.

2. Coastal Woods Commercial 1A – Currently waiting for groundwater to dry up on either side of S.R. 44 to set the 55-ft. poles for the S.R. 44 overhead primary crossing. The gravity sewer system and lift station are getting close to completion. The inspector indicated they still need to lamp and inspect the gravity sewer and pressure test the force main from the lift station to the connection for the existing force main.

3. Coastal Woods Multi-family (renamed The Cove) – Progress by the Developer’s contractor, Briar Construction, has slowed/stopped due to rainwater issues inherent to this site.

4. Shell Pointe Colony Phase 1 – First review of plans has been completed and is pending resubmittal.

5. Starbucks at 491 3rd Avenue – Water and sewer services have been established and meters set. Currently working on the underground electric improvements for the site.

6. River Deck – Electric primary conduits are established, and the transformer is to be set on 10-9-20 and primary pulled and terminated. Water main was pressure tested and passed by U.C. inspection. The water main was flushed and bac-t tests passed. Expecting state clearance forms for both sewer and water soon. Closeout docs. being drafted by the Engineer of Record.

7. Coastal Woods Commercial – Phase 1B – The contractor has tapped the existing 24” main on S.R. 44 and extended the 12” water main. The finished/stabilized grade will need to be established over the main before the pressure test and clearing of that portion of main.

8. Sarinna Lakes – A 91-unit single family subdivision on Sugar Mill Drive that was permitted and approved in 2017. A new owner has picked up the project and has requested a Pre-construction meeting. All State permitting has been obtained and still valid.
ENGINEERING DEPARTMENT (CONT.):

New Business:

1. Attended Pre-Site Plan (Application submittal), City Ready/Due Diligence Meetings to discuss the following projects:
   - Rick Dixon, P.E. – 400 S. Myrtle Ave. – Cigar Shop
   - Vystar Bank – Publix plaza at S.R. 44 – Bank
   - Kimley-Horn – 1650 S. Atlantic Ave. – Restaurants/office
   - Woolpert /Architect – S.R. 44 and S. Glencoe Rd. – Firestone Tire Store
   - Shirlei DeVito – Tiny Houses

2. Developer’s Agreement and Addendum approved pending payment of fees:
   - Saint James Estates Subdivision (St. James Estates, LLC) – Dec. 2017
   - N. Causeway Townhomes (Silvestri Investments of Florida, Inc.) – Feb. 2019
   - The Palms Phase 5 (Palms Land Holdings, LLC)– July 2019 – Revised for Temp. Deferral of Infrastructure Fees on 3-23-20
   - Coastal Woods Amenity Center (GEOSAM)– Sept. 2019 - Revised for Temp. Deferral of Infrastructure Fees on 3-23-20
   - Coastal Woods Unit D (GEOSAM) – Jan. 2020 - Revised for Temp. Deferral of Infrastructure Fees on 3-23-20
   - Coastal Woods Commercial Unit 1B– February 2020 - Infrastructure fee deferral approved on 3-23-20
   - S.R. 44 PUD – Mitchell Equity Group, LLLP – August 2020 (off-site water main improvement)
   - Coral Villas (aka N. Causeway Townhomes) – September 2020 - Included Infrastructure Fee deferral approved on 3-23-20

3. Submitted City of NSB Right-of-Way Use Permits for the following projects:
   - 407 Douglas Street – City R/W Permit – water service (emergency)
   - 100 N. Cooper Street – City R/W Permit – Water service
   - 345 N. Myrtle Ave – City R/W Permit – Water service

4. The following Demolition Notification Request processed during this month:
   - 1602 Pioneer Trail
   - 2051 Pioneer Trail (Quail Hollow #235)
   - 515 N. Duss Street
   - 708 S. Glencoe Road
   - 509 S. Pine Street

5. Water Main Extension Costs Paid:
   - Three (3) for this period
ENGINEERING DEPARTMENT (CONT.):

New Projects:

**Table 1 – Service and Meter Set Fees Paid:**

<table>
<thead>
<tr>
<th>Description</th>
<th>September</th>
</tr>
</thead>
<tbody>
<tr>
<td>Water Capacity Fees Based on 5/8” Meter</td>
<td>23</td>
</tr>
<tr>
<td>Water Capacity Fees Based on 1” Meter</td>
<td>1</td>
</tr>
<tr>
<td>Wastewater Capacity Fees Based on 5/8” Meter</td>
<td>20</td>
</tr>
<tr>
<td>Reclaimed Water Capacity Fees Based on 3/4” Meter</td>
<td>13</td>
</tr>
<tr>
<td>Meter Setting Fees for Water – 5/8” Meter</td>
<td>23</td>
</tr>
<tr>
<td>Meter Setting Fees for Water – 1” Meter</td>
<td>1</td>
</tr>
<tr>
<td>Meter Setting Fees for Reclaimed – 3/4” Meter</td>
<td>13</td>
</tr>
<tr>
<td>Temporary Underground Electric Services</td>
<td>4</td>
</tr>
<tr>
<td>Permanent Underground Electric Services</td>
<td>24</td>
</tr>
<tr>
<td>Temporary Overhead Electric</td>
<td>4</td>
</tr>
</tbody>
</table>

**Table 2 – Requests for New Service (2018-2020):**

<table>
<thead>
<tr>
<th>Year</th>
<th>No. of New Homes</th>
<th>No. of Condo Units</th>
<th>No. of Town Home Units</th>
<th>Year</th>
<th>No. of New Homes</th>
<th>No. of Condo Units</th>
<th>No. of Town Home Units</th>
</tr>
</thead>
<tbody>
<tr>
<td>2018</td>
<td>181</td>
<td>9</td>
<td>0</td>
<td>2019</td>
<td>546</td>
<td>312</td>
<td>10</td>
</tr>
<tr>
<td>Jan.</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>Jan.</td>
<td>20</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Feb.</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>Feb.</td>
<td>46</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>March</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>March</td>
<td>45</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>April</td>
<td>14</td>
<td>0</td>
<td>0</td>
<td>April</td>
<td>33</td>
<td>254</td>
<td>0</td>
</tr>
<tr>
<td>May</td>
<td>12</td>
<td>0</td>
<td>0</td>
<td>May</td>
<td>23</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>June</td>
<td>18</td>
<td>0</td>
<td>0</td>
<td>June</td>
<td>42</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>July</td>
<td>32</td>
<td>0</td>
<td>0</td>
<td>July</td>
<td>18</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Aug.</td>
<td>10</td>
<td>9</td>
<td>0</td>
<td>Aug.</td>
<td>32</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Sept.</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>Sept.</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Oct.</td>
<td>33</td>
<td>0</td>
<td>0</td>
<td>Oct.</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Nov.</td>
<td>22</td>
<td>0</td>
<td>0</td>
<td>Nov.</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Dec.</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td>Dec.</td>
<td>16</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>TOTAL</td>
<td>181</td>
<td>9</td>
<td>0</td>
<td>TOTAL</td>
<td>546</td>
<td>312</td>
<td>10</td>
</tr>
</tbody>
</table>

CENTRAL SERVICES DEPARTMENT

**Human Resources**

General:
Reference Metrics books for information related to Turnover, Customer to Employee Ratio, Employee Headcount Budgeted vs. Actual, Recruitment, and Absence Rate.

**Payroll and Benefits:**
Selected Empower as the new recordkeeper for the U.C.’s 401(a) and 457(b) plans. Process to transfer the plans has begun.

**Employee Health & Wellness:**
There was no Health & Wellness event for the month of September.
CENTRAL SERVICES DEPARTMENT (CONT.):

Employee Training & Development:
Peer to Leadership Session, Performance Management 3 was provided in September.

Community Relations:
Drafted and published communications for various printed materials, social media platforms, UC website, and radio. Communications focused on hurricane preparedness and mutual aid response to municipal electric utilities on the Gulf Coast. Began planning for participation in the City’s Trunk or Treat event on Oct. 30th at the Marine Discovery Center and for holiday lighting on the C.O.B./200 Canal as the UCNSB’s contribution to community holiday decoration. (Due to COVID-19 there will not be a Halloween Parade, Spark the Spirit, nor Christmas Parade).

Safety & Risk Management:
Safety during September continued to focus mainly on hygiene and social distancing to protect employees against COVID-19. Weekly safety bulletins were sent out to staff outlining the importance of Stairwell Safety, COVID-19 Updates, and a Lessons Learned on the importance of Job Briefings and Procedures. Reference Metrics book for details regarding OSHA Recordable Incidents, Preventable Motor Vehicle Incidents, and Third Party Customer Claims.

Fleet and Facilities Management:
The following charts display information related to maintenance on the UC’s fleet and is broken down as follows:

- **Number of UC’s Fleet serviced in the month;**
- **Type of service performed:** Preventative Maintenance (PM), Corrective Maintenance (CM), and Other (includes, decal placement, reflective tape, decommissions, recalls, and warranties);
- **Severity of Corrective Maintenance:** High, Mid, and Low – defined by cost; and
- **Services by Department** – shows by number, what portion of services for each department.

```
PM Scheduled Service (monthly)
```

<table>
<thead>
<tr>
<th>Serviced</th>
<th>Unserviced</th>
</tr>
</thead>
<tbody>
<tr>
<td>79%</td>
<td>21%</td>
</tr>
</tbody>
</table>

Scheduled PM Services – chart reflects what was serviced vs. what was scheduled for service (includes vehicles and equipment).
CENTRAL SERVICES DEPARTMENT – Fleet and Facilities Maint. (cont.):

Chart reflects other services performed in the month, excluding preventative, and shows relative to the total number of vehicles and equipment (V/E) in the UC’s fleet. (Corrective maintenance (CM) and other (e.g., adding decals, reflective tape, decommission, warranty, and recalls, etc.).

Breakout of Corrective Maintenance displayed by severity (shown as the number of vehicles). Severity is defined by cost of service.
CENTRAL SERVICES DEPARTMENT – Fleet and Facilities Maint. (cont.):

Shows breakdown of the number of vehicles and type of service by department.

Joseph Bunch,
General Manager/CEO
AGENDA ITEM 4-a

☐ CONSENT ITEM  FOR MEETING OF: October 26, 2020

☐ NEW BUSINESS  FROM: Director of Finance/CFO

☐ OLD BUSINESS  SIGNATURE: Efren Chavez

☑ General Manager's Report  EXHIBITS: September 2020 Financial Statement (prel./unaudited)

SUBJECT: September 2020 Monthly Financial Statement

SUMMARY:


RECOMMENDED ACTION:

Acceptance of September 2020 Financial Statement (preliminary/unaudited).

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER'S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
UTILITIES COMMISSION
CITY OF NEW SMYRNA BEACH, FL

FINANCIAL STATEMENT

PRELIMINARY

SEPTEMBER 2020
Summary of Significant Accounting Policies
The accounting policies of the Utilities Commission conform to the generally accepted accounting principles as promulgated by the American Institute of Certified Public Accountants, the Financial Accounting Standards Board, the Federal Energy Regulatory Commission and the Governmental Accounting Standards Board. The following is a summary of the significant policies:

Reporting Entity
The Utilities Commission, City of New Smyrna Beach, Florida was created in 1967 through the passage of Chapter 67-1754, Laws of Florida, Special Acts of 1967 (House Bill 1669) which amended the Charter of the City of New Smyrna Beach. The special act was approved by a referendum vote of the people. Pursuant to Chapter 67-1754, the Commission has full and exclusive authority to the extent permitted by law over the management, operation and control of the City’s electric, water, and reclaimed water systems. On May 28, 1975, the Utilities Commission, City of New Smyrna Beach, Florida, passed Resolution Number 16-75, which established the electric, water, and reclaimed water systems as a single utility fund. This utility fund is accounted for as an enterprise fund.

Basis of Accounting
Basis of accounting refers to when revenues and expenses are recognized in the accounts and reported in the financial statements. Basis of accounting relates to the timing of the measurements made, regardless of the measurement focus applied. The Utilities Commission, City of New Smyrna Beach, utilizes the accrual basis of accounting. By utilizing this method, revenues are recognized as they are earned, and expenses are recognized as they are incurred. Unbilled electric, water and reclaimed water utility service receivables are recorded so as to provide a better matching of service with the costs of providing the service.

Charter and Resolution 28-78
The Utilities Commission was duly created and validly exists under and by virtue of Chapters 67-1754 and 85-503, Laws of Florida. UC Resolution No. 28-78, the “Governing Resolution” contains and states the Utilities Commission’s bond covenants, terms and provisions, i.e., use of funds, rates and collection enforcement, maintenance of system, no free service, etc.

Utility Plant
The cost of additions, replacements, and renewals of units of property is added to utility plant. The cost (estimated, if not known) of units of property retired, less net salvage, is charged to accumulated depreciation and credited to the appropriate asset account. Maintenance and repairs of property and replacements and renewals of items determined to be less than units of property are charged to maintenance expenses. Depreciation is provided for by utilization of the straight-line method calculated on a service-life basis to amortize the cost of the asset over the economic estimated useful lives.

Accounts Receivable
As of September 30, 2020, the allowance for doubtful accounts was $56,125. This is an estimate of uncollectable customer accounts receivable based on historical trends.

Other Receivable
As of September 30, 2020, Other Receivable – Disaster Assistance (Net) was $135,540. This is an estimate of FEMA and State receivable primarily due to Hurricane Irma.
Unbilled Accounts Receivable
As of September 30, 2020, Unbilled Accounts Receivable was $4,051,953. The ($6,741,443) over recovery of fuel costs is separately stated.

Inventory of Material and Supplies
The inventory is priced at cost by the use of the “First-in, first-out” method of accounting.

Electric line transformers, electric meters, water meters, and replacement units for the diesel generating plants are classified as utility plant in accordance with accepted industry practices set forth by the National Association of Regulatory Utility Commissions.

Contribution-In-Aid-of-Construction (CIAC) includes a dollar valuation of non-cash contributed capital assets. These assets are accounted for in Forecast Report under R&R Contribution and on the Statement of Revenue Expenses and Changes in Net Assets under Capital Contributions. A total of $938,178 was contributed for the Combined System a detailed breakdown is listed below:

<table>
<thead>
<tr>
<th></th>
<th>Electric</th>
<th>Water</th>
<th>Wastewater</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$230,846</td>
<td>$263,005</td>
<td>$444,327</td>
</tr>
</tbody>
</table>

Long-Term Debt
Long-term debt outstanding at September 30, 2020 is as follows:

<table>
<thead>
<tr>
<th></th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Utilities System Refunding Revenue Certificates, Series 2009 – 3.96% due serially to 2020, debt service requirements allocated as follows: Electric 50.66%, Water 15.69%, and Reclaimed 33.65%</td>
<td>$ 0.00</td>
<td>$1,900,000</td>
</tr>
<tr>
<td>Utilities System Refunding Revenue Certificates, Series 2013A – 2.26% due serially to 2027, debt service requirements allocated as follows: Reclaimed 100.00%</td>
<td>$ 0.00</td>
<td>$8,840,000</td>
</tr>
<tr>
<td>Utilities System Refunding Revenue Certificates, Series 2013B – 2.32% due serially to 2027, debt service requirements allocated as follows: Water 100.00%</td>
<td>$ 0.00</td>
<td>$6,485,000</td>
</tr>
<tr>
<td>Series 2020 Bond Refunding ($11,760,000.00) all of its outstanding Utilities System Revenue Certificate, Series 2009, 2013A and 2013B collectively the &quot;Refunded Certificate&quot;. Due serially to 2027. Debt services requirements allocated as follows: Water 42.32% and Reclaimed 57.68%.</td>
<td>$11,760,000</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>Series 2020 Bond ($57,695,000.00) Due serially to 2049. Debt services requirements allocated as follows: Electric 49.80%, Water 23.80% and Reclaimed 26.40%.</td>
<td>$57,695,000</td>
<td>$ 0.00</td>
</tr>
<tr>
<td>TOTAL OUTSTANDING LONG-TERM DEBT</td>
<td>$69,455,000</td>
<td>$17,225,000</td>
</tr>
</tbody>
</table>
NOTES TO THE FINANCIAL STATEMENTS

Current Maturities:  

<table>
<thead>
<tr>
<th>Issue Type</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Series 2009 Certificates</td>
<td>$0.00</td>
<td>$3,325,000</td>
</tr>
<tr>
<td>Series 2011 Certificates</td>
<td>$0.00</td>
<td>$1,190,000</td>
</tr>
<tr>
<td>Series 2013A Certificates</td>
<td>$0.00</td>
<td>$280,000</td>
</tr>
<tr>
<td>Series 2013B Certificate</td>
<td>$0.00</td>
<td>$725,000</td>
</tr>
</tbody>
</table>

CURRENT MATURITIES  
$1,055,000  $5,520,000

LONG-TERM PORTION OF DEBT  
$69,455,000  $17,225,000

TOTAL DEBT  
(NET OF UNAMORTIZED DISCOUNT)  
$70,510,000  $22,745,000

Summary of the Debt Service Requirements Allocated by Issues:

<table>
<thead>
<tr>
<th>Series</th>
<th>Electric</th>
<th>Water</th>
<th>Reclaimed</th>
</tr>
</thead>
<tbody>
<tr>
<td>2009</td>
<td>50.66%</td>
<td>15.69%</td>
<td>33.65%</td>
</tr>
<tr>
<td>2013A</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>2013B</td>
<td>100%</td>
<td>100%</td>
<td>100%</td>
</tr>
<tr>
<td>2020 Refunding</td>
<td>42.32%</td>
<td>57.68%</td>
<td>57.68%</td>
</tr>
<tr>
<td>2020</td>
<td>49.80%</td>
<td>23.80%</td>
<td>26.40%</td>
</tr>
</tbody>
</table>

Series 2020 Bonds

The Series 2020 Bonds were issued on Thursday, June 4th with an All-In Total Interest Cost (All-in TIC) of 2.76%. Series 2020 Bond proceeds refunded all outstanding debt, provided funds for bond issuance costs and provided $65 million for capital improvement projects. The Balance Sheet and Income Statement reflect the updated debt and interest expense totals. As part of the Series 2020 Bond issuance, there were interest savings of approximately $1 million on the outstanding UC debt.

COMMITMENTS

Construction Work-In-Progress: As of September 30, 2020, approximately 12.8 million of construction work-in-progress consisted primarily of the engineering, planning and construction cost. As a result of these ongoing construction activities, the Utilities Commission has unrecognized commitments.

RATE COMPARISON

The Utilities Commission’s electric rates continue to be among the lowest in the state for residential consumers of municipal utilities. With the reduction of the Fuel and Purchase Power rate to $15.75, a U.C. customer who uses 1,200 kWh per month has a monthly bill of $116.29, which is the second lowest in the State, according to the A 2020 survey published by the Florida Municipal Electric Association. This rate compares favorably to investor-owned utilities as well.

A U.C. non demand commercial customer fairs similarly well. With the reduction of the Fuel and Purchase Power rate as well, the average monthly bill for commercial customer who uses 1,500 kWh per month is $141.43 and is the second lowest in the State for municipal utilities.

The Utilities Commission’s water resources rates also remain very competitive. Based upon a 2019 rate survey by the St. John’s River Water Management District, the U.C.’s water and reclaimed rates for a 4,000 gallon per month residential user, of $15.99 and $34.89, respectively, are the lowest in water and third lowest
in water/reclaimed combined rates as compared to other east Volusia coastal cities*. (*comparable water source and treatment levels)

For commercial water and reclaimed rates for a typical 8,000 gallon per month user, of $24.48 and $60.53, respectively, the U.C.’s commercial rates are the third lowest for water/reclaimed combined when compared to the east Volusia coastal cities.

DEFINITIONS

Operating Expenses

*Fuel & Purchased Power Expense* – This line item encompasses the costs of electricity purchased by the Utilities Commission for resale to its customers.

*Other Production Expense* – This category includes the cost of labor, materials and associated expenses to produce an end utility deliverable for customer utilization.
- For the Electric system, expenses are associated primarily with in-house generation and System Operations salaries.
- For the Water system, expenses are to produce potable water for customers, including maintenance of water treatment equipment.

*Transmission, Distrib. & Collection* – This category contains the cost of labor, materials and associated expenses to transfer an end utility deliverable between an originating processing point, to/from end consumers.
- For the Electric system, this incorporates maintenance of: poles, overhead/underground lines, and substations & relays.
- For the Water system, this involves maintenance of mains, hydrants and meters.
- For the Reclamation system, this takes into account all reclaimed treatment expenses, as well as, maintenance of sewer lines and treatment equipment.

*Customer Accounting* – This line item consists of the cost of labor, materials and associated expenses to read a customer’s meter, generate and collect a monthly bill, and provide customer service.

*Administrative and General* - This category comprises the cost of labor, materials and expenses associated with general administration of the Utility Commission’s operations, including: General Manager, Information Technology, Human Relations, Engineering, Accounting and Materials Management.

*Required Payments to City of NSB* – This line item contains the 6% of revenues levy (pursuant to UC Charter) paid directly to the City.

*Depreciation and Amortization* – This line item shows the expense of depreciation of Utility property over their estimated useful lives.
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## Financial Highlights (Prel. 09/30/20)

<table>
<thead>
<tr>
<th>Combined Financial Highlights</th>
<th>YTD September, 2020</th>
<th>YTD September, 2019</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>$59,664,944</td>
<td>$60,708,531</td>
<td>-1.72%</td>
</tr>
<tr>
<td>Operating Expenses</td>
<td>59,982,704</td>
<td>60,367,455</td>
<td>-0.64%</td>
</tr>
<tr>
<td>Interest &amp; other income</td>
<td>992,685</td>
<td>1,560,338</td>
<td>-36.38%</td>
</tr>
<tr>
<td>Interest Expense &amp; other non-operating exp.</td>
<td>2,385,871</td>
<td>1,914,692</td>
<td>24.81%</td>
</tr>
<tr>
<td>Income before contributions</td>
<td>(1,710,946)</td>
<td>(13,278)</td>
<td>12785.57%</td>
</tr>
<tr>
<td>Capital Contributions</td>
<td>7,401,725</td>
<td>13,568,048</td>
<td>-45.45%</td>
</tr>
<tr>
<td>Utility plant, net</td>
<td>199,031,136</td>
<td>192,581,522</td>
<td>3.35%</td>
</tr>
<tr>
<td>Total assets</td>
<td>312,126,896</td>
<td>248,090,556</td>
<td>25.81%</td>
</tr>
<tr>
<td>Long-term debt, net</td>
<td>79,650,476</td>
<td>17,225,000</td>
<td>362.41%</td>
</tr>
<tr>
<td>Net assets</td>
<td>207,719,947</td>
<td>202,029,167</td>
<td>2.82%</td>
</tr>
</tbody>
</table>

**Debt Service Coverage Ratio**

<table>
<thead>
<tr>
<th>Electric Financial Highlights</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>$40,989,174</td>
</tr>
<tr>
<td>Fuel &amp; Purchased Power Expense</td>
<td>18,064,475</td>
</tr>
<tr>
<td>Operating &amp; Maintenance Expense</td>
<td>22,276,974</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>2,610,258</td>
</tr>
</tbody>
</table>

**Water Financial Highlights**

<table>
<thead>
<tr>
<th>Water Financial Highlights</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>$8,323,750</td>
</tr>
<tr>
<td>Operating &amp; Maintenance Expense</td>
<td>9,713,209</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>527,800</td>
</tr>
</tbody>
</table>

**Reclamation Financial Highlights**

<table>
<thead>
<tr>
<th>Reclamation Financial Highlights</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Operating Revenues</td>
<td>$10,352,019</td>
</tr>
<tr>
<td>Operating &amp; Maintenance Expense</td>
<td>9,928,046</td>
</tr>
<tr>
<td>Change in Net Assets</td>
<td>2,552,719</td>
</tr>
</tbody>
</table>

### Notes:
September YTD Financial Statements are preliminary and not yet final due to FYE audit.

The Sept 2020 YTD Electric System Change in Net Assets of $2.6M was approximately $0.2M lower than the prior year driven by fuel charge set to zero totaled ($1.6M), lower capital contributions, lower interest income and one-time Series 2020 Bond Issuance costs of ($0.4M) partially offset by one-time AT&T pole rental settlement of $0.275M. Total kWh sales are slightly higher than the prior year.

The Sept 2020 YTD Water System Change in Net Assets of $0.5M was approximately $2.8M less than prior year driven by lower capital contributions, higher operating expenses and one-time Series 2020 Bond Issuance costs of ($0.2M). Sept 2020 YTD revenues are slightly higher than prior year YTD revenues. Kilogallon sales are flat to the prior year.

The Sept 2020 YTD Wastewater/Reclaim System Change in Net Assets of $2.5M was approximately $4.9M less than the prior year driven by lower capital contributions, increased operating expenses and one-time Series 2020 Bond Issuance costs of ($0.2M) partially offset by higher revenues. Sept YTD wastewater/reuse kilogallon sales and revenues are higher than the prior year.
### Electric Statistical Highlights

<table>
<thead>
<tr>
<th>Metric</th>
<th>September, 2020</th>
<th>September, 2019</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sales (kWh)</td>
<td>44,784,193</td>
<td>43,977,852</td>
<td>1.83%</td>
</tr>
<tr>
<td>Demand Sales (kWh)</td>
<td>12,835,687</td>
<td>13,397,995</td>
<td>-4.20%</td>
</tr>
<tr>
<td>Total Active Accounts</td>
<td>29,574</td>
<td>28,921</td>
<td>2.26%</td>
</tr>
<tr>
<td>Average Residential Use (kWh)</td>
<td>1,217</td>
<td>1,195</td>
<td>1.80%</td>
</tr>
<tr>
<td>Average Residential Revenue per kWh</td>
<td>$0.0964</td>
<td>$0.1033</td>
<td>$(0.0070)</td>
</tr>
</tbody>
</table>

### Water Statistical Highlights

<table>
<thead>
<tr>
<th>Metric</th>
<th>September, 2020</th>
<th>September, 2019</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sales (kilogallons)</td>
<td>138,730</td>
<td>129,419</td>
<td>7.19%</td>
</tr>
<tr>
<td>Total Active Accounts</td>
<td>28,357</td>
<td>27,404</td>
<td>3.48%</td>
</tr>
<tr>
<td>Average Usage per Account (gallons)</td>
<td>4,892</td>
<td>4,723</td>
<td>3.59%</td>
</tr>
<tr>
<td>Average Revenue per gallon</td>
<td>$0.0048</td>
<td>$0.0049</td>
<td>$(0.0001)</td>
</tr>
</tbody>
</table>

### Wastewater Statistical Highlights

<table>
<thead>
<tr>
<th>Metric</th>
<th>September, 2020</th>
<th>September, 2019</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sales</td>
<td>79,849</td>
<td>71,709</td>
<td>11.35%</td>
</tr>
<tr>
<td>Total Active Accounts</td>
<td>23,031</td>
<td>22,090</td>
<td>4.26%</td>
</tr>
<tr>
<td>Average Usage per Account (gallons)</td>
<td>3,467</td>
<td>3,246</td>
<td>6.80%</td>
</tr>
<tr>
<td>Average Revenue per gallon</td>
<td>$0.0097</td>
<td>$0.0102</td>
<td>$(0.0005)</td>
</tr>
</tbody>
</table>

### Reuse Statistical Highlights

<table>
<thead>
<tr>
<th>Metric</th>
<th>September, 2020</th>
<th>September, 2019</th>
<th>Increase (Decrease)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Total Sales (kilo gallons)</td>
<td>60,941</td>
<td>61,174</td>
<td>-0.38%</td>
</tr>
<tr>
<td>Total Active Accounts</td>
<td>3,175</td>
<td>2,705</td>
<td>17.38%</td>
</tr>
<tr>
<td>Average Usage per Account (gallons)</td>
<td>19,194</td>
<td>22,615</td>
<td>-15.13%</td>
</tr>
<tr>
<td>Average Revenue per gallon</td>
<td>$0.0013</td>
<td>$0.0013</td>
<td>-</td>
</tr>
</tbody>
</table>

Current Ratio 1.36
Year-to-Date Margin Per Account

Electric: $21.95
Water: $(49.49)
Wastewater: $16.46
System: $(11.08)

Twelve Months Ended - September 30, 2019
$42.47
<table>
<thead>
<tr>
<th>ELECTRIC</th>
<th>KWH SALES</th>
<th>NO. ACCTS BILLED</th>
<th>REVENUE (1)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sep-20</td>
<td>Sep-19</td>
<td>% (Change +/-)</td>
</tr>
<tr>
<td>Residential</td>
<td>31,678,725</td>
<td>30,311,801</td>
<td>4.51%</td>
</tr>
<tr>
<td>General Services</td>
<td>12,835,687</td>
<td>13,397,995</td>
<td>-4.20%</td>
</tr>
<tr>
<td>Street Lights</td>
<td>269,781</td>
<td>268,056</td>
<td>0.64%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>44,784,193</strong></td>
<td><strong>43,977,852</strong></td>
<td><strong>1.83%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WATER</th>
<th>M. GAL SALES</th>
<th>NO. ACCTS BILLED</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>Sep-20</td>
<td>Sep-19</td>
<td>% (Change +/-)</td>
</tr>
<tr>
<td>Metered Sales</td>
<td>138,730</td>
<td>129,419</td>
<td>7.19%</td>
</tr>
<tr>
<td>Hydrants</td>
<td>0</td>
<td>0</td>
<td>0.00%</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>138,730</strong></td>
<td><strong>129,419</strong></td>
<td><strong>7.19%</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WASTEWATER</th>
<th>NO. ACCTS BILLED</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic &amp; Commer.</td>
<td>23,031</td>
<td>22,090</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>23,031</strong></td>
<td><strong>22,090</strong></td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>WATER REUSE</th>
<th>NO. ACCTS BILLED</th>
<th>REVENUE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Domestic &amp; Commer.</td>
<td>3,175</td>
<td>2,705</td>
</tr>
<tr>
<td><strong>Total</strong></td>
<td><strong>3,175</strong></td>
<td><strong>2,705</strong></td>
</tr>
</tbody>
</table>

Fuel and Purchased Power Adjustment | September-20 | $15.75 per 1,000 kWh |
Fuel and Purchased Power Adjustment | September-19 | $22.68 per 1,000 kWh |
(1) Net of Load Management Credits | September-20 | (16,019.73) |
(1) Net of Load Management Credits | September-19 | (15,876.74) |
## UTILITIES COMMISSION
CITY OF NEW SMYRNA BEACH, FLORIDA
STATEMENT OF NET ASSETS (UNAUDITED)
For the Twelve Months Ending September 30, 2020

<table>
<thead>
<tr>
<th>ASSETS</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>UTILITY PLANT IN SERVICE:</strong></td>
</tr>
<tr>
<td>Electric Plant</td>
</tr>
<tr>
<td>Water Plant</td>
</tr>
<tr>
<td>Wastewater/Reclamation Plant</td>
</tr>
<tr>
<td>Water Reuse Plant</td>
</tr>
<tr>
<td>General Plant</td>
</tr>
<tr>
<td><strong>Less Accumulated Depreciation and Amortization</strong></td>
</tr>
<tr>
<td><strong>Construction Work in Progress</strong></td>
</tr>
<tr>
<td><strong>TOTAL UTILITY PLANT (NET)</strong></td>
</tr>
</tbody>
</table>

| **RESTRICTED ASSETS:** |
| Debt Service Funds | 1,960,247 | 5,855,890 |
| Renewal & Replacement Fund-Unrestricted | 6,899,679 | 15,479,478 |
| Renewal & Replacement Fund-Restricted | 14,997,296 | 13,136,405 |
| Renewal & Replacement Fund- 2020 Bond Funds | 65,000,000 | 65,000,000 |
| Developer Infrastructure Fund | 2,347,953 | 3,897,572 |
| 1981 Sewer Assessment Fund | 49,703 | 49,477 |
| Customer Deposit Fund | 3,199,445 | 3,192,946 |
| **TOTAL RESTRICTED ASSETS** | 94,454,323 | 41,611,768 |

| **CURRENT ASSETS:** |
| Cash | 5,931,787 | 1,046,375 |
| Accounts Receivable (Net) | 3,677,812 | 3,893,649 |
| Other Receivable - Disaster Assistance (Net) | 135,540 | 347,418 |
| Unbilled Accounts Receivable | 4,051,953 | 4,101,537 |
| (Over) Under Recovery Fuel Cost | 2,539,667 | 2,341,060 |
| Inventories | 490,489 | 389,334 |
| **TOTAL CURRENT ASSETS** | 16,827,248 | 12,119,373 |

| **DEFERRED CHARGES AND OTHER NON CURRENT ASSETS:** |
| Deferred Outflows on Pensions | 874,526 | 874,526 |
| Unamortized Debt Expense | 93,679 | 93,679 |
| Deferred Charges & Other Assets | 845,984 | 903,367 |
| **TOTAL DEF. CHARGES AND OTHER ASSETS** | 1,814,189 | 1,777,893 |

| **TOTAL ASSETS** | $312,126,896 | $248,090,556 |
UTILITIES COMMISSION  
CITY OF NEW SMYRNA BEACH, FLORIDA  
STATEMENT OF NET ASSETS (UNAUDITED)  
For the Twelve Months Ending September 30, 2020

**LIABILITIES AND NET ASSETS**

<table>
<thead>
<tr>
<th>NET ASSETS:</th>
<th>2020</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Invested in Utility Plant, Net of Related Debt</td>
<td>$111,027,007</td>
<td>$111,027,007</td>
</tr>
<tr>
<td>Restricted for Debt Service</td>
<td>12,539,107</td>
<td>12,539,107</td>
</tr>
<tr>
<td>Restricted for Renewal &amp; Replacement</td>
<td>6,586,206</td>
<td>6,586,206</td>
</tr>
<tr>
<td>Unrestricted</td>
<td>71,876,848</td>
<td>58,322,077</td>
</tr>
<tr>
<td>YTD Profit/(Loss)</td>
<td>5,690,779</td>
<td>13,554,770</td>
</tr>
<tr>
<td><strong>TOTAL NET ASSETS</strong></td>
<td>207,719,947</td>
<td>202,029,167</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>LONG TERM DEBT:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Certificates Payable</td>
<td>69,455,000</td>
<td>17,225,000</td>
</tr>
<tr>
<td>Plus: Unamortized Premium on Long Term Debt</td>
<td>10,195,476</td>
<td></td>
</tr>
<tr>
<td><strong>TOTAL LONG TERM DEBT</strong></td>
<td>79,650,476</td>
<td>17,225,000</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>RESTRICTED FUND LIABILITIES:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Revenue Certificates Payable (Current Portion)</td>
<td>1,055,000</td>
<td>5,520,000</td>
</tr>
<tr>
<td>Interest on Long Term Debt Payable</td>
<td>905,247</td>
<td>335,890</td>
</tr>
<tr>
<td>Accounts Payable</td>
<td>267,737</td>
<td>1,756,256</td>
</tr>
<tr>
<td>Retainage Payable</td>
<td>75,000</td>
<td>524,732</td>
</tr>
<tr>
<td>Customers Deposits</td>
<td>3,199,445</td>
<td>3,192,946</td>
</tr>
<tr>
<td>Developer Infrastructure</td>
<td>2,384,813</td>
<td>3,927,445</td>
</tr>
<tr>
<td>Deferred Inflows on Pensions</td>
<td>398,360</td>
<td>398,360</td>
</tr>
<tr>
<td><strong>TOTAL RESTRICTED FUND LIABILITIES</strong></td>
<td>8,285,602</td>
<td>15,655,629</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>CURRENT LIABILITIES:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Accounts Payable</td>
<td>2,553,562</td>
<td>2,590,397</td>
</tr>
<tr>
<td>Accrued Liabilities</td>
<td>8,151,406</td>
<td>5,273,673</td>
</tr>
<tr>
<td>Due to Other Governments</td>
<td>1,685,632</td>
<td>1,346,730</td>
</tr>
<tr>
<td><strong>TOTAL CURRENT LIABILITIES</strong></td>
<td>12,390,600</td>
<td>9,210,800</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>OTHER NONCURRENT LIABILITIES:</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Deferred Compensated Absences</td>
<td>600,011</td>
<td>532,984</td>
</tr>
<tr>
<td>OPEB Obligation</td>
<td>857,849</td>
<td>814,565</td>
</tr>
<tr>
<td>Net Pension Liability</td>
<td>2,622,411</td>
<td>2,622,411</td>
</tr>
<tr>
<td><strong>TOTAL OTHER NONCURRENT LIABILITIES</strong></td>
<td>4,080,271</td>
<td>3,969,960</td>
</tr>
</tbody>
</table>

| **TOTAL LIABILITIES**             | 104,406,949| 46,061,389 |

| **TOTAL LIABILITIES AND NET ASSETS** | $312,126,896 | $248,090,556 |

-11-
# UTILITIES COMMISSION  
**CITY OF NEW SMYRNA BEACH, FLORIDA**  
**STATEMENT OF REVENUE, EXPENSES, AND CHANGES IN NET ASSETS (UNAUDITED)**  
Combined System  
For the Twelve Months Ending September 30, 2020

## OPERATING REVENUE:

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sales</td>
<td>$5,653,815</td>
<td>$58,997,946</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>66,219</td>
<td>666,998</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING REVENUES</strong></td>
<td>$5,720,034</td>
<td>$59,664,944</td>
</tr>
</tbody>
</table>

## OPERATING EXPENSES:

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fuel &amp; Purchased Power Expense</td>
<td>1,378,864</td>
<td>18,064,475</td>
</tr>
<tr>
<td>Other Production Expense</td>
<td>561,691</td>
<td>7,882,660</td>
</tr>
<tr>
<td>Transmission, Distrib. &amp; Coll.</td>
<td>988,085</td>
<td>8,696,785</td>
</tr>
<tr>
<td>Customer Accounting</td>
<td>191,973</td>
<td>1,205,072</td>
</tr>
<tr>
<td>Administrative and General</td>
<td>1,418,988</td>
<td>11,580,157</td>
</tr>
<tr>
<td>Required Payments to City of NSB</td>
<td>355,367</td>
<td>3,737,898</td>
</tr>
<tr>
<td>Depreciation and Amortization</td>
<td>857,729</td>
<td>8,813,657</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>$5,752,697</td>
<td>$59,982,704</td>
</tr>
</tbody>
</table>

## OPERATING INCOME/(LOSS)

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$(32,663)</td>
<td>$(317,760)</td>
</tr>
</tbody>
</table>

## NON-OPERATING REVENUES:

<table>
<thead>
<tr>
<th>Revenue Description</th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Earnings</td>
<td>3,603</td>
<td>264,893</td>
</tr>
<tr>
<td>Other Income</td>
<td>67,010</td>
<td>727,792</td>
</tr>
<tr>
<td><strong>TOTAL NON-OPERATING INCOME</strong></td>
<td>$70,613</td>
<td>$992,685</td>
</tr>
</tbody>
</table>

## NON-OPERATING EXPENSES:

<table>
<thead>
<tr>
<th>Expense Description</th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>Interest Expense</td>
<td>230,368</td>
<td>1,234,093</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>84,166</td>
<td>1,151,778</td>
</tr>
<tr>
<td><strong>TOTAL NON-OPERATING EXPENSES</strong></td>
<td>$314,534</td>
<td>$2,385,871</td>
</tr>
</tbody>
</table>

## INCOME BEFORE CONTRIBUTIONS

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>(276,584)</td>
<td>(1,710,946)</td>
</tr>
</tbody>
</table>

## CAPITAL CONTRIBUTIONS

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>3,362,950</td>
<td>7,401,725</td>
</tr>
</tbody>
</table>

## CHANGE IN NET ASSETS

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>$3,086,366</td>
<td>$5,690,779</td>
</tr>
</tbody>
</table>

Note: Contribution in Aid of Construction (CIAC) includes cash contribution and an dollar valuation of non-cash contributed capital assets.
<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
<th>September 19</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING REVENUES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales</td>
<td>$4,030,556</td>
<td>$40,592,153</td>
<td>$3,920,158</td>
<td>$42,196,471</td>
</tr>
<tr>
<td>Other Revenues</td>
<td>39,784</td>
<td>396,021</td>
<td>32,763</td>
<td>406,903</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING REVENUES</strong></td>
<td>4,070,340</td>
<td>40,989,174</td>
<td>3,952,921</td>
<td>42,603,374</td>
</tr>
<tr>
<td></td>
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</tr>
<tr>
<td><strong>OPERATING EXPENSES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Fuel &amp; Purchased Power Expense</td>
<td>1,378,864</td>
<td>18,064,475</td>
<td>1,462,084</td>
<td>19,207,006</td>
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<td>Other Production Expense</td>
<td>268,574</td>
<td>5,219,962</td>
<td>399,645</td>
<td>6,802,739</td>
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<tr>
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<td>495,697</td>
<td>4,304,682</td>
<td>529,498</td>
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<tr>
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<td>117,935</td>
<td>582,781</td>
<td>105,974</td>
<td>808,714</td>
</tr>
<tr>
<td>Administrative and General</td>
<td>742,548</td>
<td>6,124,133</td>
<td>834,313</td>
<td>5,763,591</td>
</tr>
<tr>
<td>Required Payments to City of NSB</td>
<td>262,449</td>
<td>2,623,542</td>
<td>275,609</td>
<td>2,706,135</td>
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<tr>
<td>Depreciation and Amortization</td>
<td>289,579</td>
<td>3,421,874</td>
<td>262,898</td>
<td>3,155,720</td>
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<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>3,555,646</td>
<td>40,341,449</td>
<td>3,870,021</td>
<td>42,370,744</td>
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<tr>
<td><strong>OPERATING INCOME(LOSS)</strong></td>
<td>514,694</td>
<td>647,725</td>
<td>82,900</td>
<td>232,630</td>
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<td><strong>NON-OPERATING REVENUES:</strong></td>
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<tr>
<td>Interest Earnings</td>
<td>1,837</td>
<td>138,732</td>
<td>27,623</td>
<td>364,365</td>
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<td>Other Income</td>
<td>46,291</td>
<td>536,738</td>
<td>48,902</td>
<td>627,811</td>
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<td><strong>TOTAL NON-OPERATING INCOME</strong></td>
<td>48,128</td>
<td>675,470</td>
<td>76,525</td>
<td>992,176</td>
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<td><strong>NON-OPERATING EXPENSES:</strong></td>
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<td>Interest Expense</td>
<td>47,829</td>
<td>403,050</td>
<td>10,610</td>
<td>127,320</td>
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<td>Other Expenses</td>
<td>76,249</td>
<td>594,114</td>
<td>665,203</td>
<td>1,005,492</td>
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<td><strong>TOTAL NON-OPERATING EXPENSES</strong></td>
<td>124,078</td>
<td>997,164</td>
<td>675,813</td>
<td>1,132,812</td>
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<td><strong>INCOME BEFORE CONTRIBUTIONS</strong></td>
<td>438,744</td>
<td>326,031</td>
<td>(516,388)</td>
<td>91,994</td>
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<tr>
<td><strong>CAPITAL CONTRIBUTIONS</strong></td>
<td>1,443,007</td>
<td>2,284,227</td>
<td>154,773</td>
<td>2,696,841</td>
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<td><strong>CHANGE IN NET ASSETS</strong></td>
<td>$1,881,751</td>
<td>$2,610,258</td>
<td>($361,615)</td>
<td>$2,788,835</td>
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</tbody>
</table>

Note: Contribution in Aid of Construction (CIAC) includes cash contribution and an dollar valuation of non-cash contributed capital assets.
**UTILITIES COMMISSION**  
**CITY OF NEW SMYRNA BEACH, FLORIDA**  
**STATEMENT OF REVENUE, EXPENSES, AND CHANGES IN NET ASSETS (UNAUDITED)**  
**Water System**  
**For the Twelve Months Ending September 30, 2020**

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>FISCAL YEAR TO DATE</th>
<th>September 19</th>
<th>FISCAL YEAR TO DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING REVENUES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales</td>
<td>$753,724</td>
<td>$8,072,875</td>
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<td>$7,894,250</td>
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<td>Other Revenues</td>
<td>25,673</td>
<td>250,875</td>
<td>18,057</td>
<td>236,349</td>
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<tr>
<td><strong>TOTAL OPERATING REVENUES</strong></td>
<td>779,397</td>
<td>8,323,750</td>
<td>661,098</td>
<td>8,130,599</td>
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<td><strong>OPERATING EXPENSES:</strong></td>
<td></td>
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<td></td>
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<tr>
<td>Other Production Expense</td>
<td>293,117</td>
<td>2,662,698</td>
<td>334,039</td>
<td>2,793,795</td>
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<tr>
<td>Transmission, Distrib. &amp; Collection</td>
<td>141,477</td>
<td>990,424</td>
<td>157,727</td>
<td>1,030,392</td>
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<td>Customer Accounting</td>
<td>42,585</td>
<td>346,704</td>
<td>45,760</td>
<td>338,333</td>
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<tr>
<td>Administrative and General</td>
<td>324,508</td>
<td>2,624,563</td>
<td>273,183</td>
<td>2,238,292</td>
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<tr>
<td>Required Payments to City of NSB</td>
<td>41,142</td>
<td>494,100</td>
<td>38,733</td>
<td>485,207</td>
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<tr>
<td>Depreciation and Amortization</td>
<td>294,619</td>
<td>2,594,720</td>
<td>182,612</td>
<td>2,154,500</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>1,137,448</td>
<td>9,713,209</td>
<td>1,032,054</td>
<td>9,040,519</td>
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<tr>
<td><strong>OPERATING INCOME(LOSS)</strong></td>
<td>(358,051)</td>
<td>(1,389,459)</td>
<td>(370,956)</td>
<td>(909,920)</td>
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<tr>
<td><strong>NON-OPERATING REVENUES:</strong></td>
<td></td>
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<tr>
<td>Interest Earnings</td>
<td>920</td>
<td>75,275</td>
<td>15,148</td>
<td>199,406</td>
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<tr>
<td>Other Income</td>
<td>15,759</td>
<td>92,698</td>
<td>1,644</td>
<td>91,042</td>
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<td><strong>TOTAL NON-OPERATING INCOME</strong></td>
<td>16,679</td>
<td>167,973</td>
<td>16,792</td>
<td>290,448</td>
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<tr>
<td><strong>NON-OPERATING EXPENSES:</strong></td>
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</tr>
<tr>
<td>Interest Expense</td>
<td>101,723</td>
<td>391,600</td>
<td>17,225</td>
<td>206,704</td>
</tr>
<tr>
<td>Other Expenses</td>
<td>6,556</td>
<td>299,317</td>
<td>119,076</td>
<td>190,246</td>
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<tr>
<td><strong>TOTAL NON-OPERATING EXPENSES</strong></td>
<td>108,279</td>
<td>690,917</td>
<td>136,301</td>
<td>396,950</td>
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<tr>
<td><strong>INCOME BEFORE CONTRIBUTIONS</strong></td>
<td>(449,651)</td>
<td>(1,912,403)</td>
<td>(490,465)</td>
<td>(1,016,422)</td>
</tr>
<tr>
<td><strong>CAPITAL CONTRIBUTIONS</strong></td>
<td>927,031</td>
<td>2,440,203</td>
<td>249,516</td>
<td>4,332,838</td>
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<tr>
<td><strong>CHANGE IN NET ASSETS</strong></td>
<td><strong>$477,380</strong></td>
<td><strong>$527,800</strong></td>
<td><strong>($240,949)</strong></td>
<td><strong>$3,316,416</strong></td>
</tr>
</tbody>
</table>

Note: Contribution in Aid of Construction (CIAC) includes cash contribution and an dollar valuation of non-cash contributed capital assets.
UTILITIES COMMISSION  
CITY OF NEW SMYRNA BEACH, FLORIDA  
STATEMENT OF REVENUE, EXPENSES, AND  
CHANGES IN NET ASSETS (UNAUDITED)  
Reclaim Water System  
For the Twelve Months Ending September 30, 2020

<table>
<thead>
<tr>
<th></th>
<th>September 20</th>
<th>Fiscal Year to Date</th>
<th>September 19</th>
<th>Fiscal Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>OPERATING REVENUES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Sales</td>
<td>$869,535</td>
<td>$10,331,917</td>
<td>$793,384</td>
<td>$9,965,501</td>
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<tr>
<td>Other Revenues</td>
<td>762</td>
<td>20,102</td>
<td>768</td>
<td>9,057</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING REVENUES</strong></td>
<td>870,297</td>
<td>10,352,019</td>
<td>794,152</td>
<td>9,974,558</td>
</tr>
<tr>
<td><strong>OPERATING EXPENSES:</strong></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>Transmission, Distrib. &amp; Collection</td>
<td>350,911</td>
<td>3,401,679</td>
<td>389,245</td>
<td>3,257,917</td>
</tr>
<tr>
<td>Customer Accounting</td>
<td>31,454</td>
<td>275,588</td>
<td>33,969</td>
<td>267,766</td>
</tr>
<tr>
<td>Administrative and General</td>
<td>351,931</td>
<td>2,831,460</td>
<td>297,728</td>
<td>2,413,960</td>
</tr>
<tr>
<td>Required Payments to City of NSB</td>
<td>51,776</td>
<td>620,256</td>
<td>48,573</td>
<td>596,283</td>
</tr>
<tr>
<td>Depreciation and Amortization</td>
<td>273,530</td>
<td>2,799,063</td>
<td>211,676</td>
<td>2,420,267</td>
</tr>
<tr>
<td><strong>TOTAL OPERATING EXPENSES</strong></td>
<td>1,059,602</td>
<td>9,928,046</td>
<td>981,191</td>
<td>8,956,193</td>
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<tr>
<td><strong>OPERATING INCOME/(LOSS)</strong></td>
<td>(189,305)</td>
<td>423,973</td>
<td>(187,039)</td>
<td>1,018,365</td>
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<tr>
<td><strong>NON-OPERATING REVENUES:</strong></td>
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<td></td>
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<tr>
<td>Interest Earnings</td>
<td>845</td>
<td>50,886</td>
<td>9,383</td>
<td>181,637</td>
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<tr>
<td>Other Income</td>
<td>4,960</td>
<td>98,356</td>
<td>4,129</td>
<td>96,078</td>
</tr>
<tr>
<td><strong>TOTAL NON-OPERATING INCOME</strong></td>
<td>5,805</td>
<td>149,242</td>
<td>13,512</td>
<td>277,715</td>
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<tr>
<td><strong>NON-OPERATING EXPENSES:</strong></td>
<td></td>
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<td></td>
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<tr>
<td>Interest Expense</td>
<td>80,817</td>
<td>439,442</td>
<td>28,149</td>
<td>337,755</td>
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<tr>
<td>Other Expenses</td>
<td>1,361</td>
<td>258,348</td>
<td>15,909</td>
<td>47,175</td>
</tr>
<tr>
<td><strong>TOTAL NON-OPERATING EXPENSES</strong></td>
<td>82,178</td>
<td>697,790</td>
<td>44,058</td>
<td>384,930</td>
</tr>
<tr>
<td><strong>INCOME BEFORE CONTRIBUTIONS</strong></td>
<td>(265,678)</td>
<td>(124,575)</td>
<td>(217,585)</td>
<td>911,150</td>
</tr>
<tr>
<td><strong>CAPITAL CONTRIBUTIONS</strong></td>
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<td>2,677,294</td>
<td>273,674</td>
<td>6,538,369</td>
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<tr>
<td><strong>CHANGE IN NET ASSETS</strong></td>
<td>$727,234</td>
<td>$2,552,719</td>
<td>$56,089</td>
<td>$7,449,519</td>
</tr>
</tbody>
</table>

Note: Contribution in Aid of Construction (CIAC) includes cash contribution and an dollar valuation of non-cash contributed capital assets.
<table>
<thead>
<tr>
<th>Line No</th>
<th>Description</th>
<th>Fund 60</th>
<th>Fund 61</th>
<th>Fund 62</th>
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</thead>
<tbody>
<tr>
<td></td>
<td>Balance Per Balance Sheet</td>
<td>$8,103,811.00</td>
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<td></td>
<td><strong>Transfers In:</strong></td>
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<td>2</td>
<td>Monthly Transfer From Operations</td>
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<tr>
<td>3</td>
<td>Connection Fees</td>
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<td>4</td>
<td>Extensions</td>
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<td>5</td>
<td>Water Meter Set Fees</td>
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<td>6</td>
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<td>7</td>
<td>General Electric/URD Conversions</td>
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<td>Renewable Energy Contributions</td>
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<td>0.00</td>
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<tr>
<td>9</td>
<td>Journal Entries</td>
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<td>0.00</td>
<td>0.00</td>
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<tr>
<td>10</td>
<td>Interest (Investment)</td>
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<td>11</td>
<td>Transfer Between Funds</td>
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<tr>
<td>12</td>
<td>Adjust Differences</td>
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<tr>
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<td><strong>Transfers Out:</strong></td>
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<td>Inventory Issued</td>
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<td>Journal Entries (Investment Premium)</td>
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<tr>
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<td><strong>Balance Per Balance Sheet 9/30/2020</strong></td>
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<td>Accruals/Encumbrances</td>
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<td>22</td>
<td>Total Committed Or Encumbered</td>
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<td>$100,002.76</td>
<td>($37,697.39)</td>
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<td>23</td>
<td>Unallocated Balance</td>
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<td>$14,897,293.43</td>
<td>$2,385,650.68</td>
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Utilities Commission,  
City of New Smyrna Beach, Florida  
Capital Improvements Project Activity  
9/30/2020  
($ Thousands)

<table>
<thead>
<tr>
<th>Project ID</th>
<th>Project Name</th>
<th>PRIOR YEARS THRU 9/30/2019</th>
<th>YE</th>
<th>YE</th>
<th>VARI</th>
<th>MO</th>
<th>MO</th>
<th>VARI</th>
<th>YTD</th>
<th>YTD</th>
<th>VARI</th>
<th>YTD ACTL as % of YE FCST</th>
</tr>
</thead>
<tbody>
<tr>
<td>Prior Years Administrative/IT/Central Services</td>
<td>459</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>123</td>
</tr>
<tr>
<td>Prior Years Electric</td>
<td>1,027</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
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</tr>
<tr>
<td>Prior Years Water</td>
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<td>-</td>
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<td>-</td>
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<td>130</td>
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<tr>
<td>Prior Years Wastewater</td>
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<td>-</td>
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<td>69</td>
</tr>
<tr>
<td><strong>Total - Prior Years</strong></td>
<td><strong>5,383</strong></td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td>-</td>
<td><strong>523</strong></td>
</tr>
</tbody>
</table>

| | **Transfer to Plant in Service** | 5,383 | 3,793 | 5,841 |

### Administrative/IT/Central Services

<table>
<thead>
<tr>
<th></th>
<th>Annual Projects</th>
<th>Major Projects</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>102</td>
<td>2,721</td>
<td>$2,823</td>
</tr>
<tr>
<td></td>
<td>3,505</td>
<td>8,129</td>
<td>$10,634</td>
</tr>
<tr>
<td></td>
<td>3,353</td>
<td>7,372</td>
<td>$10,725</td>
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<tr>
<td></td>
<td>152</td>
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<td>$908</td>
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<tr>
<td></td>
<td>102</td>
<td>378</td>
<td>$460</td>
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<td>654</td>
<td>352</td>
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<tr>
<td></td>
<td>(552)</td>
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<tr>
<td></td>
<td>2,438</td>
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<tr>
<td></td>
<td>3,205</td>
<td>4,812</td>
<td>$8,017</td>
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</table>

### Electric

<table>
<thead>
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<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>401</td>
<td>2,488</td>
<td>$2,889</td>
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<tr>
<td></td>
<td>2,367</td>
<td>813</td>
<td>$3,180</td>
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<td></td>
<td>1,506</td>
<td>1,675</td>
<td>$3,181</td>
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<tr>
<td></td>
<td>575</td>
<td>66</td>
<td>$641</td>
</tr>
<tr>
<td></td>
<td>438</td>
<td>10</td>
<td>$448</td>
</tr>
<tr>
<td></td>
<td>137</td>
<td>56</td>
<td>$193</td>
</tr>
<tr>
<td></td>
<td>2,442</td>
<td>2,653</td>
<td>$5,095</td>
</tr>
<tr>
<td></td>
<td>1,359</td>
<td>655</td>
<td>$2,014</td>
</tr>
<tr>
<td></td>
<td>1,083</td>
<td>1,999</td>
<td>$3,082</td>
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</table>

### Water

<table>
<thead>
<tr>
<th></th>
<th>Annual Projects</th>
<th>Major Projects</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>434</td>
<td>1,299</td>
<td>$1,733</td>
</tr>
<tr>
<td></td>
<td>1,062</td>
<td>773</td>
<td>$1,835</td>
</tr>
<tr>
<td></td>
<td>1,077</td>
<td>526</td>
<td>$1,603</td>
</tr>
<tr>
<td></td>
<td>(15)</td>
<td>112</td>
<td>$(33)</td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>93</td>
<td>$93</td>
</tr>
<tr>
<td></td>
<td>57</td>
<td>19</td>
<td>$76</td>
</tr>
<tr>
<td></td>
<td>(57)</td>
<td>26</td>
<td>$(33)</td>
</tr>
<tr>
<td></td>
<td>356</td>
<td>42</td>
<td>$398</td>
</tr>
<tr>
<td></td>
<td>885</td>
<td>48</td>
<td>$933</td>
</tr>
<tr>
<td></td>
<td>(529)</td>
<td>55</td>
<td>$(584)</td>
</tr>
<tr>
<td></td>
<td>$2,689</td>
<td>1,851</td>
<td>$4,540</td>
</tr>
<tr>
<td></td>
<td>$2,361</td>
<td>1,850</td>
<td>$4,211</td>
</tr>
<tr>
<td></td>
<td>$1,850</td>
<td>1,121</td>
<td>$3,971</td>
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<td></td>
<td>$1,149</td>
<td>1,121</td>
<td>$2,270</td>
</tr>
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<td>$(38)</td>
<td>$112</td>
<td>$(49)</td>
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</tbody>
</table>

### Wastewater

<table>
<thead>
<tr>
<th></th>
<th>Annual Projects</th>
<th>Major Projects</th>
<th>Subtotal</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>434</td>
<td>1,299</td>
<td>$1,733</td>
</tr>
<tr>
<td></td>
<td>1,062</td>
<td>773</td>
<td>$1,835</td>
</tr>
<tr>
<td></td>
<td>1,077</td>
<td>526</td>
<td>$1,603</td>
</tr>
<tr>
<td></td>
<td>(15)</td>
<td>112</td>
<td>$(33)</td>
</tr>
<tr>
<td></td>
<td>-</td>
<td>93</td>
<td>$93</td>
</tr>
<tr>
<td></td>
<td>57</td>
<td>19</td>
<td>$76</td>
</tr>
<tr>
<td></td>
<td>(57)</td>
<td>26</td>
<td>$(33)</td>
</tr>
<tr>
<td></td>
<td>356</td>
<td>42</td>
<td>$398</td>
</tr>
<tr>
<td></td>
<td>885</td>
<td>48</td>
<td>$933</td>
</tr>
<tr>
<td></td>
<td>(529)</td>
<td>55</td>
<td>$(584)</td>
</tr>
<tr>
<td></td>
<td>$2,689</td>
<td>1,851</td>
<td>$4,540</td>
</tr>
<tr>
<td></td>
<td>$2,361</td>
<td>1,850</td>
<td>$4,211</td>
</tr>
<tr>
<td></td>
<td>$1,850</td>
<td>1,121</td>
<td>$3,971</td>
</tr>
<tr>
<td></td>
<td>$1,149</td>
<td>1,121</td>
<td>$2,270</td>
</tr>
<tr>
<td></td>
<td>$(38)</td>
<td>$112</td>
<td>$(49)</td>
</tr>
</tbody>
</table>

| FY2020 CIP Budget (excluding Infrastructure) | 4,934 | 19,922 | 13,297 | 6,625 | 1,701 | 1,689 | 12 | 19,137 | 11,986 | 7,152 | 90% |

| | Transferred to Plant in Service | 735 | 7,884 | 6,194 | 1,691 | 4,854 | 6,473 |
# Utilities Commission

## Statement of Cash Flows

**For the 12 Months Ended September 30, 2020**

<table>
<thead>
<tr>
<th>Cash Flow from Operating Activities (Direct Method)</th>
<th>Month</th>
<th>Fiscal Year to Date</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cash Collected from Revenues</td>
<td>($1,145,289)</td>
<td>$55,721,566</td>
</tr>
<tr>
<td>Cash Payments for Expenses</td>
<td>$2,367,149</td>
<td>($43,866,553)</td>
</tr>
<tr>
<td>Interest &amp; Other Non-Operating Expenses</td>
<td>($314,534)</td>
<td>($2,385,871)</td>
</tr>
<tr>
<td>Non-Operating Income</td>
<td>$70,812</td>
<td>$992,685</td>
</tr>
<tr>
<td>Capital Contributions</td>
<td>$3,362,950</td>
<td>$7,401,725</td>
</tr>
<tr>
<td></td>
<td>$4,340,888</td>
<td>$17,863,547</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash Flow from Investing Activities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Acquisition of Plant, Property &amp; Equipment</td>
<td>($2,503,804)</td>
<td>($13,012,087)</td>
</tr>
<tr>
<td>Property Disposals</td>
<td>($328,743)</td>
<td>($2,253,184)</td>
</tr>
<tr>
<td>Restricted Fund Liabilities</td>
<td>($1,938,857)</td>
<td>($2,905,027)</td>
</tr>
<tr>
<td>Other NonCurrent Liabilities</td>
<td>$70,634</td>
<td>($4,700,770)</td>
</tr>
<tr>
<td></td>
<td>($4,700,770)</td>
<td>$110,311</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>Cash Flow from Financing Activities</th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Payment of Revenue Certificates</td>
<td>$4,056</td>
<td>$57,960,476</td>
</tr>
<tr>
<td>Issuance of Revenue Certificates</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Payment of Revolving Loans</td>
<td>$0</td>
<td>$0</td>
</tr>
<tr>
<td>Deferred Assets</td>
<td>$1,115</td>
<td>$5,171</td>
</tr>
<tr>
<td>Net Increase (Decrease) in Cash</td>
<td>($354,711)</td>
<td>$57,727,740</td>
</tr>
</tbody>
</table>

| Cash Balance Beginning of Period                   | $100,691,115 | $42,608,666 |

| Cash Balance September 30, 2020                    | $100,336,405 | $100,336,405 |
## UTILITIES COMMISSION
CITY OF NEW SMYRNA BEACH, FLORIDA
FORECAST REPORT
For the Twelve Months Ending September 30, 2020
COMBINED SYSTEM

### 1. Revenues:

<table>
<thead>
<tr>
<th>1.</th>
<th>TOTAL BUDGET</th>
<th>2.</th>
<th>BUDGET September 19</th>
<th>3.</th>
<th>ACTUAL September 19</th>
<th>4.</th>
<th>BUDGET YEAR-TO-DATE</th>
<th>5.</th>
<th>ACTUAL YEAR-TO-DATE</th>
<th>6.</th>
<th>FAVORABLE (UNFAVORABLE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1.</td>
<td>Revenues:</td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>2.</td>
<td>Electric</td>
<td>$47,789,571</td>
<td>$4,885,930</td>
<td>$3,971,357</td>
<td>$47,789,571</td>
<td>$41,225,828</td>
<td>($6,563,745)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Water Revenues</td>
<td>8,736,862</td>
<td>741,779</td>
<td>685,330</td>
<td>8,736,862</td>
<td>8,302,829</td>
<td>($434,035)</td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

### 6. Other Revenue Sources:

| 6. | R & R Contribution | 3,616,950 | 301,412             | 1,061,963 | 3,616,950           | 5,100,738   | $1,483,828          |
| 7. | Infrastructure Contribution | 225,000 | 18,750              | 2,300,987 | 225,000            | 2,300,987   | $2,075,987          |
| 8. | Total Other Sources | 3,841,950 | 320,162             | 3,362,950 | 3,841,950          | 7,401,725   | $3,559,775          |

### 12. Balance:

| 12. Balance | 70,485,688 | 6,792,568 | 8,969,426 | 70,485,688 | 67,226,025 | $3,259,663 |

### 13. Operation & Maintenance Expenses:


### 23. Balance:

| 23. Balance | 15,602,417 | 1,449,073 | 4,563,878 | 15,602,417 | 19,930,931 | $4,328,514 |

### 32. Balance:

| 32. Balance | 11,474,276 | 1,105,062 | 4,073,816 | 11,474,276 | 15,214,731 | $3,740,455 |

### Note:
Contribution in Aid of Construction (CIAC) includes a dollar valuation of non-cash contributed capital assets.
### TOTAL BUDGET

<table>
<thead>
<tr>
<th>1. Revenues:</th>
</tr>
</thead>
<tbody>
<tr>
<td>1. Direct Sales:</td>
</tr>
<tr>
<td>2. Load Management Credits</td>
</tr>
<tr>
<td>3. Energy Cost Adjustments</td>
</tr>
<tr>
<td>4. (Over) Under Recovery of Fuel Costs</td>
</tr>
<tr>
<td>5. Misc. Operating Revenue</td>
</tr>
<tr>
<td>6. Non-Operating Revenue</td>
</tr>
<tr>
<td>7. Total Revenues</td>
</tr>
<tr>
<td>8. Other Revenue Sources:</td>
</tr>
<tr>
<td>9. Total Other Sources</td>
</tr>
<tr>
<td>10. Balance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>2. BUDGET ACTUAL FISCAL YEAR-TO-DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>11. Administration</td>
</tr>
<tr>
<td>12. Information Technology</td>
</tr>
<tr>
<td>13. Human Resources</td>
</tr>
<tr>
<td>14. Central Services</td>
</tr>
<tr>
<td>15. Engineering</td>
</tr>
<tr>
<td>17. Total O&amp;M Expenses</td>
</tr>
<tr>
<td>18. Balance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>3. ACTUAL FISCAL YEAR-TO-DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>19. Administration</td>
</tr>
<tr>
<td>20. Information Technology</td>
</tr>
<tr>
<td>21. Human Resources</td>
</tr>
<tr>
<td>22. Central Services</td>
</tr>
<tr>
<td>23. Engineering</td>
</tr>
<tr>
<td>25. Total O&amp;M Expenses</td>
</tr>
<tr>
<td>26. Balance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>4. ACTUAL FISCAL YEAR-TO-DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>27. To Sinking Fund:</td>
</tr>
<tr>
<td>28. 2009 Certificates</td>
</tr>
<tr>
<td>29. 2020 Bond Refunding</td>
</tr>
<tr>
<td>30. 2020 Bond</td>
</tr>
<tr>
<td>31. Total Debt Service</td>
</tr>
<tr>
<td>32. Balance</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>5. ACTUAL FISCAL YEAR-TO-DATE</th>
</tr>
</thead>
<tbody>
<tr>
<td>33. Transfer to R &amp; R - Contribution</td>
</tr>
<tr>
<td>34. Additional Required</td>
</tr>
<tr>
<td>35. Contributed Capital &amp; Easement</td>
</tr>
<tr>
<td>36. Transfer to Infrastructure - Contribution</td>
</tr>
<tr>
<td>37. Total to Capital Improvement</td>
</tr>
<tr>
<td>38. Balance</td>
</tr>
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</table>

<table>
<thead>
<tr>
<th>6. FAVORABLE (UNFAVORABLE)</th>
</tr>
</thead>
<tbody>
<tr>
<td>39. Transfer to City</td>
</tr>
<tr>
<td>40. Balance</td>
</tr>
</tbody>
</table>

Note: Contribution in Aid of Construction (CIA) includes a dollar valuation of non-cash contributed capital assets.
## TOTAL BUDGET

<table>
<thead>
<tr>
<th></th>
<th>1. Revenues:</th>
<th></th>
<th>2. Other Revenue Sources:</th>
<th></th>
<th>3. TOTAL BUDGET</th>
<th></th>
<th>4. ACTUAL BUDGET</th>
<th></th>
<th>5. ACTUAL FISCAL YEAR-TO-DATE</th>
<th></th>
<th>6. ACTUAL FISCAL YEAR-TO-DATE</th>
<th></th>
<th>7. FAVORABLE (UNFAVORABLE)</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3.</td>
<td>Hydrant Rental</td>
<td>0</td>
<td></td>
<td>9. Infrastructure Contribution</td>
<td>75,000</td>
<td></td>
<td>15. Administration</td>
<td>180,584</td>
<td></td>
<td>863,030</td>
<td></td>
<td>741,780</td>
<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>6.</td>
<td>Total Revenues</td>
<td>8,736,883</td>
<td></td>
<td>Total Other Sources</td>
<td>8,302,630</td>
<td></td>
<td>Total O&amp;M Expenses</td>
<td>7,846,817</td>
<td></td>
<td>Total Debt Service</td>
<td>1,217,901</td>
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<td>1,127,165</td>
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<tr>
<td></td>
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<td></td>
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<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>7.</td>
<td>Other Revenue Sources:</td>
<td>1,455,000</td>
<td></td>
<td>22. Balance</td>
<td>2,345,066</td>
<td></td>
<td>36. Total to Capital Improvement</td>
<td>612,999</td>
<td></td>
<td>39. Balance</td>
<td>0</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>8.</td>
<td>R &amp; R Contribution</td>
<td>1,380,000</td>
<td></td>
<td>23. To Sinking Fund:</td>
<td>2,824,315</td>
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<td>37. Balance</td>
<td>514,166</td>
<td></td>
<td>32. Additional Required</td>
<td>(135,870)</td>
<td></td>
<td>0</td>
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<tr>
<td>9.</td>
<td>Infrastructure Contribution</td>
<td>75,000</td>
<td></td>
<td>24. 2009 Certificates</td>
<td>1,380,000</td>
<td></td>
<td>38. Transfer to City</td>
<td>514,166</td>
<td></td>
<td>33. Contributed Capital &amp; Easement</td>
<td>50,000</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>10.</td>
<td>Total Other Sources</td>
<td>1,455,000</td>
<td></td>
<td>25. 2013 Bond Refunding</td>
<td>905,452</td>
<td></td>
<td>39. Balance</td>
<td>0</td>
<td></td>
<td>34. Transfer to Infrastructure - Contribution</td>
<td>75,000</td>
<td></td>
<td>0</td>
</tr>
<tr>
<td>11.</td>
<td>Total Other Sources</td>
<td>1,455,000</td>
<td></td>
<td>26. 2020 Bond Refunding</td>
<td>0</td>
<td></td>
<td>35. Transfer to Capital Improvement</td>
<td>612,999</td>
<td></td>
<td>35. Transfer to Capital Improvement</td>
<td>612,999</td>
<td></td>
<td>0</td>
</tr>
</tbody>
</table>

**Note:** Contribution in Aid of Construction (CIAC) includes a dollar valuation of non-cash contributed capital assets.
1. Revenues:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$8,000,701</td>
<td>$883,289</td>
<td>$9,900,701</td>
<td>$207,541</td>
<td>10,117,284</td>
</tr>
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</table>

6. Other Revenue Sources:

<table>
<thead>
<tr>
<th>6. Other Revenue Sources</th>
<th>7. R &amp; R Contribution</th>
<th>8. Infrastructure Contribution</th>
<th>10. Total Other Sources</th>
</tr>
</thead>
<tbody>
<tr>
<td>$1,333,000</td>
<td>$1,333,000</td>
<td>$1,408,000</td>
<td>$1,408,000</td>
</tr>
</tbody>
</table>

11. Balance:

| 11. Balance | 11,525,284 | 11,525,284 | 12,973,137 | $1,447,853 |

12. Operation & Maintenance Expenses:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$3,478,700</td>
<td>$188,011</td>
<td>$1,750,648</td>
<td>$373,932</td>
<td>$552,271</td>
<td>$573,389</td>
</tr>
</tbody>
</table>

20. Total O&M Expenses:

| 20. Total O&M Expenses | 7,435,723 | 7,435,723 | 6,484,348 | $951,375 |

21. Balance:


22. To Sinking Fund:

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>$670,103</td>
<td>$670,103</td>
<td>$1,231,299</td>
<td>$101,491</td>
<td>$48,002</td>
</tr>
</tbody>
</table>

27. Total Debt Service:

| 27. Total Debt Service | 1,901,402 | 1,901,402 | 1,811,363 | $90,039 |

28. Balance:

| 28. Balance | 2,188,159 | 2,188,159 | 4,677,426 | $2,489,267 |

Note: Contribution in Aid of Construction (CIAC) includes a dollar valuation of non-cash contributed capital assets.
## UTILITIES COMMISSION
CITY OF NEW SMYRNA BEACH, FLORIDA
For the Twelve Months Ending September 30, 2020
Budget Summary By Department

<table>
<thead>
<tr>
<th>Department</th>
<th>TOTAL BUDGET</th>
<th>MONTH BUDGET</th>
<th>MONTH ACTUAL</th>
<th>YEAR-TO-DATE BUDGET</th>
<th>YEAR-TO-DATE ACTUAL</th>
<th>VARIANCE</th>
</tr>
</thead>
<tbody>
<tr>
<td>10 Administration</td>
<td>$3,272,451</td>
<td>$320,337</td>
<td>$293,127</td>
<td>$3,272,451</td>
<td>$2,386,325</td>
<td>$886,126</td>
</tr>
<tr>
<td>13 Central Services/HR</td>
<td>7,025,700</td>
<td>726,330</td>
<td>701,043</td>
<td>7,025,700</td>
<td>6,151,921</td>
<td>873,779</td>
</tr>
<tr>
<td>20 Electric Operations</td>
<td>32,243,970</td>
<td>2,890,603</td>
<td>2,144,487</td>
<td>32,243,970</td>
<td>27,747,963</td>
<td>4,496,007</td>
</tr>
<tr>
<td>30 Water &amp; Reclaimed Water</td>
<td>7,950,800</td>
<td>915,237</td>
<td>781,258</td>
<td>7,950,800</td>
<td>7,038,169</td>
<td>912,631</td>
</tr>
<tr>
<td>40 Engineering</td>
<td>1,771,100</td>
<td>197,339</td>
<td>194,375</td>
<td>1,771,100</td>
<td>1,786,970</td>
<td>(15,870)</td>
</tr>
<tr>
<td><strong>Total Budget</strong></td>
<td>$54,883,271</td>
<td>$5,343,495</td>
<td>$4,405,547</td>
<td>$54,883,271</td>
<td>$47,295,095</td>
<td>$7,588,176</td>
</tr>
</tbody>
</table>

-23-
Revenues

$7,000,000
$6,500,000
$6,000,000
$5,500,000
$5,000,000
$4,500,000
$4,000,000

Combined System

O & M Expenses

$5,500,000
$5,000,000
$4,500,000
$4,000,000
$3,500,000
$3,000,000
$2,500,000

Balance

$1,500,000
$1,000,000
$500,000
$0

($500,000)

($1,000,000)
Revenues

$5,000,000

$4,500,000

$4,000,000

$3,500,000

$3,000,000

$2,500,000

Electric

O & M Expenses

$2,000,000

$1,800,000

$1,600,000

$1,400,000

$1,200,000

$1,000,000

$800,000
Reclaimed Water

Revenues

$1,000,000
$900,000
$800,000
$700,000
$600,000
$500,000
$400,000
$300,000
$200,000
$100,000
$0


O & M Expenses

$1,000,000
$800,000
$600,000
$400,000
$200,000
$0


Balance

$300,000
$200,000
$100,000
$0
($100,000)
($200,000)
($300,000)

Revenues By Division

- Wastewater, $869,789, 15.51%
- Water, $765,330, 13.65%
- Electric, $3,971,357, 70.84%

O&M By Division

- Electric
- Electric Fuel & Purchased Power
- Water
- Reclamation
- Director/Executive
- Central Services/HR
- Engineering
- Finance/Customer Service
AGENDA ITEM  4-b

CONSENT ITEM FOR MEETING OF: October 26, 2020

NEW BUSINESS FROM: General Manager / CEO

OLD BUSINESS SIGNATURE: Joseph Bunch

General Manager's Report EXHIBITS: FY2021 Strategic Goals; FY2020 Organizational Accomplishments; and Enterprise Metrics for 9-2020

SUBJECT: FY2021 Strategic Goals and FY2020 Organizational Accomplishments

SUMMARY:

The General Manager/CEO will provide the Commission with an overview of the UCNSB's FY2021 Strategic Goals and FY2020 Organizational Accomplishments.

This item also includes the submission of the FY2020 Enterprise Metrics for September 2020.

RECOMMENDED ACTION:

GM-CEO overview presentation of UCNSB's FY2021 Strategic Goals, FY2020 Organizational Accomplishments, and September 2020 detailed monthly performance measurement reporting - no action required.

GM/CEO Joseph Bunch

NOTE: ALL AGENDA ITEMS MUST BE IN THE GENERAL MANAGER’S OFFICE BY NOON MONDAY TO FRIDAY TWO WEEKS PRIOR TO THE REGULAR MONDAY COMMISSION MEETING.
Vision, Mission and Core Values

- Sustain our Vision-Mission-Values statements internally and externally to further pursue aspirations to achieve the Utility of The Future
- Develop branding, logos and Commission identity materials to align with and support strategic Vision

Modernization (Electric and Water) Implementation

- Begin implementation of Modernization Roadmap, as approved by the Commission in August 2020
  - In 2021, develop strategy and system recommendations for Work and Asset Management strategy, Communications Infrastructure strategy and Advance Metering Infrastructure (AMI.smart meters)
- Leverage Water Optimization Study recommendations and options to modify and replace the 2016 Master Plan. The Water Optimization Study will be leveraged to formulate the list of long-term projects that will; 1) improve sustainability of the water resources UCNSB manages, 2) make optimal use of capital and improve asset performance and 3) operational efficiency
  - The Master Planning process will be superseded by the Water Optimization and Modernization Implementation and Planning process which specifically targets the long-term stability of the UCNSB’s assets for today and for the future

Safety and Security

- Begin Implementation of multi-year safety program transformation recommendations to realize sustainable improvement in safety culture, performance and behaviors in all levels of the organization
  - Concurrent with multi-year safety program development, establish improvement targets for Safety KPI’s
- Finalize, obtain approval and execute UCNSB facility physical security plan improvements at the Central Office Building (COB), Glencoe Water Treatment Plant (WTP), Water Reclamation Facility (WRF) and Field Street locations to improve employee and public safety, as well as protecting critical water and electric infrastructure and control room access

Resource Sustainability and Reliability

- Implement Reliability Improvement Plan as outlined in the Budget approved by Commission June 2020
  - Develop supporting reliability improvement SAIFI (outage frequency) targets for 3-year improvement plan and assure tracking mechanisms are in place to monitor system performance
- Finalize development plan of complete set of preventive maintenance (PM) programs [vegetation management, overhead line and pole inspection, transmission line and substation, etc.] based on industry best inspection cycles (i.e. 3, 4, 8 years, etc.) as well as standard timelines for performing corrective maintenance (CM) deficiencies identified through inspections. The future-state Asset and Work Management systems will be leveraged to build the infrastructure to execute these future maintenance programs
  - Engineering to be responsible for PM program planning and budget level setting while T&D and Water Resources will be responsible for timely execution of both PM and CM aspects of programs
  - Utilize FY 2021 to develop timeline for CM and PM program development
- Secure extension of current Purchased Power [FPL] supply with pricing and terms favorable to the UCNSB
Community and External Stakeholder Relationships
- Sustain the positive working relationships with the City of NSB Commission, City Staff and key stakeholders in our community
- Continue project coordination with City and County to minimize cost and maximize collective benefits to the Community and UCNSB Customers
- Perform joint study in 2021 with City to assess water/sewer in-fill and septic elimination opportunities to minimize septic contamination to water resources
  - Investigate various future funding opportunities (i.e. Volusia County, State, or Federal funding) on septic-to-sewer conversions

Industry Compliance and Cyber Security
- During 2021, further improve documentation, ownership and tracking of compliance requirements vs. performance
- UCNSB leadership will ensure electric and water industry compliance requirements are met as a minimum level of performance with no external 3rd party violations. Compliance goal excludes self-reported UCNSB violations
- Perform gap analyses in key compliance areas to identify potential improvement opportunities
- Continue assessment and improvement of current Cyber Security structure and culture

Capital Improvement Plan
- Execute the Capital Plan and manage associated budget
  - Develop five (5) and ten (10) year Capital Improvement Plan (CIP) and align expenditures with 2020 Bond issuance
- Further Implement process improvements in project and resource/workload management to continue improving delivery of capital plan
Executive Summary

In fiscal year 2020, UCNSB leadership team and organization continued coordinated efforts to pursue; strategic goals, business improvement objectives and executing the Capital Improvement Plan. In a year challenged with the COVID-19 pandemic and operating a business with significant customer touch points and mission-critical electric and water utility operational responsibilities, the UC seamlessly delivered upon significant accomplishments and focused on meeting all customer and community needs during this time with a focus on safety and assuring the security of our systems. UCSNB also received industry recognition for our Hurricane preparation and restoration, Safety performance and commendations for providing mutual aid support to other utilities. Details are provided below by the following strategic categories:

Vision, Mission, and Core Values

- These foundational statements were communicated internally to employees to socialize the new concepts and improve employee engagement. Communications were deployed in various ways: video, flyer, emails, employee and staff meetings, and direct leadership engagement.
  - The Vision, Mission and Values was used as a foundation for the FY 2020 Modernization efforts (previously Grid and Water Modernization) to ensure alignment with our customers, the community and the long-term planning efforts of the UC.

- Developed and implemented comprehensive compensation study incorporating external peer benchmark information to revise our current wage and salary levels. A comprehensive compensation study had not been performed in several years.
  - As part of the complete compensation overhaul, salary ranges and grade levels were implemented. To ensure that the UCNSB remains competitive with its peers, the UCNSB committed to perform a compensation study every three (3) years.

- Developed and implemented a new employee compensation and performance evaluation policy which was recently approved at the Sept 2020 Commission meeting.
  - The new compensation policy is a commitment by the UCNSB to attract and retain employee talent.

Community and External Stakeholder Relationships

- Coordinated projects and community outreach to minimize cost and maximize collective benefits to the City of NSB Community and our Customers, focusing on continued major storm event coordination and response, projects, City of NSB community outreach efforts, etc.
  - Project work and social efforts include the following: joint long-term fiber ring improvements, joint National Arbor Day Community Event, joint Fleet & Facilities
building analysis, City of NSB Blue Community (coastal habitat sustainability vision planning) session participation, etc.

- Developed fiber optic infrastructure partnership with the City of NSB to leverage the UC’s fiber investment and concurrently allowing the City to connect to an already developed network. The partnership with the City will allow the UC and City to reduce both capital and ongoing telecom/communications costs.

- UCNSB is working with the City of NSB, Volusia County and other stakeholders on the Williamson Boulevard extension to State Route 44 across the UC's Western Utility property as part of its Western Complex Master Planning process.

- UCNSB worked collaboratively with the City of NSB on the Cunningham Drive Drainage Improvement Project and Lift Station #18 Replacement & Sewer/Water Main Upgrade Improvements.

- Completed sale and transferring of customers and associated water assets servicing certain streets including Mission Oaks Mobile Home Park and eleven (11) long-side water meters off Josephine Street to the City of Edgewater.
  - UCNSB has been servicing these assets and customers as a courtesy to the City of Edgewater.

- COVID-19 related Customer and Community Efforts:
  - Implemented a two-month suspension of invoice late fees, physical disconnections, and set the fuel adjustment charge to zero.
  - Worked with customers to develop individual payment plans for up to 6 months to assist customers economically impacted by the pandemic.
    - To protect our customers and employees by maintaining appropriate social distancing, the UCNSB Canal Street lobby was closed to walk-in customers, while shifting in-person customer service to the drive-thru lanes

- Successfully transitioned billing of approximately 1,700 garbage customers to the UNCSB for an unincorporated portion of Volusia County to the City of NSB’s refuse collection.

- The UCNSB organized a Back-to-School Drive to assist our students with much needed school supplies especially during these tough economic times.

- The UCNSB sent mutual assistance crews in August to assist in Lafayette, Louisiana with Hurricane Laura restoration and in September to Foley, Alabama with Hurricane Sally restoration.
o American Public Power Association (APPA) issued three commendations for the 2020 Hurricane Sally Transmission & Distribution (T&D) mutual assistance provided to Louisiana and Alabama public power utilities.

**Grid and Water Modernization**

- Presented the Modernization Roadmap in an August 19, 2020 Commission Workshop. The Roadmap was unanimously approved, in principal, with periodic plan and progress updates to be provided to the Commission. The UC’s Vision-Mission-Values was the foundation for the UCNSB Modernization Roadmap and multi-year Plan.

- Roadmap focuses on connecting the current operations and business practices to the Utility of the Future (UOF) capabilities to drive improvements in customer experience and electric and water business operational efficiencies.

- Modernization projects are included in the UC’s annual budgeting process. Individual Modernization projects will proceed according to the Project Request for Expenditure (PRE) projects’ approval process.

- In Q4 2020, UCNSB began initial discovery and planning for this multi-year, multi-project initiative, including; communications and change management, and strategic planning for Work and Asset Management system and Advance Metering Infrastructure (aka Smart Meter) projects.

**Electric Reliability Improvement Plan**

- Completed system wide reliability study for the electric Transmission and Distribution (T&D) system and began implementing targeted improvements in the SAIFI and SAIDI metrics.

- Obtained Commission approval of the Electric Reliability Improvement Plan [Phase 1 and Phase 2]

  - Reliability Improvement Plan consists of feeder circuit projects with a system level roll up of estimated SAIFI improvement benefits and 2 to 3-year implementation prioritized and based on reliability improvement projects.

- UCNSB also working with outside consultant to review and recommend purchased power policy and supporting procedure(s) to build rigor into the UC’s single largest budget line item, currently over $21M annually.

- Developed and implemented a more complete set of preventive maintenance (PM) programs (i.e. vegetation management, overhead line and pole inspection, infrared scanning, transmission line and substation, etc.) based on industry best inspection cycles (i.e. 3, 4, 8 years).
Establishing structure where Engineering is responsible for PM program planning and associated budgets, while T&D and Water Resources are responsible for timely execution of both the PM and CM program deliverables.

Developing standard corrective maintenance (CM) repair timelines in FY21 - standard timelines for performing CM deficiencies identified through inspections.

**Water Systems Optimization**

- Completed Water Optimization study undertaken to drive sustainable and efficient operations, along with technological advancements/investments in the water business.
- Engineering and Water Resources team have reviewed and prioritized recommendations and are including each in the FY21 budget and forward.
- Infrastructure and Technology investments and timeline will be coordinated with Modernization Roadmap.

**Safety and Security**

- Safety program assessment was completed by Central Services and SET Solutions. The assessment results will be leveraged to develop a multi-year plan to transform the UC’s safety program and company culture.
- UC facility physical security improvement plan was developed
  - Project estimates are being finalized along with a prioritized and site-specific implementation plan.

**Resource Sustainability**

- Contracted to participate in FMPA utility-scale Solar Project to establish an economically viable, renewable electric supply source to serve the community, and will be fully operational and providing power by late 2023.
- Water Resources is now leveraging a consulting firm to perform hydrogeological evaluation services for the UC well assets and their condition. Based on the improved evaluations, the UC will be able to evaluate well operations and develop well improvements to extend their service lives.

**Capital Plan Execution**

- The UCNSB executed the first year of its new risk-prioritized project process which is bifurcated between annual and major projects and among the following work categories:
System Capacity, Preventative Maintenance (PM), Corrective Maintenance (CM), New Business Development, Reliability Performance, Intra-agency (State DOT, County, etc.) Relocation, IT, and Shared Services.

- Annual projects reflect UC core capital activities such as new services, meter and pole installations, water main replacements, etc. These projects are executed by the respective operations departments such as Electric T&D and Water Field Operations.
- Major projects reflect unique one-time capital projects managed by the Engineering department.
- Corrective maintenance projects are prioritized, budgeted, and project managed by Engineering for Water Resources and T&D.

- The Engineering Department completed the first year of its new project management model focusing on ownership, accountability and improved project execution for its major projects.
  - Implemented monthly Engineering Project Manager (PM) major projects forecast template used to review spending and reforecast project spending, as needed.
  - Instituted Monthly Project Review meetings that are held with Engineering, Executive Management and Finance to review project status and balance of year projects’ forecast.
  - Finance uses the major projects forecast template from Engineering combined with estimated annual projects to calculate a fiscal year-end capital projects forecast.
    - Over the next two years, these process improvements will improve the historical actual versus budget expenditures.
  - The 2020 Capital Project spend was negatively impacted with the onset of the COVID-19 pandemic in early 2020. The pandemic impacted resource availability (i.e. contract labor to complete major projects, materials, vendor invoicing, etc.) and extended project completion dates.

**Business and Financial Performance**

- Year-end Balanced Scorecard performance: Targets were met or exceeded for 25 of 27-93% of metrics tracked (see FY2020 Balanced Scorecard attached).
- Secured excellent long-term financing for the growth and stability of the UC and its customers. The historically low-cost financing will support strategic plans to build and improve the reliability and sustainability of our water and electric infrastructure for today and the future.
The thirty (30) year financing secured $65 million in new capital at an historically low interest rate of 2.76% and refinanced existing debt at same rate while saving $1 million in interest.

UCNSB also received excellent bond ratings which facilitated solid market demand for our bonds, reflecting a high-quality municipal utility provider with minimal risk.

- Developed and implemented project level forecasting leveraging the accounting system (Great Plains) in conjunction with the Engineering department’s major project full year capital forecasting.
  - The new forecast process allows the UC management team to provide periodic year-end forecast updates to the Commission.

- Implemented executive level financial reporting for the Commission, incorporating electric and water sales volumes and UCNSB Key Performance Indicators (KPI).
  - Provided valuable operational and financial commentary to understand current financial position of the UCNSB.

  - Current version reflects the updated Project Request for Expenditures (PRE) forms for O&M and Capital using DocuSign, electronic routing software application, and updated financial approval levels. Faster turnaround in approval processing/tracking and improved document retention.
  - Updated PRE Spending limits reflecting appropriate governance and oversight for optimum operational execution.

- Successfully negotiated long-term communications tower lease on UCNSB property at a beneficial billing rate with an annual 3% escalation over the lease period and a one-time $55k sign-on payment.

- Resolved legacy AT&T pole attachment agreement billing issues. UC negotiated a $275k settlement for 2008 to 2018 billing periods.
  - For the first time in twelve (12) years, AT&T paid the current 2019 pole attachment billing rate.
  - UC and AT&T are collaboratively working on a new agreement to ensure straightforward operational and financial interaction on pole attachment management.

- Central Services, T&D and Water Resources completed the Purchasing process to transition utility locating to a 3rd party which frees up UCNSB resources to work on value-added O&M and Capital work.
The UCNSB has a holistic Rate Study underway. Substantial progress has been made on several legacy items such as; general water and electric costs of service and revenue needs, indirect cost overhead allocation, capacity fee calculation, light fixture rate schedule including future use of LEDs, etc. Completion expected CY 2020.

**Industry Compliance**

- The UC had no utility or safety industry operational compliance violations for the 2020 Fiscal Year.
  - SERC Operations & Planning (O&P) Audit identified one minor documentation violation which has been completely mitigated and awaiting disposition from SERC staff.

- Established weekly Safety communications process, where all employees receive emails on a variety of Safety Focused messages.

- Second Safety Stand Down Day was held to continue focus on improving safety across all UC Departments (field and office personnel).

- St. John’s Water Management District (SJWMD) approved the UCNSB Consumptive Use Permit (CUP) for a 20-year extension. As a result, UCNSB is permitted to draw an average of 8.33 million gallons per day (MGD) through the planning horizon.

**Cyber Security and Information Technology - NEW**

- Executed a cybersecurity vulnerability and maturity assessment with grant funding from Department of Homeland Security. Centered on industrial control systems and delivered a cybersecurity roadmap aligning security processes with business goals and optimizing our overall cybersecurity position.

- IT Director has lead role, and partnered with Norwich University, City of New Smyrna Beach, Advent Health Hospital and Volusia County with plans to hold a simulated cross-jurisdiction cyber-attack exercise focusing on cascading failures across critical infrastructure.
  - Funded by DHS and oversight by FEMA, training to be held in Dec 2020 and exercise in Jan 2021.
  - Florida Municipal Power Agency (FMPA) performed a baseline cybersecurity risk assessment on the UCNSB internal network security devices.

- To increase capability to hold virtual and remote meetings, upgraded audio visual equipment in the UC Chambers, Executive Conference Room and IT Training Rooms.
Implemented monthly role-based Cyber Security employee training focusing on compliance requirements and industry control standards.

Migrated Mission-critical systems and data into a managed cloud data backup and recovery solution.

**Electric and Water Infrastructure Projects**

- Smyrna Substation expansion – Installation of 2-30 MVA substation transformers provides capacity upgrades, which enables additional feeders to be installed as part of Electric Reliability Improvement Plan as well as support for growth across the system.

- Gravity sewer rehabilitation (pipe lining) projects for Systems 10 and 11 was completed in FY20. This process provided a cost-effective method to extend the useful life of existing aging UC assets by an estimated thirty-five (35) years and reduces system leaks.
  - This work encompasses the area from the Florida East Coast Railway (FEC RR) to Riverside Drive and from Wayne Street to 10th Street.
  - Engineering and Purchasing Teams are also working on a multi-year Request for Proposal (RFP) to proactively line other sections of the UC Sewer System.

- Initiated engineering for the 10th Street Relocation project which includes electric, water and wastewater projects in conjunction with Volusia County 10th Street Rebuild and Relocation Project. Electric line relocation is underway.

- Initiated engineering on 5th Street and Barracuda Bridge third-party relocation projects. Both projects impact electric, water and wastewater systems.

- Initiated pilot project to evaluate Pellet Softening Technology as an alternative to the existing lime water softening process for use at the Glencoe Water Treatment Plant (GTWP).

- South Beach Pumping Station upgrade project was awarded in Sept 2020 with construction to begin in Oct 2020.
# Utilities Commission, City of New Smyrna Beach, Florida
## Balanced Scorecard FY 2020

| Perspective | OCT | NOV | DEC | JAN | FEB | MAR | APR | MAY | JUN | JUL | AUG | SEP | YTD Rate | YE FCST | Target |
|-------------|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|-----|------|--------|--------|--------|
| **Safety & Risk** | | | | | | | | | | | | | | |
| OSHA Incident | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | < 2.5 | |
| OSHA Severity Rate | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0.00 | < 7.0 | |
| Preventable Motor Vehicle Accidents | 0 | 0 | 0 | 1 | 0 | 2 | 0 | 0 | 0 | 0 | 0 | 0 | 0.001 | < 0.030 | |
| Third Party Claims | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 0 | 3 | 4 | 0.031 | 0.007 | MONITOR |
| **Electric** | | | | | | | | | | | | | | |
| Electric Reliability | | | | | | | | | | | | | | |
| SAIDI | 20.31 | 1.08 | 0.72 | 1.35 | 3.37 | 1.46 | 2.99 | 12.52 | 8.86 | 3.14 | 7.58 | 10.02 | 78.21 | 79.47 | < 100.47 |
| SAFI | 6.25 | 1.01 | 0.28 | 0.83 | 0.89 | 0.29 | 0.71 | 1.98 | 0.98 | 0.34 | 0.99 | 1.58 | 1.49 | < 1.2 |
| CAIDI | 45.54 | 110.51 | 23.88 | 151.95 | 44.08 | 94.10 | 32.03 | 67.00 | 113.08 | 43.93 | 47.64 | 50.46 | 46.85 | 53.70 | < 73.99 |
| **Financial** | | | | | | | | | | | | | | |
| EL O&M Cost/Customer | 573 | 568 | 586 | 586 | 598 | < 712 | | | | | | | | |
| EL Avg Capital Cost/Customer | 124 | 248 | 210 | 210 | 247 | | | | | | | | |
| **Water Resources** | | | | | | | | | | | | | | |
| Water Resources Reliability | | | | | | | | | | | | | | |
| WR Major Breaks/100 Miles | 0.00 | 0.00 | 1.00 | 2.00 | 1.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | < 1.00 | |
| WR Break Repair Time (hr/100 miles) | 0.00 | 0.00 | 0.86 | 1.04 | 0.23 | 0.00 | 0.00 | 0.00 | 0.34 | 0.00 | 0.00 | 0.00 | < 8.00 | |
| WW Major Breaks/100 Miles | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | < 4.00 | |
| WW Break Repair Time (hr/100 miles) | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | 0.00 | < 2.87 | |
| **Financial** | | | | | | | | | | | | | | |
| WW O&M Cost/Customer | 208 | 232 | 242 | 242 | 243 | < 299 | | | | | | | | |
| **Organizational Capacity** | | | | | | | | | | | | | | |
| Materials Management | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | < 8 |
| Avg. # of day to issue PO <$75,000 | 3 | 3 | 3 | 3 | 3 | 3 | 3 | 2 | 2 | 2 | 2 | 2 | 2 | < 8 |
| Avg. # of day to issue PO >$75,000 | 3 | 6 | 5 | 2 | 2 | 2 | 2 | 1 | 1 | 1 | 2 | 2 | 2 | < 8 |
| Human Resources | 13 | 12 | 13 | 14 | 16 | 12 | 14 | 16 | 16 | 16 | 18 | 15 | (15) | MONITOR |
| Average Recruitment Time | 15 | 40 | 32 | 65 | 65 | 65 | 65 | 65 | 65 | 65 | 65 | 65 | 65 | |
| Information Technology | 100.00 | 81.00 | 88.00 | 94.00 | 95.00 | 74.00 | 84.00 | 82.00 | 91.00 | 82.00 | 84.00 | 91.00 | 87.17 | > 90% |
| Cybersecurity Training - Participation | 94.86% | 96.80% | 94.82% | 95.59% | 93.67% | 97.97% | 95.35% | 93.72% | 94.69% | 97.02% | 96.11% | 96.23% | 95.74% | 97.74% | > 90% |
| Help Desk Ticket Resolution Rate | | | | | | | | | | | | | | |

**Monitoring:**
- Metric reported on a quarterly basis
- Exceeds target
- Monitoring: +/- 3% of target
- Under target

**MONITOR:** Monitoring for data information
<table>
<thead>
<tr>
<th>PERSPECTIVE</th>
<th>OCT</th>
<th>NOV</th>
<th>DEC</th>
<th>JAN</th>
<th>FEB</th>
<th>MAR</th>
<th>APR</th>
<th>MAY</th>
<th>JUN</th>
<th>JUL</th>
<th>AUG</th>
<th>SEP</th>
<th>YTD RATE</th>
<th>TARGET</th>
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<tbody>
<tr>
<td>OSHA Incident</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>OSHA Severity Rate</td>
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<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
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<tr>
<td>Preventable Motor Vehicle Accidents</td>
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<td>0</td>
<td>0</td>
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<td>0</td>
<td>0</td>
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<td>1</td>
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<tr>
<td>Third Party Claims</td>
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<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0.01</td>
<td>MONITOR</td>
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</table>

## ELECTRIC

### Electric Reliability

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>SAIDI</td>
<td>205.36</td>
<td>117.13</td>
</tr>
<tr>
<td>SEAI</td>
<td>91.19</td>
<td>56.05</td>
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### Financial

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<thead>
<tr>
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<tbody>
<tr>
<td>EL O&amp;M Cost/Customer</td>
<td>$527</td>
<td>$579</td>
</tr>
<tr>
<td>EL Admin&amp;Gen Cost/Customer</td>
<td>$166</td>
<td>$186</td>
</tr>
<tr>
<td>EL Avg Capital Cost/Customer</td>
<td>$198</td>
<td>$205</td>
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## WATER RESOURCES

### Water Resources Reliability

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<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Real Water Loss (gal/connection/day)</td>
<td>31.67</td>
<td>24.44</td>
</tr>
<tr>
<td>Apparent Water Loss (gal/connection/day)</td>
<td>26.08</td>
<td>13.50</td>
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<tr>
<td>WR Major Breaks/100 Miles</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>WR Break Repair Time (hr/mile)</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>WW Major Breaks/100 Miles</td>
<td>0.00</td>
<td>0.00</td>
</tr>
<tr>
<td>WW Break Repair Time (hr/mile)</td>
<td>0.00</td>
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### Financial

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<table>
<thead>
<tr>
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<tbody>
<tr>
<td>WR O&amp;M Cost/Customer</td>
<td>$199</td>
<td>$240</td>
</tr>
<tr>
<td>WW O&amp;M Cost/Customer</td>
<td>$202</td>
<td>$245</td>
</tr>
<tr>
<td>WW Admin&amp;Gen Cost/Customer</td>
<td>$68</td>
<td>$78</td>
</tr>
<tr>
<td>WW Admin&amp;Gen Cost/Customer</td>
<td>$76</td>
<td>$83</td>
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## CUSTOMER SERVICE

### Customer Service Level

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Customer Service Level</td>
<td>85.4%</td>
<td>87.8%</td>
</tr>
<tr>
<td>Abandoned Call Rate</td>
<td>1.7%</td>
<td>2.0%</td>
</tr>
<tr>
<td>Average Speed to Answer</td>
<td>175</td>
<td>187</td>
</tr>
</tbody>
</table>

### Billing & Collections

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
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</thead>
<tbody>
<tr>
<td>Percent of Meters Read - EL</td>
<td>99.94%</td>
<td>99.93%</td>
</tr>
<tr>
<td>Percent of Meters Read - WR</td>
<td>98.98%</td>
<td>99.89%</td>
</tr>
<tr>
<td>Percent of Re-reads - combined</td>
<td>0.79%</td>
<td>0.52%</td>
</tr>
<tr>
<td>Estimated Bills</td>
<td>0.27%</td>
<td>0.18%</td>
</tr>
</tbody>
</table>

### Uncollectible Rev. as % of Billed Rev.

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Uncollectible Rev. as % of Billed Rev.</td>
<td>0.00%</td>
<td>0.00%</td>
</tr>
</tbody>
</table>

## ORGANIZATIONAL CAPACITY

### Materials Management

<p>| | | |</p>
<table>
<thead>
<tr>
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</thead>
<tbody>
<tr>
<td>Avg. # of days to issue PO &lt;$50,000</td>
<td>8</td>
<td>5</td>
</tr>
<tr>
<td>Avg. # of days to issue PO &gt;$50,000</td>
<td>70</td>
<td>31</td>
</tr>
</tbody>
</table>

### Human Resources

<p>| | | |</p>
<table>
<thead>
<tr>
<th></th>
<th></th>
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</tr>
</thead>
<tbody>
<tr>
<td>Employee Count (Actual vs. Budget)</td>
<td>(7)</td>
<td>(6)</td>
</tr>
<tr>
<td>Average Recruitment Time</td>
<td>46</td>
<td>59</td>
</tr>
<tr>
<td>Cybersecurity Training - Participation</td>
<td>80.00%</td>
<td>79.00%</td>
</tr>
<tr>
<td>Help Desk Ticket Resolution Rate</td>
<td>97.86%</td>
<td>99.08%</td>
</tr>
</tbody>
</table>

---

**Utilities Commission, City of New Smyrna Beach**

**Balanced Scorecard FY 2019**

---

**Safety & Risk**

**Electric**

**Water Resources**

**Customer Service**

**Billing & Collections**

**Organizational Capacity**

---

**Help Desk Ticket Resolution Rate**

---

**Expands target**

**Monitoring: =~ 3% of target**

**MONITOR** Monitoring for data information
**SAFETY AND RISK**

**YTD 2020**

* March 2019 - Employee had an insect bite.

**Safety Lesson Learned - Incident Review**

* August 2020 - Meter employee hit head on business sign when standing up from reading a meter. No lost work time. Released to return to work.

* January 2020 - Water Resources (Field Ops) Employee experienced an injury to the foot when asphalt fell from the bucket of a mini excavator onto his foot. Employee was wearing steel toed safety boots. No significant injury was sustained.  
  **Safety Lesson Learned - Incident Review**

**DEFINITION:**

OSHA 29 CFR Part 1904 defines OSHA Recordable Incidents as work-related injuries or illnesses that cause fatalities, unconsciousness, loss of workdays, restricted work activities, job transfers, or medical care beyond first aid.

The OSHA Rate is calculated using the following formula and shows as a number per 100 FTEs (Refer to OSHA 29):

\[
\text{Rate} = \frac{\text{# of Recordable Incidents YTD} \times 200,000}{\text{Total Hours Worked YTD}}.
\]

The Bureau of Labor Statistics’ (BLS) Industry Injury and Illness Data for 2017 reports an OSHA Incident Rate of 5.3 for utilities, including electric transmission and distribution, and water, sewage, and other systems (percent relative standard errors for rates of nonfatal occupational injuries and illnesses).

**TARGET:**

< 2.5

* March 2019 - Employee had an insect bite.

*January 2020 - Water Resources (Field Ops) Employee experienced an injury to the foot when asphalt fell from the bucket of a mini excavator onto his foot. Employee was wearing steel toed safety boots. No significant injury was sustained.

**Safety Lesson Learned - Incident Review**

* August 2020 - Meter employee hit head on business sign when standing up from reading a meter. No lost work time. Released to return to work.
SAFETY AND RISK

YTD 2020

*January 2020 - Although an injury was sustained in January, no lost work time occurred.

TARGET:

< 7.0

DEFINITION:
The OSHA Severity Rate is an average of the number of lost work days per recordable incident. The calculation is made by dividing the total number of lost workdays YTD by the total number of recordable incidents YTD (Refer to OSHA 29).

The Bureau of Labor Statistics’ (BLS) Industry Injury and Illness Data for 2017 reports an OSHA Severity Rate of 0.8 for utilities, including electric transmission and distribution, and water, sewage, and other systems.

TARGET:

< 7.0

*January 2020 - Although an injury was sustained in January, no lost work time occurred.
SAFETY AND RISK

YTD 2020
(based on last 3 years’ average)

*November 2019 - Meter: hit a pole in COB parking lot; Water Resources: New Lift Station Maintenance truck was too tall to enter a gated neighborhood entrance and hit the building.

**Planning a defensive driving course.

**Safety Message - Distracted Driving

**Safety Lessons Learned - Incident Review

The UC Target for FY2020 was determined using the last three years’ average. Based on the current trend and the calculation method for this metric, we do not predict our PMVA year-to-date rate to be green (at or below the UC Target) the remainder of the fiscal year. Once we implement telematics, we plan to change our metric calculation method from a formula based on the number of vehicles in service to one based on mileage driven during the period and YTD. We believe this will provide a more accurate picture of our PMVA in the future.

*March 2020 - Electric: (1) employee scraped side of passenger door on an underground transformer on the OUC practice field; (2) employee hit the side steps of another UC bucket truck while pulling around the vehicle.

**The UC Target for FY2020 was determined using the last three years’ average. Based on the current trend and the calculation method for this metric, we do not predict our PMVA year-to-date rate to be green (at or below the UC Target) the remainder of the fiscal year. Once we implement telematics, we plan to change our metric calculation method from a formula based on the number of vehicles in service to one based on mileage driven during the period and YTD. We believe this will provide a more accurate picture of our PMVA in the future.

DEFINITION: PMVAs are all motor vehicle incidents that resulted because the driver failed to exercise every reasonable precaution. This is irrespective of whether or not there is property damage or personal injury, the extent of the loss of injury, to whom it occurred, the location of the accident, or whether or not a citation was issued to the driver.

The PMVA Rate is calculated using the following formula (Refer to OSHA Academy https://www.oshatrain.org/notes/fleetsafetyplan.html):

\[
\text{PMVA Rate} = \frac{\text{# of Incidents}}{\text{# of vehicles operated}}
\]

TARGET: < .03 (based on last 3 years’ average)
**SAFETY AND RISK**

**REPORTING PERIOD: SEPTEMBER 2020**

---

**THIRD PARTY CLAIMS**

**DEFINITION:**
TPCs are claims submitted by customers for remuneration for property damage due to preventable incidents and include claims processed and approved by insurance, as well as those processed as small claims via Accounts Payable. The TPC Rate is calculated using the following formula and shows as a percentage:

\[
\text{# of TPCs YTD} \times 100 / \text{# of Customers}
\]

---

*December 2019: Residential customer power surge due to low service line getting caught on Davey Tree bucket truck and pulling wire off transformer.

*January 2020: Result of January’s PMVA.

*April 2020 - although there were no TPC’s resulting from UCNSB; there were resulting from FPL. Customers will have to work through FPL for remuneration.

*August 2020 - (1) Customer’s car tire damaged from uncovered cut in road made for a sewer repair. Heavy rain washed out the sand and lime rock (temporary repair) leaving the hole exposed by about 3” which caused damage to tire. Reimbursed for tire/realignment - $215.95. (2) Sewer backup caused by sewer lining project - customer’s sewer lateral sealed over during relining, causing a backup. Reimbursed for plumber - $449 (3) Customer claims damage to lawn, driveway, and retaining wall after T&D Line crews accessed property to work on a utility pole behind the home. Claim sent to FMIT to investigate and respond to customer.

*September - (1) Customer sewer lateral backup due to crack in customer’s piping allowing sand to enter the sewer lateral. Claim denied. (2) Crawford St. manhole relining sealed over lateral. Reimbursed for plumber - $360. (3) Via Benevento manhole relining sealed over customer lateral. Paid $495 for cleaning of home from sewage backup. (4) 9/21/2020 817 20th Avenue sewer lateral/roots and installation of system clean out. Claim denied.
DEFINITION: *System Average Interruption Duration Index*  
This index is based on the amount of time the average UCNSB customer experiences a sustained outage (being without power for more than five minutes) in a given year. (Refer to FMPA Distribution Reliability Reports)  

*It is important to note that this value is annualized for reporting purposes.*

\[
SAIDI = \frac{\text{Sum of all Customer Minutes Interrupted}}{\text{Total number of Customers Served}}
\]

TARGET: \( < 100.47 \) (mean less high and low outliers)

**Significant Outage Events:**
- October 2019: (4) outages of entire feeders; (3) caused by failed lightning arrestors, (1) substation transformer bushing failure. Each outage had >100,000 customer minutes interrupted.
- November 2019: SAIDI value is annualized. Current month's value is effected by October's outages.
- December 2019: (3) feeder outages: (1) due to weather, (1) caused by vehicle accident, (1) switch failure.
- February 2020: (1) feeder and (1) recloser outage due to vegetation, (2) recloser outages due to weather.
- March 2020: (1) lateral outage caused by motor vehicle accident.
- April 2020: (1) feeder outage due to fallen conductor, (1) lateral outage from vegetation.
- May 2020: (1) feeder outage due to weather, (1) feeder outage - cause undetermined.
- June 2020: (1) feeder outage due to vegetation, (1) lateral outage of an underground cable.
- July 2020: (1) feeder outage due to weather, (1) lateral outage of an underground cable.
- August 2020: (1) feeder outage due to weather, (1) lateral outage of an underground cable.
- September 2020: (2) feeder outages - (1) due to weather, (1) due to a vehicle, (1) large lateral outage due to weather.
DEFINITION:  
*System Average Interruption Frequency Index*

This index represents the number of times the average UCNSB customer experiences a sustained outage in a given year. (Refer to FMPA Distribution Reliability Reports)

*It is important to note that the value denoted by an X on the graph is the number of monthly interruptions per customer and the bar on the right is annualized and indicates a year-end projection for the number of interruptions per customer.*

\[
SAIFI = \frac{\text{Total number of Customer Interruptions}}{\text{Total number of Customers Served}}
\]

TARGET:  
\(< 1.41\)  (mean less high and low outliers)
CAIDI

DEFINITION: Customer Average Interruption Duration Index
This index represents the average restoration time when customers are impacted by a sustained outage. (Refer to FMPA Distribution Reliability Reports)

It is important to note that this value is reported as year-to-date and does not indicate a year-end projection.

\[ \text{CAIDI} = \frac{\text{Sum of all Customer Minutes Interrupted}}{\text{Total number of Customer Interruptions}} \]

TARGET: < 73.99 (mean less high and low outliers)
**DEFINITION:** The ratio of total electric utility operation and maintenance expenses, excluding all costs of power supply, to the total number of ultimate customers. Operation and maintenance expenses include the costs of transmission, distribution, customer accounting, customer services, sales, and administrative and general expenses. The costs of power supply (generation and all purchased power) are excluded from the ratio. This ratio can be affected by population density and the mix of customers between various classes (residential, commercial, industrial, or other). (Refer to American Public Power Association Financial and Operating Ratios.)

Electric O&M Cost Per Customer = \[
\frac{\text{Total O&M Expenses} - \text{Purchased Power}}{\text{Total Number of Customers}}
\]

**TARGET:** < $712 (UC FY 2020 Budget)

*October 2019 = $528
*November 2019 = $559
*December 2019 = $573
*January 2020 = $582
*February 2020 = $582
*March 2020 = $568

*April 2020 = $600
*May 2020 = $594
*June 2020 = $586
*July 2020 = $594
*August 2020 = $576
**DEFINITION:** The ratio of total, annual, capital expenses to the total number of retail customers. This ratio measures the average capital expenditure incurred by the utility on behalf of each retail customer. Capital expenditure is money spent by the utility on acquiring, upgrading, or maintaining fixed assets, such as property, plant, and equipment.

*Admin/IT/Central Services Projects to highlight: WUC, Warehouse Storage Building

*Electric Projects to highlight: Smyrna Substation Expansion, New Feeder Line I-95, Switchgears, Osmose Pole Inspections/Replacements, 10th St. FDOT Relocations, Line 17 Turnbull/Pioneer CW, 115Kv Smyrna/Field St Switch, Substation RTUs, Field St Substation Capacitor Bank

*Water Resources Projects to highlight: Islesboro Water Main Upgrade, Sanitary Sewer Systems 10 & 11, Canal St./Julia St. FDOT Relocations, 5th St Bridge FDOT Relocations, Barracuda Bridge FDOT Relocations, Lift Station #60 Automatic Transfer Switch, 10th St. FDOT Relocations, PLC Replacement, Staggerbush Manhole Replacement, S. Riverside Dr Force Main Replacement, GWTP Hypochlorite/Ammonia Feed
Water loss control represents the efforts of water utilities to provide accountability in their operation by reliability auditing their water supplies and implementing controls to minimize system losses. Utilities incur real losses from pipeline leakage, incorrect plant metering, and flushing, etc. and apparent losses when customer water consumption is not properly measured or billed. (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

Gross Loss = WTP effluent meter reading - Billed to customers

**DEFINITION:**

**TARGET:** 24.96 g/c/d (based on past 3 years’ average)

**BENCHMARK:** 32.28 g/c/d (AWWA median)

*The UC flushes more than our northern counterparts due to higher Florida temperatures causing chlorine to dissipate faster. This makes our adjusted water losses greater than that of the AWWA's nationally derived benchmark.

*The "WTP finished meter reading" is a precise month of data, as compared to the "billed to customers" (which has several cycles within a month and some monthly overlap). This will all average out over the course of the year.

*We are scheduled to replace the Plant Master meters (raw and finished) in fiscal year 2020 - this will assist the UC in recording a more accurate read from the WTP.*
**DEFINITION:** A break is physical damage to a potable water main pipe (6" or larger), valve, hydrant, or appurtenance that results in an abrupt loss of water, requires de-pressurizing the water main to repair, and requires a Precautionary Boil Water Notice (PBWN). A major break, is physical damage to a potable water main pipe (6" or larger), valve, hydrant, or appurtenance that is able to be repaired with a repair clamp without de-energizing and does not require a Precautionary Boil Water Notice. This indicator quantifies the condition of a water distribution system. (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

\[
\text{Breaks/100 miles of pipe} = \frac{\text{total number of breaks}}{\text{total miles of distribution system pipe}}
\]

**TARGET:** < 4.0 (based last 3 years’ average)  
**BENCHMARK:** < 5.6 (AWWA median)

*December 2019 - 806 N. Atlantic Ave: 6" main failed due to excessive rain, AC (cement based) joint began leaking and required full outage to repair. Replaced 9 feet of pipe.*

*January 2020 - Conrad St/Crestwood Ave: 6"PVC main installed by Masci during stormwater project failed, requiring removal by UC crews and re-positioning of main during this emergency repair; Lagoon Ct: 4" PVC main failed due to crack which formed at a tapping saddle (installed many years ago), requiring outage to repair and retapping main for the service.*

*February 2020 - N. Peninsula / Minорca: City work on storm water invert caused 6" AC main to break primarily due to its shallow depth.*

*June 2020 - 851 Schoolway Ave.: 6" main break by Contractor boring without active locate ticket.*
WATER OUTAGES

YTD 2020

< 8 hours/100 miles < 315 hours/100 miles
(based last 3 years’ average) (AWWA top quartile)

*December 2019 - 806 N. Atlantic Ave: 6" main failed due to excessive rain, AC (cement based) joint began leaking and required full outage to repair. Replaced 9 feet of pipe.

*January 2020 - Conrad St/Crestwood Ave: 6" PVC main installed by Masci during stormwater project failed, requiring removal by UC crews and re-positioning of main during this emergency repair; Lagoon Ct: 4" PVC main failed due to crack which formed at a tapping saddle (installed many years ago), requiring outage to repair and retapping main for the service.

*February 2020 - N Peninsula / Minorca: City work on storm water invert caused 6" AC main to break primarily due to its shallow depth.

*June 2020 - 851 Schoolway Ave.: 6" main break by Contractor boring without active locate ticket.

DEFINITION: The average time to repair a potable break. This indicator reflects how long, on average, the utilities customers are without water due to an unplanned outage. (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

Corrective linear maintenance to distribution system length = Total time for corrective maintenance X 100
(hr/100 miles of pipe) Total miles of distribution system piping

TARGET: < 8 hours/100 miles (based last 3 years’ average) BENCHMARK: < 315 hours/100 miles (AWWA top quartile)
DEFINITION: This indicator quantifies the condition of a wastewater collection system expressed as the annual number of failures per 100 miles of collection system piping. A collection system failure is a loss of capacity resulting from a flow restriction in gravity (8" or larger) or pressurized wastewater system. (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

Collection System Integrity = \[
\frac{\text{Total number of failures}}{\text{Total miles of collection system piping}} \times 100
\]

TARGET: < 1.91  
BENCHMARK: < 2  
(AWWA median)

*There were no major breaks in fiscal year 2019.*
**DEFINITION:**

This indicator reflects how long, on average, it took the utilities to repair a wastewater break. Reporting commenced March 2019.

Corrective linear maintenance to collection services length
\[
\text{Corrective linear maintenance} = \frac{\text{Total time for corrective maintenance} \times 100}{\text{Total miles of collection system piping}}
\]

**TARGET:**

< 2.87 hours/100 miles

**BENCHMARK:**

< 88 hours/100 miles (AWWA top quartile)

*There were no major breaks in fiscal year 2019.*
DEFINITION: The ratio of total water operation and maintenance expenses (less depreciation expense) to the total number of ultimate customers. Operation and maintenance expenses include the costs of transmission, distribution, collection, customer accounting, customer services, sales, and administrative and general expenses. This ratio can be affected by population density and the mix of customers between various classes (residential, commercial, multi-family, or other).

(Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

\[
\text{Total O&M Cost of Potable Water} = \frac{\text{Total O&M Expenses - Depreciation Expense}}{\text{Total Number of Potable Water Accounts}}
\]

TARGET: < $299  (UC FY 2020 Budget)

*October 2019 = $168
*November 2019 = $195
*December 2019 = $208
*January 2020 = $225
*February 2020 = $229
*March 2020 = $232
*April 2020 = $241
*May 2020 = $239
*June 2020 = $242
*July 2020 = $242
*August 2020 = $242
DEFINITION: The ratio of total wastewater (including reuse) operation and maintenance expenses (less depreciation expense) to the total number of ultimate customers. Operation and maintenance expenses include the costs of transmission, distribution, collection, customer accounting, customer services, sales, and administrative and general expenses. This ratio can be affected by population density and the mix of customers between various classes (residential, commercial, multi-family, or other). (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

Total O&M cost of wastewater = \frac{\text{Total O&M Expenses - Depreciation Expense}}{\text{Total Number of Wastewater Accounts}}

TARGET: < $324 (UC FY 2020 Budget)

*October 2019 = $190  *April 2020 = $267
*November 2019 = $215  *May 2020 = $264
*December 2019 = $237  *June 2020 = $263
*January 2020 = $248  *July 2020 = $263
*February 2020 = $253  *August 2020 = $264
*March 2020 = $249
CUSTOMER SERVICE

DEFINITION: The percentage of calls answered within 60 seconds. This number is directly affected by staffing levels, outages, and walk-in traffic.

TARGET: > 85% answered within 60 seconds

*One Customer Service Representative is dedicated specifically to the call center while the remaining Customer Service Representatives handle walk-in, website/e-mail, facsimile, and telephone requests.

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/2020 through 05/01/2020.

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.
<table>
<thead>
<tr>
<th>ABANDONED CALL RATE COMPARED TO AVERAGE SPEED TO ANSWER</th>
</tr>
</thead>
<tbody>
<tr>
<td>ABANDONED CALL RATE</td>
</tr>
<tr>
<td>FY 2020</td>
</tr>
<tr>
<td>OCT 0.0%</td>
</tr>
<tr>
<td>NOV 1.0%</td>
</tr>
<tr>
<td>DEC 6.0%</td>
</tr>
<tr>
<td>JAN 5.0%</td>
</tr>
<tr>
<td>FEB 4.0%</td>
</tr>
<tr>
<td>MAR 3.0%</td>
</tr>
<tr>
<td>APR 2.0%</td>
</tr>
<tr>
<td>MAY 1.0%</td>
</tr>
<tr>
<td>JUN 0.0%</td>
</tr>
<tr>
<td>JUL 0.0%</td>
</tr>
<tr>
<td>AUG 0.0%</td>
</tr>
<tr>
<td>SEP 0.0%</td>
</tr>
<tr>
<td>FY 2019 0.0%</td>
</tr>
</tbody>
</table>

**DEFINITION:**
- **Abandoned Call Rate**: The percentage of calls that hang up or dequeue for voicemail after 30 seconds of hold time. Per Cisco, call center standard is to not count a call as abandoned if they hang up or dequeue within the first 120 seconds of hold time.
- **Average Speed to Answer**: The average amount of time it takes for calls to be answered in a call center during a specific time period. This includes the amount of time callers wait in a waiting queue and while the Customer Service Representative’s phone rings however, does not include the time it takes for callers to navigate through the IVR. This number is directly affected by staffing levels, outages, and walk-in traffic.

**TARGET:**
- Abandon < 7.0%
- Speed to Answer: < 106 seconds

---

*One Customer Service Representative is dedicated specifically to the call center while the remaining Customer

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/20 through 05/01/20

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.
**METER READING**

**ELECTRIC**

- **SEPTEMBER 2020:** 97.5%
- **YTD 2020:** 98.0%

**WATER**

- **SEPTEMBER 2020:** 98.0%
- **YTD 2020:** 98.5%

**DEFINITION:**

The percent of actual meters read for the reporting period out of the total number of meters. Total meters less re-reads less estimated. The variance between services is directly related to Electronic Meter Reading, the majority of electric meters are radio read. (Refer to American Public Power Association Customer Service Survey.)

**ELECTRIC TARGET:** > 99.92%

**WATER TARGET:** > 98.55%

**BENCHMARK:** > 98%

*The percent of water meter reads is increasing due to favorable weather conditions and the continued efforts to replace outdated, manually read meters with ERT (encoder receiver transmitter) meters.

*March 2020: Due to automated business process and timing of seasonal customers leaving, automated water re-reads increased.

*July 2020: During a manual audit of Electric Meters we found approximately 15 with blank screens, this resulted in an estimate, meter change out, and ultimately a lower percentage of meter reads obtained on the first attempt.
The percent of re-reads is decreasing due to favorable weather conditions and the continued efforts to replace outdated, manually read meters with ERT (encoder receiver transmitter) meters.

March 2020: Due to automated business process and timing of seasonal customers leaving, automated water re-reads increased.

July 2020: During a manual audit of Electric Meters we found approximately 15 with blank screens, this resulted in an estimate, meter change out, and ultimately a lower percentage of meter reads obtained on the first attempt.
UTILITIES COMMISSION,
CITY OF NEW SMYRNA BEACH

BILLING & COLLECTIONS

REPORTING PERIOD: SEPTEMBER 2020
DANIELLE WOOD

PERCENT OF ESTIMATED BILLS

DEFINITION: Percent of utility bills estimated. (Refer to American Public Power Association Customer Service Policies Survey- average estimated is 2%)

TARGET: < .25%  BENCHMARK: < 2%

REPORTING PERIOD:
SEPTEMBER 2020  YTD 2020

FY 2020  BENCHMARK  UC TARGET
UTILITIES COMMISSION,  
CITY OF NEW SMYRNA BEACH

BILLING & COLLECTIONS  
REPORTING PERIOD: SEPTEMBER 2020  
DANIELLE WOOD

UNCOLLECTIBLE REVENUE - AS % OF BILLED REVENUE (YTD)

<table>
<thead>
<tr>
<th>Reporting Period</th>
<th>FY 2020</th>
<th>UC Target</th>
</tr>
</thead>
<tbody>
<tr>
<td>Sep 2020</td>
<td>0.00%</td>
<td>&lt; .25%</td>
</tr>
<tr>
<td>YTD 2020</td>
<td>0.05%</td>
<td></td>
</tr>
</tbody>
</table>

**DEFINITION:** Percentage of revenue charged off to third party collection agency by reporting period.

**TARGET:** < .25% (based on past 2 years' averages)
DEFINITION: The volume of purchase orders processed in the reporting period.

Upcoming Solicitations: ITB 1-21 Annual Contract for Gravity Sanitary Sewer Rehab
Under Evaluation: RFP31-20 Uniform Program
Early Stages: Banking and Lawn Services
DEFINITION: The average number of days it took, beginning with the requisition, to issue the purchase order. The National Institute of Government Procurement has determined the average cycle time for small purchases as approximately 8 days and formal requests to be approximately 20 days.

TARGET: < 8 days ( < $75,000 ) < 20 days ( > $75,000 )
Electric Operations is under budget by (6) positions: 6 Lineman; Central Services is under budget by (3) positions: Payroll/Benefits Specialist/Lead Mechanic/HRM; IT is under budget by (2) positions: Cisco Unified…; HDT; Finance is under budget by (1) position: Meter; Water Resources is under budget by (3) positions: Water Plant Operator; Operator Trainee, WRF; Mechanic, Plant Maint; Engineering is under budget by (2) positions: Electrical Engineer (1); Manager, Civil(1); System Ops is under budget by (1) position: System Operator.

*January 2020 - under budget by 14 positions; actively recruiting for 5 of the 14.
*February 2020 - under budget by 16 positions; actively recruiting for 6 of the 16.
*March 2020 - under budget by 12 positions; actively recruiting for 4 of the 12.
*April 2020 - under Budget by 14 positions; actively recruiting for 2 of the 14, and 3 additional in preparation for retirements.
*May 2020 - under budget by 16 positions; actively recruiting for 6 of the 16, and 1 additional due to a retirement.
*June 2020 - under budget by 16 positions; actively recruiting for 5 of the 16, and 1 additional due to an upcoming retirement.
*July 2020 - under budget by 16 positions; actively recruiting for 7 of the 16, and 1 additional due to an upcoming retirement.
*August 2020 - under budget by 16 positions; actively recruiting for 6 of the 16 (DBA in IT filled with internal candidate. Resulting HDT vacancy filled with a contract to hire employee.)
*September 2020 - under budget by 18 positions; actively recruiting for 8.
*January 2020: Actively recruiting: Electrical Engineer, Lineman, S/R Supervisor (in preparation of the current incumbent's retirement), and Utilities Employee I
*May 2020: Actively recruiting: S/R Supervisor, WTP Operator (in preparation of current employee's retirement), Director of Water Resources (in preparation of retirement), Supervisor, Plant Maintenance (in preparation of the current incumbent's retirement), Electrical Engineer, 3 Linemen
*June 2020: Actively recruiting: WTP Operator (in preparation of current employees' retirement), Electrical Engineer, 2 Linemen, System Operator or Trainee
*July 2020: Actively recruiting: WTP Operator (in preparation of current employees' retirement), Electrical Engineer, 1 Linemen, 3 AP, Lineman, System Operator or Trainee
*August 2020: Actively recruiting: Lead Operator, WRF (in preparation of current employees' retirement), Electrical Engineer, 1 Linemen, 3 AP, Lineman, System Operator or Trainee
*September 2020: Actively recruiting: Operator Trainee, WRF; 1 Lineman; 3 AP Lineman; System Operator; HDT; Electrical Engineer

**Due to the specialized nature of the jobs we are recruiting for and the very tight labor market for these positions, we are not meeting our YTD target for recruitment. Although the country is seeing a large increase in unemployment levels due to COVID-19, the utility industry is not one that has been negatively affected, and the roles for which we are recruiting are specialized, requiring specific education and experience. COVID-19 initially caused a delay in recruitment (e.g., holding interviews), however, we quickly resolved this by conducting virtual interviews. We were successful in selecting the Director, Water Resources and Supervisor, Substation/Relay via this method.
INFORMATION TECHNOLOGY

REPORTING PERIOD: SEPTEMBER 2020
BRANDY KEEHN

DEFINITION: Monthly Mandatory Cybersecurity Awareness Training is used to educate all employees on cybersecurity best practices regarding a variety of security awareness training topics in effort to build a security culture that is pervasive throughout the organization, aligning people, policies, and practices with security goals. Standards and legislations that require Security Awareness Program in place: PCI DSS; Sarbanes-Oxley (SOX); NERC CIP; Health Insurance Portability & Accountability Act (HIPAA); ISO/IEC 27001 & 27002; CobiT

TARGET: > 80% Participation

*October 2019: During the month of October (National Cybersecurity Awareness Month), the IT Department held 4 cybersecurity promotions, conducted 3 webinars, held contests, sent out videos and provided training throughout the enterprise. IT conducted onsite vulnerability checks, screen lockout and password assessments on all equipment (laptops, phones, iPad, tablets, desktops) and also provided awareness training on a variety of cyber topics. The IT Department touched every person in the organization.

*A Phish Alert button was added to the ribbon in Outlook to provide UC email users with a quick, efficient method of reporting suspicious emails to IT.

*March 2020: Lower than target participation for the month of March due to the transition to remote working for most of the staff in response to COVID-19.
UTILITIES COMMISSION,
CITY OF NEW SMYRNA BEACH

INFORMATION TECHNOLOGY

REPORTING PERIOD: SEPTEMBER 2020
BRANDY KEEHN

HELP DESK - TICKET RESOLUTION RATE

DEFINITION: The percent of total service tickets opened that the help desk resolved in the period. Used to measure IT vigilance and problem mitigation. Reporting commenced January 2019.

Closed: Resolved Help Desk tickets

Open: Unresolved Help Desk tickets - waiting for information or action

TARGET: > 90% Closed (ITIL - Service Desk Metrics)
APPENDIX
DEFINITION:  
*Momentary Average Interruption event Frequency Index*  
This index is based on the number of times the average customer is interrupted by Momentary Outage events each year. (Refer to FMPA Distribution Reliability Reports)

\[
\text{MAIFle} = \frac{\text{Total number of Customer Momentary Interruption Events}}{\text{Total number of Customers Served}}
\]

TARGET:  
< 4.2  
(mean less high and low outliers)
DEFINITION:  \textit{Average Length of a Service Interruption}
The average length of a single outage. (Refer to FMPA Distribution Reliability Reports)

\[
\text{L-Bar} = \frac{\text{Total minutes of interruption}}{\text{Total number of interruptions}}
\]

TARGET:  \(< 95.78\)  (mean less high and low outliers)
**DEFINITION:** The ratio of total electric utility administrative and general expenses to the total number of retail customers. This ratio measures the average administrative and general expenses incurred by the utility on behalf of each retail customer. Administrative and general expenses are those electric operation and maintenance expenses not allocable to the costs of power production (generation and power purchases), transmission, distribution, or customer accounting, service and sales. Items which might be included are compensation of executives, office supplies, professional fees, property insurance and claims, pensions and benefits, and other expenses not provided for elsewhere. (Refer to American Public Power Association Financial and Operating Ratios.)

\[
\text{Electric Administrative & General Cost Per Customer} = \frac{\text{Total Administrative & General Expenses}}{\text{Total Number of Customers}}
\]

**TARGET:** $\leq 247 \quad \text{(UC FY 2020 Budget)}$

*A&G O&M favorable to budget primarily driven by lower pension & benefits and workmens’ comp expense.*

*October 2019 = $159
*November 2019 = $168
*December 2019 = $182
*January 2020 = $189
*February 2020 = $195
*March 2020 = $196

*April 2020 = $207
*May 2020 = $204
*June 2020 = $198
*July 2020 = $197
*August 2020 = $192
DEFINITION: The ratio of total water utility administrative and general expenses to the total number of retail customers. This ratio measures the average administrative and general expenses incurred by the utility on behalf of each retail customer. Administrative and general expenses are those water resources operation and maintenance expenses not allocable transmission, distribution, collection, or customer accounting, service and sales. Items which might be included are compensation of executives, office supplies, professional fees, property insurance and claims, pensions and benefits, and other expenses not provided for elsewhere.

Water Administrative & General Cost = \frac{\text{Administrative & General Expenses}}{\text{Total Number of Potable Water Customers}}

TARGET: < $105 (UC FY 2019 Budget)

*A&G O&M favorable to budget primarily driven by lower pension & benefits and workmens’ comp expense.

*October 2019 = $70
*November 2019 = $74
*December 2019 = $77
*January 2020 = $85
*February 2020 = $87
*March 2020 = $86

*April 2020 = $92
*May 2020 = $91
*June 2020 = $89
*July 2020 = $88
*August 2020 = $89
DEFINITION: The ratio of total wastewater utility administrative and general expenses to the total number of retail customers. This ratio measures the average administrative and general expenses incurred by the utility on behalf of each retail customer. Administrative and general expenses are those wastewater resources operation and maintenance expenses not allocable transmission, distribution, collection, or customer accounting, service and sales. Items which might be included are compensation of executives, office supplies, professional fees, property insurance and claims, pensions and benefits, and other expenses not provided for elsewhere.

Wastewater Administrative & General Cost = $ \frac{\text{Administrative & General Expenses}}{\text{Total Number of Wastewater Customers}}$

TARGET: < $145 (UC FY 2020 Budget)

*A&G O&M favorable to budget primarily driven by lower pension & benefits and workmens’ comp expense.

*October 2019 = $82
*November 2019 = $87
*December 2019 = $91
*January 2020 = $99
*February 2020 = $101
*March 2020 = $100

*April 2020 = $107
*May 2020 = $106
*June 2020 = $104
*July 2020 = $103
*August 2020 = $103
WATER CONSUMPTION

DEFINITION: Potable water use, which includes indoor uses (e.g., drinking, flushing toilets, preparing food, showering, washing clothes and dishes, etc.) as well as outdoor uses (e.g., watering lawn and gardens, washing cars, etc.). Per capita potable water use will be affected by wet weather conditions. (Refer to the Bieber Index) Reporting commenced March 2019.

TARGET: 134 gallons/capita/day
DEFINITION: These indicators provide the complaint frequency of the utility, reported to the laboratory, related to potable water, including but not limited to, taste, odor, and pressure. Only those complaints logged by the utility, whether acted on or not, are counted. Complaints unrelated to potable water are not considered. (Refer to American Water Works Association: 2018 AWWA Utility Benchmarking)

Technical service complaints/1,000 accounts = Total number of technical service complaints \times \frac{1,000}{\text{Number of water accounts}}

TARGET: 2.6 (AWWA median)
WASTEWATER/RECLAIMED PRODUCTION

REPORTING PERIOD: SEPTEMBER 2020
TOM WEST

DEFINITION: The difference between the total volume of reclaimed water treated at the Water Reclamation Facility and the total volume of reuse water consumption billed to customers in the reporting period. The percentage of reclaimed water billed is affected by weather conditions. To avoid discharge into the river the utility uses various storage ponds and irrigates UCNSB properties; during drought conditions reclaimed water is restricted.

TARGET: 90%
CUSTOMER SERVICE

**CUSTOMER SERVICE**

*February 2020 - Cisco phone upgrade took place 2/24/2020 which deleted all phone reporting data prior to update. Data is not recoverable. Estimated February using available data.*

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/20 through 05/01/20*

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.*

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.*

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.*

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.*

---

**UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH**

**AVERAGE CALL DURATION (MINUTES)**

**DEFINITION:** Call duration is the amount of time Customer Service Representatives speak with customers on the phone. (Refer to The International Finance Corporation's Global Best Practices.)

**TARGET:** < 4 minutes

*February 2020 - Cisco phone upgrade took place 2/24/2020 which deleted all phone reporting data prior to update. Data is not recoverable. Estimated February using available data.*

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/20 through 05/01/20*

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.*

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.*

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.*

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.*
CUSTOMER SERVICE

ANNUAL NUMBER OF CALLS PER CUSTOMER

DEFINITION: Annual number of calls per customer, not including electronic and walk-in contact.

*February 2020 - Cisco phone upgrade took place 2/24/2020 which deleted all phone reporting data prior to update. Data is not recoverable. Estimated February using available data.

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/20 through 05/01/20.

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.
CUSTOMER CONTACT

DEFINITION: The percentage of total utility customer contact for the reporting period by various contact options.

*February 2020 - Cisco phone upgrade took place 2/24/2020 which deleted all phone reporting data prior to update. Data is not recoverable. Estimated February using available data.

*March 2020 - Fully staffed; due to COVID-19 lobby closed 03/19/2020 and disconnections for non-payment suspended 03/17/20 through 05/01/20

*April 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 06/01/2020.

*May 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*June 2020 - Fully staffed; due to COVID-19 lobby closed and disconnections for non-payment suspended through 07/01/2020.

*July 2020 - Resumed disconnections for non-pay which resulted in an increased workload, also had employees scheduled off during each week of the month.
BILLING & COLLECTIONS

UTILITIES COMMISSION,
CITY OF NEW SMYRNA BEACH

REPORTING PERIOD: SEPTEMBER 2020
DANIELLE WOOD

PERCENT OF DELINQUENT ACCOUNTS

PERCENT OF DISCONNECT FOR NON-PAYMENT

DEFINITION:

The top graph shows the percentage of customer accounts charged a late fee, not paid within allotted 21 day period.
The second graph shows the percentage of customer accounts disconnected for non-payment after all collection attempts.

*April 2020 - Due to COVID-19 lobby closed and disconnections for non-payment suspended through 6/1/2020.
*May 2020 - Due to COVID-19 lobby closed and disconnections for non-payment suspended through 7/1/2020.
*June 2020 - Due to COVID-19 lobby closed and disconnections for non-payment suspended through 7/1/2020.
*July 2020 - We contacted every customer on our disconnection lists, generated by billing cycle, trying to prompt payment, a payment arrangement, or direct them to social services for assistance. Some customers were ultimately disconnected. July had a higher than normal disconnection rate due to suspending disconnections in previous months because of COVID-19.
**BILLING & COLLECTIONS**

**DEFINITION:**
Payment method utilized by customers during current reporting period in FY2019 vs. FY2020.

*April 2020 - Drive-Thru closed 04/03/20 payments shown as "Drive-Thru" were left in night deposit box. Lobby was closed entire month, zero "Walk-in" payments.

*May 2020 - Lobby was closed entire month, zero "Walk-in" payments.

*June 2020 - Lobby was closed entire month, zero "Walk-in" payments.

*July 2020 - Lobby was closed entire month, zero "Walk-in" payments.

*August 2020 - Lobby was closed entire month, zero "Walk-in" payments.

*September 2020 - Lobby was closed entire month, zero "Walk-in" payments.
DEFINITION: This is the number of utility Service Orders processed by the Meter Technicians. It includes all customer requested orders, Read Outs, Cut Ins, Temporary to Permanents, and Cut Outs; excludes disconnect for non-payment.
METER READING

The number of meter installations completed for the reporting period by service type, and reason, either replacement of existing meter or a new installation.

DEFINITION: The number of meter installations completed for the reporting period by service type, and reason, either replacement of existing meter or a new installation.

UTILITIES COMMISSION,
CITY OF NEW SMYRNA BEACH

METER INSTALLATION

REPORTING PERIOD: SEPTEMBER 2020
DANIELLE WOOD
### PURCHASE ORDERS ISSUED IN EXCESS OF $50,000 FOR REPORTING PERIOD

<table>
<thead>
<tr>
<th>DEPARTMENT</th>
<th>P.O. NO.</th>
<th>VENDOR</th>
<th>ITEM/SERVICE</th>
<th>DOLLAR VALUE</th>
<th>COMMISSION APPROVAL DATE</th>
<th>AGENDA ITEM</th>
</tr>
</thead>
<tbody>
<tr>
<td>ENG</td>
<td>16757</td>
<td>Hazen Construction</td>
<td>Reclaim Main Relocation</td>
<td>$348,500.00</td>
<td>8/24/2020</td>
<td>3-c</td>
</tr>
<tr>
<td>WWW</td>
<td>16877</td>
<td>KAG</td>
<td>Lime Disposal Blanket</td>
<td>$140,743.08</td>
<td>8/26/2019</td>
<td>3-i</td>
</tr>
</tbody>
</table>

**DEFINITION:** Per UC Resolution 2019-04, approved at the September 23, 2019 Utilities Commission meeting: Sealed bids and or requests for proposal and Commission approval are required for purchases exceeding $75,000.
**UTILITIES COMMISSION, CITY OF NEW SMYRNA BEACH**

**HUMAN RESOURCES**

**ABSENCE RATE**

DEFINITION: Tracks the percentage of workers who are absent for unscheduled/unexcused reasons during a given period of time. Reference Society for Human Resources Management (www.shrm.org).

\[
\text{DEFINITION: } \frac{\text{(number of hours of unexcused absences x 100)}}{\text{total hours scheduled to work in the period}}
\]

The Department of Labor reports the industry average absence rate in 2018 was 2.4% for utilities and 3.2% for local governments (https://www.bls.gov/cps/cpsaat47.htm).

**TARGET:** < 2%

**BENCHMARK:** < 2.4%

**REPORTING PERIOD:** SEPTEMBER 2020

**BRITNEY PITCHER**
Retention of Talent indicates job stability of the company. An index of high staff turnover implies high costs for the employer. The rate of retention is calculated by comparing the number of employees who joined the company in a specified period vs. those who stayed during the same period. (Refer to Society for Human Resources Management (www.shrm.org) Talent Acquisition Benchmarking Report 2017.)

\[
\frac{\text{# of individual employees who remained employed for the entire measurement period}}{\text{# of employees at the start of the measurement period}} \times 100.
\]

*December 2019 - one retirement on 12/31/2019
*January 2020 - one death (not related to employment)
*February 2020 - two voluntary resignations
*April 2020 - two retirements (Lineman; S/R Supervisor), one voluntary resignation (Lineman)
*May 2020 - one voluntary resignation (Lineman)
*June 2020 - one termination (Manager, HR); two retirements (Director, WR; Supervisor, Plant Maint)
*August 2020 - one retirement (Lead Operator, WRF)
*September 2020 - one retirement (Operator, WTP)
DEFINITION: Customer to Employee Ratio shows how many Commission customers we have per 1 Commission FTE
A Phish Alert button was added to the ribbon in Outlook to provide UC email users with a quick, efficient method of reporting suspicious emails to IT.

**DEFINITION:** The number of reported suspicious emails or suspicious cybersecurity activity by employees. Used to quantify the effectiveness of a Cybersecurity Awareness Training. Standards and legislations that require Security Awareness Program in place: PCI DSS; Sarbanes-Oxley (SOX); NERC CIP; Health Insurance Portability & Accountability Act (HIPAA); ISO/IEC 27001 & 27002; CobiT
Reporting commenced January 2019.