MINUTES OF A REGULAR MEETING OF THE FORT PIERCE UTILITIES AUTHORITY, TUESDAY, SEPTEMBER 15, 2020, 4:00 P.M., CITY COMMISSION CHAMBERS.

Members Present: Chairman Glynda Cavalcanti; Vice Chairman Charlie Frank Matthews; Secretary Darryl Thomas-Bey; Deputy Secretary Frank H. Fee, IV; Mayor Linda Hudson; and Rupert N. Koblegard III, FPUA Attorney.

Others present: John K. Tompeck, Director of Utilities; Barbara A. Mika, Director of Financial Services; Bo Hutchinson, Director of Water/Wastewater System; Paul A. Jakubczak, Director of Electric & Gas Systems; and Javier Cisneros, Director of Utility Support Services; and Joshua P. Gang, Director of Regulatory Affairs.

The meeting was called to order by Chairman Cavalcanti.

Opening Prayer was by Christelle Myrick of Water Distribution.

The Pledge of Allegiance was recited.

The roll was called and a quorum declared.

A motion was made by Mayor Hudson, seconded by Mr. Matthews, and unanimously carried to approve the set agenda.

A motion was made by Mr. Bey, seconded by Mr. Matthews, and unanimously carried to approve the Minutes of the Regular Meeting of September 1, 2020.

A motion was made by Mayor Hudson, seconded by Mr. Mathews, and unanimously carried to approve the Consent Agenda.

1. ITB 20-53: Approve the purchase of switchgear from Stuart C Irby Company, of Jackson, MS in an amount not to exceed $127,720.50.

2. POA 21-01: Approve the single source purchase of two (2) 15 kV breakers from ABB DE Inc., of Cary, North Carolina, in an amount not to exceed $52,815.46.

3. POA 20-47: Approve the purchase of 1000 MCM 15kV underground electric cable for inventory, in an amount not to exceed $200,000 annually, from Stuart C. Irby Company, of Jackson, Mississippi, through the Florida Municipal Power Agency Joint Purchasing Project, from September 15, 2020 to January 31, 2020, with an option to extend the award for two, one-year periods, through January 31, 2022.

4. POA 5368: Approve Amendment No. 2 to the Contract with Cogsdale Corporation, of Ontario Canada, to add the purchase of a Dynatouch Wall Mounted Drive Up kiosk and associated implementation services to the Scope of Work, in the not to exceed amount of $57,746. The initial term of the services shall be for three years following the installation, with unlimited annual renewals, contingent on receiving required Certificate(s) of Insurance.

5. RFP 20-16A: Accept the Proposal and approve the Contract for the replacement of the HVAC Building Management System at the Energy Services Center from Thermal Concepts Inc., of Davie and Stuart Florida, in an amount not to exceed $135,874.00, and approve the budget transfer of $61,000 in FY 2021. This Contract will commence upon written Notice to Proceed and end upon final completion and acceptance by FPUA, contingent on receipt of the required certificate(s) of insurance.

6. RFQu No. 20-10: Approve the contracts for Continuing Professional Engineering and Design-Build Services related to Electric and Gas Systems, effective July 1, 2020 through June 30, 2025, with unlimited five-year renewal options, contingent upon receipt of required Certificate(s) of Insurance, with the following firms: Magnolia River Services, Inc. of Hartselle, Alabama and SubGrid Solutions, LLC of Glen Ellyn, Illinois.

Mr. Tompeck said we have Jennifer Tooms and Val Sirmons here and they will introduce themselves, give you the name of the department they work in, and Florinda will read the letter of appreciation.

Jennifer Tooms said she works in the Call Center in Customer Service and Val Sirmons said she is the Call Center Team Lead in Customer Service.

Ms. Cavalcanti thanked them both for their service.

Mrs. Mazzarella said an email was received from Danielle McGowan thanking Jennifer Tooms and Val Sirmons of Customer Service for working diligently to start service in her first home so she could enjoy the day she moved in. Ms. McGowan said they went above and beyond for her.

The Board thanked them both.

Mr. Tompeck said the first item this afternoon is a COVID-19 update by Javy Cisneros.

Javy Cisneros, Director of Utility Support Services, said he will provide a COVID-19 update for September 15, 2020. He said before he gets started, he said Happy Birthday to Madam Chair and that his present to her today is he has taken his previous presentation of ten slides and reduced

it down to five. The protocols remain in place and we have talked about some of these items, but he is going to try to give a quick overview. COVID-19 protocols remain in place and we continue to require mask as mandatory and social distancing at all means possible. We have employees working from home and at the last Board Meeting he mentioned about 50% of our employees were working from home and that was true at the beginning of August. As of August 30th, we have about 20% of the our employees working from home. Most of those employees are for departments that report to him so as soon as we open the lobby, a lot of the employees will come back into the office. FPUA has sponsorships for COVID-19 assistance and you have seen this before, $200,000 from Mustard Seed and ALPI. We continue to waive penalty and late fees and to date, as of yesterday (Monday), we have $421,000 in waived late and penalty fees. Mr. Cisneros said he thinks that is a big relief for our customers. We currently have 604 customers that are on the disconnect list and that means they have not received an automatic payment plan letter yet, but they will. We hope to have them completed by the end of the week. We have 1,835 residential customers who are on a payment plan. Either they went on the payment plan or we placed them on a payment plan and that is about $1.1 million that will be financed over the next 12 months at zero percent interest. At the last Board Meeting we had 62 commercial customers and today we have 85 commercial customers just under $98,000 that will be financed over the next six months. Today, we sent out 1,447 letters for the automatic payment plan. In total, by the time this is all said and done with automatic payment plans, we will have around 2,600 customers on the automatic payment plan for about $1.45 million that will be financed at zero percent interest over the next six to twelve months, depending if they are commercial or residential customers.

Mr. Cisneros said we continue to stay very active on websites, social media, and TCPalm. He said at the last Board Meeting he mentioned we were on six radio stations, but we were not able to work out some of the details with two radio stations, so we are actually on four local Fort Pierce radio stations. The other two radio stations broadcast out to different areas. At the last Board Meeting, he is not exactly sure who mentioned it, but he would like to provide clarity for the payment plan and how that works for our customers, and what it means for them. A customer will receive a bill in September that will be for the August consumption plus their payment plan. There payment plan will be any balance prior to their August consumption, it could be for two, three, or six months, all the way back to March and divided by 12 for residential customer or six for commercial customers. That payment plan will be sent out through a payment plan letter that explains to them their September bill, the amount due, and the payment plan amount that is due over the next 12 months. It gives them a total amount due in September. The letter gives them 21 days' notice and that was at the direction of the Board. If they do not pay Septembers' by 21 days after that, that is the first 30-day notice. They do not get disconnected at the 30-day notice, they get disconnected at the 60-day notice. They will get another bill in October for their September consumption. An the example displayed shows if the customer receives a letter on August 28th for a special payment letter, in 21 days, that gets them to September 19 which is when they would have to pay. If they don't pay, they don't get disconnected at that point, they will get another bill and it will be 30 days after the September 19th date. October 19th would be

the best probability of the first customer being disconnected and that is the 60-day mark, which is directly related to our Board Resolution 2009-013, Section II – J.3. Mr. Cisneros said as mentioned earlier, we do expect to have our last payment plan letters sent out by September 18th, which is Friday. Those customers would be most likely in the November timeframe before they're eligible for disconnects so they get a little bit of extra time. The payment plan letters have been very successful, the call center has been very active. We had two representatives from the call center here today. Part of the reason it's been very active is because the Customer Service lobby is closed and because of the payment plan letters. Typically from 8 to 9 a.m. the reps are addressing any administrative tasks from the previous day, so they will do that at an earlier time from 7 o'clock to 8 o'clock and start taking calls at 8 a.m. We will start giving them an extra hour to tackle phone calls. Part of the reason we are doing that is because we have had a high volume of calls and we are looking to tackle that, it has been pretty active in the Call Center. Mr. Cisneros asked if there are any questions on the payment plan because he knows there was some discussion about it at the last Board meeting.

Mr. Matthews asked if the 604 customers when they get their letter if they will get the benefit of the doubt of the 21 days.

Mr. Cisneros said they will. He said the letter will be the same for every customer, they will get 21 days' notice, approximately 21 days of notice, it depends on the mail.

Mr. Matthews asked if the drive-in window has been busy.

Mr. Cisneros said it has been.

Mr. Matthews asked if he has changed any hours of adjustment.

Mr. Cisneros said we are opening it at 7:30.

Mayor Hudson said she wants to be clear and said you get your normal bill and then you get your payment plan amount on that bill too.

Mr. Cisneros said you get the letter first telling you your September bill will be coming in and these are the details. He said the letter goes first, you get your bill, and then it is due. It gives you the due date.

Mayor Hudson asked if it has a regular monthly amount for August.

Mr. Cisneros said it is a September bill for August consumption.

Mayor Hudson said that is a full bill and then you add on top of that a payment plan amount.

Mr. Cisneros said that is absolutely right. He said a little bit about COVID financial relief and it is important to mention this because we still have quite a bit of funding available. As mentioned earlier we have $200,000 in which we dedicated $100,00 to Mustard Seed and have issued 140 vouchers for payment for just over $45,000. Both programs Mustard Seed and ALPI have a one-time assistance of up to $400 for any FPUA customer. ALPI, we haven't increase that amount, we stayed at $50,000 and have had 42 vouchers issued for payment for just over $13,000. The phone number to call for Mustard Seed is 722-465-6021 and it is important to call for an appointment. The phone number for ALPI is 844-356-8138. The Cares Act is also available to our customers in St. Lucie County, any customer in St. Lucie County. To date, we have information back from the County folks and they have 166 FPUA customers that have been issued financial assistance, which is great to hear. They provide a one-time assistance of up to $4,000 for anything related to your mortgage, utilities, car payment, and there is quite a bit available for any resident in St. Lucie County. The website is there for anybody to go to the website or you can call, they will help you over the phone to fill out the application.

Mr. Matthews said yesterday he got two calls on the same subject that you just finished on the Cares Act. He said that person does not have a computer and asked what adjustments do they make for them.

Mr. Cisneros said those individuals can call the 462-1705 number and they will walk-through the application process with them.

Mr. Matthews asked if we have any hours set for them to call.

Mr. Cisneros said for the Cares Act he is not familiar with the hours that is managed and administered by St. Lucie County. He said we do not get any funding from them. The funding that is available for the customer or resident goes directly to the resident. It does not come to FPUA, it is the resident's responsibility to go pay their mortgage, their car, or utility bills. We don't get any funding, it goes directly to the individual.

The Board thanked Javy and said he did a good job.

Mr. Tompeck said the next item is an information item on the new FPUA.com website and Jann Widmayer and Tom Fryar will make the presentation.

Jann Widmayer, Community Relations Manager and Tom Fryar, IT Services Manager presented the FPUA.com website pre-launch. Mrs. Widmayer wished Ms. Cavalcanti happy birthday. She said before we begin, she wanted to recognize and thank all the departments and staff that have contributed to creating this site, but a special thank you to Tina O'Connell, IT System Program Analyst 1. We could not have done it without her and thank you Tom for being here with her today to be her navigator and then he has a presentation on another new feature of the site, the

Silverblaze Customer Portal. We began this project with the goal of enhancing our customer experience and have accomplished this in many ways, but first you will notice the fresh, new design representing Fort Pierce. This new site is also responsive, resizing to whatever electronic device you choose to view it on. You notice that Tom is highlighting the areas of the site she is talking about with a very large cursor. That feature is part of the ADA accessibility widget found at the bottom of the page and having a web page ADA compliant is a major necessity. This particular tool has many different features like enlarging text on the page, reading text on the page to you, changing the contrast, or spacing out the text for easier reading. Mrs. Widmayer said she will start our review of the home page, at the top, you will see the quick access bar, allowing customers to quickly choose from a few of the most often used areas of the site such as Bill Payment/Manage My Account/Outage Map, and how to report an outage, those things you may need to access very quickly. Next we see the menu items and when you hover over the residential menu item, it opens a list of options for our residential customers. Of course, if you hover over the business menu item, the choices would be customized to our commercial customers. Inside FPUA focuses on other areas such as leadership, board information and meetings, financial documents, regulatory information, community outreach, and many things. We have tried to make everything accessible with one or two clicks, if a customer still cannot find what they want, we've included a powerful search tool shown on the right with the magnifying glass. If you want to ask a question, we have the little robot down at the bottom and that is our virtual assistant. First it will ask your name and then you can type in a question, and it will come up with a list of answers. If it cannot find an answer to your question, it will give you other contact information. The quick access menu, home page menus, search tool, and virtual assistant, as well as the ADA compliant tools, are accessible from any page on the site.

Mrs. Widmayer said also you will notice the three little buttons on the right side of the page and those are direct access links to the FPUA Facebook page, FPUA YouTube channel, or open an email to send directly to Customer Service. She said we have tried to make it as user friendly as possible. Let's click on the electric section, you will see a bit of information about every department within the electric utility. There is quite a bit of helpful information on that page too like the service area map, reliability documents, public safety documents and lots of different information. If you scroll down the page just a little bit, you will see advanced metering information, the solar project information, net metering, everything developer responsibilities, light rental program, every utility page, and then in other pages is a direct access to our business development. So, if you scroll down to the bottom of the electric page, we also have very informative videos, a lot of people want to know how we restore power or after restoring safety, we are linked to little white board videos. Now back to the homepage, also available you will see storm central and that takes you to our storm center page. We have a link to our outage map, which gives you a lot of hurricane readiness tools, a lot of local and national websites that will give you helpful information, relief organization information, and the City of Fort Pierce storm alerts and updates. They have a lot of access information at their fingertips. Videos are also included on this page or the links to the videos.

Mrs. Widmayer said next on the homepage you will see the news articles. She said we wanted the reported news stories and customer information available at a glance. It has about seven or eight stories that it scrolls through and we will put the most current information up there. You will also see a link to utility tidbits and that includes videos we currently have available on our YouTube channel. One of our goals is to continue to develop and film short informational and educational videos related to each utility, just helpful facts that we can give our customers. Continuing down the homepage, for those who like to scroll, we also have a residential menu that includes the most frequently used areas of the site. In continuing down a little further, there is business account information and we have also included a local events calendar and a video about public utilities at the very bottom they can access very quickly. We hope this demonstrates how user-friendly we have tried to make this new site and we have a little bit left to go, but this is an information only presentation and before Tom demonstrates the Silver Blaze customer portal, if you have any questions, she will try to address them.

Mr. Bey said this is beautiful, great job.

Mrs. Widmayer said for everybody.

Mr. Bey said for the team. He said he often thinks about something that when he first came on board and going to conferences, they used to always tell us how important it was for a utility to blow its own horn and to talk about the good stuff that they are doing and all the awards they win. We seem to be a recipient of a lot of good stuff. As a suggestion, do you think it might be appropriate to have a page or a portion of this where we can talk about the good stuff we do like our weatherization program, the awards we win and that sort of thing.

Mrs. Widmayer said if you look in the residential section she said we have links to everything like the weatherization program and all those different items. She said usually, when we get an award we have photos and sometimes we put out a press release. Those will be available on the press release page but will also go on the front as a news story. They do timeout eventually because other information takes its place, but we could develop a page that is awards and recognition.

Mr. Bey said he would like to see something like that and does not know how the rest of the Board feels about that, but it could be a good tool for us to toot our horn.

Mrs. Widmayer said yes because we do have a lot of awards. She said the electric department has some special significance and she thinks that would be a good idea.

Mr. Matthews said he was not going to make any comments other than to say this was a nice job for technology. He is concerned that a few things could be added. Number one he looks at the fact the Board could have profile information about the Board.

Mrs. Widmayer said they do and said we did not click on every page because if we went through all 307 pages, it would take a while.

Mr. Matthews asked if the Department Heads could be recognized.

Mrs. Widmayer said absolutely and displayed the FPUA Board Members and if you go back and hover over the leadership page it lists FPUA leadership and if you scroll down further it has our Board Members listed.

Mr. Matthews said he would like to be added to some of what Mr. Bey said about those employees who we recognize today, maybe we could highlight those kind of things.

Mrs. Widmayer said absolutely, we will include those.

Mr. Matthews said thank you as long as you've got it.

Mayor Hudson asked when this was going to go live.

Mrs. Widmayer said in September so we are working out a few details and have a few details with the Silver Blaze portal as well. She said as soon as we get our ducks in a row with that, we will be going live.

Mayor Hudson asked what Silver Blaze is.

Mrs. Widmayer said it is the Silver Blaze portal and Tom is going to present that next. She said it is just a payment portal, the customer portal for a lot of different information, but new and enhanced. I don't know if you ever went on to the Invoice Cloud portal prior on the current website.

Mayor Hudson said no not yet.

Mrs. Widmayer said she goes online all the time, but it has got a lot more features and information and she does not want to spoil the presentation.

Mr. Fryar said you can drive if you want to.

Ms. Cavalcanti said she has a question real quick and asked how easy is it for the resident to open an account on line, she sees you have start, transfer an account and all that. She said just because she had a complaint from someone a week ago, she wants to make sure this is going to be fairly easy for people.

Mrs. Widmayer said on the residential page there is a place where they can fill in their information online. She believes they will still be contacted because they need specific documentation and things. They can fill that out and send it right in and it comes through as an email.

Mayor Hudson asked if that is the easy pay.

Ms. Cavalcanti said you can start, stop, or start transfer service request.

Mrs. Widmayer said start, stop transfer service. She said you can see the service request where it says stop and we can changed the name of that because they can submit it for either, but we do need specific information when they start an account.

Ms. Cavalcanti said it says stop residential service.

Mrs. Widmayer said it does say stop and we can change it.

Ms. Cavalcanti said residential request would be okay.

Mrs. Widmayer said under the contact us that we showed you before it does have a place you can send in an email and click on the email button. She said it comes into Customer Service directly.

Mr. Fryar said he will let her drive since she wants to drive. He said during this time developing the new website we decided to also develop a new web portal to go along with the enhancements that are going to occur currently and in the future. One of the things you will see here is the login page of the new portal. We will call it Silver Blaze because that is the technology behind this, but it is technically the customer portal. They can login and do a sign up if they had never signed up for it or if it is a person that just needs to pay quickly in cash, at the bottom it will tell them where they can go to pay the cash, if we had a lobby open it would be the lobby. Of course the drive through and we also have a kiosk out front that is available. You can go to a pay-near-me, CVS, 7-11, or Family Dollar and these are located all throughout America. They can go to Canada and pay these. Up here we can login and he will login in as Jann and a lot of this information is a little old because we do not want the up-to-date information to display here. It takes a few seconds to login to verify who he is and the first thing you will notice as we get a dashboard, is it will tell you what account we are looking at, if you have multiple accounts you could click on it, at that point again you will get a welcome message. This is where we would have alerts because in the future when we have the AMI out there to everybody, we also have the outage notifications and will be putting those out there, anything that has to do with AMI will go out there also. Down on the bottom we have account details telling us about this particular account, my bill shows how much is owed at this present point. You can take a look at the bill itself and there is the current bill just like if you had a paper bill. You can turn around and print

this out or save it and do whatever you want with it. To pay the bill which will take you to another section, to the right of it is the most recent usage. It will compare the current months with the previous months. If we wish to jump to the water we can jump to the water which shows there is a gallon difference between the two months. Right below it is why was your consumption less? It will adapt if it was more and will give you an idea as to why it was more or less and in this case it is saying compared to the temperature of 81.7 on average versus the 82.3 on average. There's also conservative tips that will take them to different pages to say here is how you can conserve on water or electricity. If we scroll down further my consumption, you can look at my consumption for the last six months comparatively for electrical or for water. Under the right hand here, my recent account activities shows the bills and payments so they can see you received my payment last month. At the bottom we have these carousel type of advertisements and some of it will talk about how to conserve electricity, water, and other offers that we have such as gas and FPUAnet or internet. At the very bottom of every page, we encourage people to send us a comment about the page if there are improvements they wish to see or additional information they would like to have. They can also rate the page itself. It's a good idea of how it is doing and what improvements our customers want to see.

Mr. Fryar said under bill payments, it will show the last 24 bills and amounts and if there is one they wish to pull up they can pull that bill up. He said it can be printed in case you need to show proof you were using electricity or power or what have you. On the right-hand side you will see manage the bill, which you can click on to pay and it will take you into the payment section and then process the payment. You can sign up for auto pay or go paperless. Under the transactions, similar information on the dashboard, shows the different transactions that we have. This will show you in this case your electricity usage and you can scroll down a little and it basically goes back as far as it can depending on the size of the screen. As you can see there's a line showing the temperature that was at that day or averaged for that month. Switch this to water here and same thing with the water. Notice on this, you have flags appear like celebration, she had a baby shower in that month and over here she had a pool party and you can explain why the water usage was high. These are notes you can add on your own and control if you want to keep track of it, which is helpful for the customer to understand why the bill was higher one month and lower the next month. This could be utilized if you were to buy power saving appliances and change out your light bulbs for LEDs, they can keep track of that and see how it affects their overall in comparison. They can compare month-to-month or they can compare year-to-year and it also has the temperature. These screens have at the bottom of charts, you can turn off the temperatures or turn off the humidity of that year, can turn on other different information such as the rain and so on. It gives an idea of what could possibly cause the temperature or the use of the water or electricity to occur at that point.

Mr. Fryar said under the profile, this is where the user can put their information basically email and they can consent on the mailing. He said they can set up their security questions and answers or change the password. If a customer has more than one account or wants to add additional or different accounts, they can go into it here. There is a nickname in here where they can use the

nickname if they have a lot of accounts, they can give each one a nickname and it will show the nickname not just simply the account number and address, but the nickname. This is good for when groups have hundreds of accounts that are out there. Notifications, they can get different notifications FPUA may send out conservation alerts, newsletters and also important things like alerts that we are detecting a leak and please analyze it. Delinquent alerts, general alerts, and in the future we will have the AMI that will provide additional information they can get on an average and they can sit there and adjust it to their usage and they can get alerts when they use more power than the previous month, as well as water. Guest access is a nice feature, which allows the person that has the account to invite other people to look at their account. This is good for a landlord situation or a parent-child situation where they can provide information that they can say you can see your usage. Each one of these are very selective and they can allow them to see exactly what they want to see. They cannot come in here and add other users, they can only see what they have selected. They send the invite and can determine if the person has been invited or if they accepted it or I can resend it again. Overall this whole dashboard is where most people will land, it provides live information quickly, which is what we are trying to strive for going with the theme of less keypresses. If there are questions, Mr. Fryar said he would be glad to answer them.

Mr. Matthews said to bear with me a minute because there are a couple of things he is trying to understand as a Board Member. He said in reference to the automatic payment, does that automatic payment include your credit card as well as your bank account.

Mr. Fryar said the automatic payment works with the credit card on file with Invoice Cloud or through their service debit or credit cards on file.

Mr. Matthews said in order for that to be taken from their bank account they have to fill out something extra.

Mr. Fryar said that is correct.

Mr. Matthews said on the alert, will it be able to put in hurricane alerts or some other disasters in the area.

Mr. Fryar said at this point, we can do a basically general alert and as we adapt and grow it out that is something we can look into.

Mr. Matthews said the safety side of the account, we have a lot of access in this area. He asked if someone could access from one account to a second account.

Mr. Fryar said when they set up the account in here, one of the things they have to know is the account and meter number on the account.

Mr. Matthews asked if any John Doe can nose in on somebody else's account. He said the bank safe guards that.

Mr. Fryar said as far as the credit card they cannot get into that. He said even once it is stored on Invoice Cloud it does not display the information again.

Mr. Matthews asked what if someone leaves home for three or four months, his neighbor does that, would they be able to put their account on vacation or stay.

Mr. Fryar said he is not sure if he is understanding the question completely here.

Mr. Matthews said they know they are not going to be in that particular house for six months or half a year, have we developed criteria that they can put their own electrical water on vacation stay?

Mr. Fryar said when they wish to go on vacation, they are not using electric and water they can still see if there is a water leak that may be occurring. He said as far as someone else getting into the account, they have to have certain information to get into the account. We are trying to protect the account as much as possible. If someone that comes from Canada down here and goes up north during the winter part of it, at that point, they can monitor and say yes my refrigerator or freezer is working and I have power. This account is just strictly for the usage and once we have the AMI, then they will see the previous day usage.

Mayor Hudson said it is very sophisticated.

Mr. Tompeck said the next item is a budget transfer and contract for rehabilitation of the IWRF diffuser outfall structure and John Biggs will make the presentation.

John Biggs, Environmental Engineer in Water/Wastewater Engineering, presented the IWRF Outfall Structure Rehabilitation. He said the objection of this presentation is two parts, the first is to obtain approval for a budget transfer of $218,200 and also to accept the proposal and approve the contract for the rehabilitation of the IWRF and diffuser structure with UESI. The outfall structure is 36" in diameter and 440' long and extends into the Indian River Lagoon. The latest video inspection revealed a section of approximately 100' is severely exposed. The extent of the exposure, coupled with the rapid rate of erosion of the protective mat coverage, underscores the urgent need to address the issue. The diffuser pipe in its current state is at a high risk of failure and failure of the outfall structure will put the Wastewater Treatment Plant out of compliance with its existing DEP Operating Permit so this is a critical issue. Rehabilitation of the pipe includes barging, underwater diving, installation of articulating concrete block mats, limestone, and rip-raps. The estimated cost is $339,172. The estimated duration of work is expected to last 60 days and will commence upon written Notice to Proceed and end with final

completion of the work and acceptance by FPUA. In closing, the recommendation is for approval of the Budget Transfer in the amount of $218,200 from Subaqueous Mains Stabilization project 839 and also to accept proposal and approve the contract for the rehabilitation of the Island Water Reclamation Facility (IWRF) Diffuser Outfall Structure with Underwater Engineering Services, Inc. (UESI), of Fort Pierce, Florida, in an amount not to exceed $339,172.

Ms. Cavalcanti said it sounds very critical.

A motion was made by Mayor Hudson, seconded by Mr. Bey, and unanimously carried to approve RFP 20-34: a) Budget Transfer Request in the amount of $218,200, and b) accept Proposal and approve Contract for the Rehabilitation of the Island Water Reclamation Facility Diffuser Outfall Structure with Underwater Engineering Services, Inc., of Fort Pierce, Florida, in an amount not to exceed $339,172. This Contract will commence upon Notice to Proceed and end upon final completion of the work and acceptance by FPUA.

Mr. Tompeck said the next item requests approval for improvements associated with the Longwood generator and electric system and Keith Stephens will make the presentation.

Keith Stephens, Water Resources Superintendent, presented the Specific Authorization GT-20-07 for Globaltech. He said he is here today to ask for approval of Specific Authorization GT-20-07 with Globaltech of Boca Raton, Florida for services related to the Longwood generator and electrical improvements in an amount not to exceed $639,766.63. This Specific Authorization shall commence upon written notice to proceed and end upon final completion and written acceptance by FPUA. Back in the late 70's the city was growing and we needed more water so we needed to look for a new wellfield and they found it in what we call the Longwood recreation area, which is between 25th and 13th and Virginia, all the way back to the hospital. So they found the area and decided to drill 12 wells in that area, surficial wells to help increase the capacity of the well water for the Water Treatment Plant. That was 40 years ago in 1980 and the equipment has gotten older and we do not meet current hurricane standards. One of the biggest things is we have an underground diesel storage tank that was put in 1980 and things have changed since then, we do not put tanks underground anymore. Now we have the opportunity to replace the generator because it is 40 years old, it provides emergency power for those wells. What's so great about it is we have used it several times over the last several years. It kept the water flowing, the source water flowing to the plant so we could keep the water plant running the whole time. We will be able to go to a natural gas generator which will be supplied by FPUA. We have some hurricane codes that have changed and we will put a new door on there, but we have a motor control center. It's in the one building at the corner of 23rd and Quincey. You may have seen the little building there and not known what it was, but it has our sign on it. It provides power to a remote MCC on the south side by the stadium. There's an area right there and we are going to replace that one, too. It was in bad shape a couple of years ago, but we were able to mitigate some of the rust.

Mayor Hudson said a 40-year-old generator was still working recently.

Mr. Stephens said we run it every week.

Mayor Hudson said so you test it.

A motion was made by Mr. Matthews, seconded by Mr. Bey, and unanimously carried to approve RFQu 14-53: Specific Authorization No. GT 20-07 with Globaltech, Inc., of Boca Raton, Florida, for services related to the Lawnwood Generator and Electrical Improvements in an amount not to exceed $639,766.63. This Specific Authorization shall commence upon written Notice to Proceed and end upon final completion and written acceptance by FPUA.

Mr. Tompeck said the next item is the bill comparison for the month of July 2020 and Barbara Mika will make the presentation.

Barbara Mika, Director of Financial Services, presented the bill comparisons for the Month of July 2020. She said she will be presenting the monthly update on the comparisons of the municipal electric rates in the State of Florida, and of the local Treasure Coast utility bills for July 2020. This first graph shows the comparison of residential electric rates for 1,000 kWh of consumption for the month of July for the 13 municipal utilities, which are members of the "All-Requirements Project". They are displayed and ranked based upon their base bill amount and in the graph displayed we can see where FPUA ranks among the 13 ARP participants. FPUA July rates at $103.84, depicted with the yellow bar, ranks FPUA with the 3rd lowest rate of this group. The data for all of the graphs presented today are compiled and published monthly by the Florida Municipal Electric Association. The next graph displays the July comparison for the Florida Residential Electric Rates for that same level of consumption and includes all of the municipal utilities in the state. FPUA's July bill for this level of consumption, ranks FPUA with the 8th lowest rate in comparison to all 31 municipal utilities in the State of Florida. This is an improvement over last month with all municipal rate changes considered during July. The blue bar represents the October approved adjustment to the PCA. For July, FPUA is in the top 25% lowest rate for 1,000 kWh. In July, while FPUA maintained our rates for another month, 15 of the 31 municipal utilities implemented rate changes for their customers. The overall impact of these rate adjustments on the ARP and municipal average were increases of $2.20 for the ARP and $2.04 for the municipal average. Six of the municipal utilities experienced rate increases ranging from $8.00 to $16.00 per 1,000 kWh.

Mrs. Mika said the next graph presents a similar comparison of municipal utility bills within the State of Florida for the consumption of 2,500 kWh. She said in this comparison, FPUA's July bill standing at $262.30, was impacted by other municipalities' rate reductions with a favorable shift to the left, since June, to the 10th lowest rate among this group. For all the years she has been

presenting this for 2,500 kWh, we have never been in the top ten, this is the first time. FPUA's rate for 2,500 kWh for the month of July falls below all three averages for 2,500 kWh of consumption. The table displayed is the July comparison of the average residential utility bills for the Treasure Coast. In this comparison, FPUA's utility bill for all three services provided inside city limits is shown in the first column in blue. All other bills in this table have electric services provided by FP&L and water and wastewater services by the locality's provider. The comparison includes the bills for the average consumption of electric, water, and wastewater services for residential customers residing in these service territories. These totals include all of the applicable taxes and fees and have been verified by staff to actual or historical bills. There have been no changes to any of the bills since the June comparison was presented. This item has been presented for information only and requires no action. However, if you have any questions Mrs. Mika said she would be happy to address them.

Ms. Cavalcanti said it is going in the right direction.

Mr. Tompeck said the next item is the financial operating results for July 2020 and Barbara will also make that presentation.

Mrs. Mika said she will present the July 2020 Financial Operating Results. She said after the adjustment for the Distribution to the City, FPUA's July year-to-date increase in net position was $3.8 million. The operating revenues are lower than the previous year-to-date figures by $3.2 million and the main reason for this decrease is in electric general service sales of $960,000 and the PCA billed accounted for about $1.4 million. The $1 million relates to the 2019 Guaranteed Revenue charges for water and wastewater that were recorded in exchanges for capacity reductions. Year-to-date operating expenses were down $1.2 million from the prior year, mainly due to the decrease cost of our purchased power in FY 2020. There were offsetting expenses in personnel services and employee benefits. Electric operating revenues, less power cost and consumption, we have electric operating revenue less the cost of purchased power has been fairly consistent in the three-year comparison. FY 2019 brought a 4% increase in the adjusted operating revenue which is consistent with a 5% increase in consumption over FY 2018. In the current year-to-date, consumption remains relatively flat, off just 2% when compared to the same period in FY 2019 with revenues down by 3%, which brings both revenue and consumption back in line with FY 2018 levels. Water operating revenues and consumption, water operating revenues continue to show a consistent upward trend. FY 2019 revenues increased over the same period in FY 2018 as a result of increased residential and general consumption of 6%. FY 2020 increases in operating revenue of 6% was accompanied by an increase in consumption of 4%. In FY 2020, continued increases in residential and general services consumed had an added boost in year-to-date bulk water sales of $888,000 over the previous year. Wastewater operating revenues and gallons billed, in FY 2018 and FY 2019 increased levels of wastewater operating revenue were due to those capacity reductions that we did not experience in FY 2020. In FY 2020

consumption increased by 2% with operating revenues down by 6%, residential and general services sales were flat bringing wastewater revenues back to a more expected level.

Mrs. Mika said natural gas operating revenues, less the cost and consumption, we have natural gas operating revenues less the cost of gas purchased and consumption show an upward trend in both revenues and consumption. While increases in the adjusted revenue and consumption are moving together, FY 2020 was flat as a result of level residential and general services sales including contract sales in comparison to 2019. We experienced a savings in the cost of purchased gas from 2019 of 9% or $359,000 savings in natural gas this year over last year. Operating income and debt service, our debt service coverage ratio is the ratio of the twelve month average of net available income to our current debt service. For the twelve months ending July 2020 our debt service ratio is 2.64 x, which means that for every dollar of debt we have $2.64 is available to pay that debt. Our bond covenants require we have a ratio of 1.25 x and we are well within a comfort zone for our debt service. This item is an information only item, however Mrs. Mika said she would be happy to address any questions you may have.

Mr. Tompeck said the next item request the approval of an amendment to the Unit Price Contract for Blue Goose Construction and James Carnes will make the presentation.

James Carnes, Supervising Engineer of Water/Wastewater Engineering, said on September 18, 2018, the FPUA Board approved a contract with Blue Goose Construction as FPUA's second Unit Price Contractor. This contract is due to expire on September 30, 2020 and they are presently working on one critical project that will extend beyond that expiration date. Therefore, Staff recommends approval of Amendment No. 2 to the Unit Price Contract for installation of Water/Wastewater Underground utilities with Blue Goose Construction, LLC of Fort Pierce, Florida, to extend the agreement term from September 30, 2020 to December 31, 2020 in the amount not to exceed $360,000.

A motion was made by Mr. Matthews, seconded by Mayor Hudson, and unanimously carried to approve Bid No. 16-01: Amendment No. 2 to the Unit Price Contract for Installation of Water/Wastewater Underground Utilities with Blue Goose Construction LLC, of Fort Pierce, Florida, to extend the agreement term from September 30, 2020 to December 31, 2020 in an amount not to exceed $360,000, contingent on receiving the required Certificate(s) of Insurance.

Mr. Tompeck said the next item is a similar item to which is an amendment to the Unit Price Contract for Mastec and Mr. Carnes will continue.

Mr. Carnes said on October 18, 2016, the Board approved a contract with Mastec North America as FPUA's prime Unit Price Contractor. This contract is due to expire on October 18, 2020 and the contractor is presently working on three critical projects that will extend beyond that

expiration date. Therefore, Staff recommends approval of Amendment No. 1 to the Unit Price Contract for installation of Water/Wastewater Underground utilities with Mastec North America, Inc. of Coral Cables, Florida, to extend the agreement term from October 19, 2020 to December 31, 2020 in the amount of $400,000.

Mr. Matthews asked if Blue Goose could have taken on both of these contracts.

Mr. Carnes said in hindsight the first UPC was Mastec and the reason why we secured Blue Goose is because we had these expansion projects and these further endeavors we are moving into. We added Blue Goose as a Unit Price Contractor to take care of the extra projects that we were slated to complete the last couple of years.

A motion was made by Mr. Matthews, seconded by Mr. Bey, and unanimously carried to approve Bid No. 16-01: Amendment No. 1 to the Unit Price Contract for Installation of Water/Wastewater Underground Utilities with Mastec North America, Inc., of Coral Gables, Florida, to extend the agreement term from October 19, 2020 to December 31, 2020, in an amount not to exceed $400,000, contingent of receiving the required Certificate(s) of Insurance.

Mr. Tompeck said the next item is a resolution recognizing Public Power Utility week and Paul Jakubczak will make the presentation.

Paul Jakubczak, Director of Electric & Gas Systems presented Resolution U.A. 2020-09. He said normally he would have a group of employees standing behind him representing FPUA; however, with COVID he will go over a little bit more detail of some things the Board may not know the employees do throughout the year. Public Utility Week is a way to thank and recognize our employees for their dedication to the Utility and the City they live in. He wants to share a few examples of the dedication of our employees and as we just learned our Customer Service Reps that take a little extra time to make sure the customer understands their bills. An electric utility employee that has extra flashlights in the truck and hands them out to a scared young man during a power outage and long extended outages. The dedication of the water department to repair a broken water line before a tropical storm hits. The countless hours needed for an IT program upgrade. The ability to render aid when we come up on an accident like today. This morning we had a gas employee on his way to work that witnessed an accident. A truck rear-ended another truck and the one started on fire. He just happened to be there, had a fire extinguisher and gave it to the individual to help put out the fire in the truck. He also helped to render aid to the individual that was in the burning truck until fire crews were able to get on the scene. Mr. Jakubczak said he hopes later on we can recognize this employee at one of our meetings.

Mr. Jakubczak said as we have in the past, we will be having a presence at Friday Fest, as it is a great way for our customers to meet and talk to our employees. He said we will also have one of our new solar-powered phone charging tables available for people to see. We will be installing

two of them this year, one at the Marina and one at MOEC. If these are successful, we will look at other locations throughout Fort Pierce possibly starting with the Bus Terminal on Avenue D. With that Mr. Jakubczak asked the Board to approve Resolution UA 2020-09 in recognition of Public Utility Week October 4-10, 2020.

Mrs. Mazzarella read the title of resolution into the record as follows: "Resolution U.A. 2020-09, a resolution recognizing FPUA Public Utility week, October 4-10: A week-long celebration of Fort Pierce Utilities Authority's year-round service to the City of Fort Pierce."

A motion was made by Mr. Matthews, seconded by Mayor Hudson, and unanimously carried to adopt Resolution U.A. 2020-09, a resolution recognizing FPUA Public Utility Week, October 4-10: A week-long celebration of Fort Pierce Utilities Authority's year-round service to the City of Fort Pierce.

Prior to the meeting started, Mr. Tompeck presented Mr. Bey an Electric Meter Lamp and a framed Resolution at the beginning of the meeting.

Mr. Tompeck said the next item is Resolution 2020-08, a resolution for the services of Darryl Bey and before we read the resolution he has a couple of comments. He said on behalf of staff, we congratulate Mr. Bey on his eight years of service on the FPUA Board. Over those eight years, his leadership has been critical for the many difficult decisions the Board has made. He has been instrumental in supporting and promoting WEOP, which has been a tremendous success and will continue to help FPUA customers in the future. His focus has always been a balance between the needs of the customer and the needs of the utility as a business and he has performed this function very well. We appreciate Mr. Bey's representation of FPUA at APPA national meetings, and Legislative rallies and his sacrifice of time in attending these events. On a personal note, Darryl has always been open to discuss issues with Mr. Tompeck and provide his input. He also hasn't been afraid to let him know when we're going off the tracks. His leadership and mentoring will be greatly missed. Thanks for a job well done!

Mrs. Mazzarella read the resolution as follows: "Resolution U. A. 2020-08, a Resolution of Fort Pierce Utilities Authority in appreciation of the service of Darryl T. Bey. Whereas, Darryl T. Bey has served as a Member of Fort Pierce Utilities Authority from October 1, 2012 until September 30, 2020; and whereas, Mr. Bey served as Chairman of the Board from 2014 to 2015 and again from 2017 to 2018; and whereas, during his eight years in office, Mr. Bey has devoted many hours of service to Fort Pierce Utilities Authority and its customers; and whereas, Mr. Bey has been a great source of inspiration, counsel, support and wisdom for the Director of Utilities; and whereas, Mr. Bey has served with great distinction and has always displayed a compassioned sense of moral integrity and vision when addressing both customer and employee-related issues; and whereas, Mr. Bey has at all times ably represented the positions and interests of Fort Pierce Utilities Authority in its dealings with other governmental and private entities. Now, thereof, be

it resolved by Fort Pierce Utilities Authority of the City of Fort Pierce, Florida, in Regular Session assembled, that on behalf of the Board Members of Fort Pierce Utilities Authority, the people of the City of Fort Pierce, and Fort Pierce Utilities Authority Department Heads and Staff, hereby acknowledges with a deep sense of gratitude the services of Darryl T. Bey as a Member of Fort Pierce Utilities Authority. Be it further resolved that a copy of this Resolution be presented to Darryl T. Bey and spread upon the minutes of Fort Pierce Utilities Authority as a permanent record of their appreciation. Adopted this 15th day of September, 2020."

A motion was made by Mayor Hudson, seconded by Mr. Matthews, and unanimously carried to adopt Resolution U.A. 2020-08, a Resolution of Fort Pierce Utilities Authority in appreciation of the services of Darryl T. Bey.

Mr. Tompeck said Mr. Bey may be pressed into service. He said the City Commission is still deliberating on selecting a successor.

Ms. Cavalcanti said they cannot find a replacement for him.

Mr. Bey said it is a difficult job.

Mayor Hudson said she has one quick thing and knows it is your birthday, but she will go quick. She said yesterday the South Florida Water Management District presented to the City of Fort Pierce a request that we pass a lawn irrigation reduction and she sent the information to Mr. Tompeck today. They are asking St. Lucie County to do it in all jurisdictions in the 16 counties that they represent and she wanted to give everybody a heads up that is going to be coming. It's going to be about water conservation, basically not watering your yard so much. Mayor Hudson wanted FPUA to know about it and to support it if it passes, if and when it passes.

Mr. Bey said he would like to thank Mr. Tompeck for the kind words and that he will give him the $20 in the lobby.

Mr. Fee said that is all it costs.

Mr. Bey said it was easy, but he really wants to thank everyone, it has been a pleasure, although it wasn't always pleasurable. He thinks the eight years he has been on Board has been an exciting time in business and for technology for the company. He remembers when we first talked about solar energy, it was like why do we give away power. It was like solar energy was taboo in our industry. Then AMI, you know when people thought it was big brother trying to spy on them and there was some kind of negative energy coming from it that might cause cancer. We've come a long way and he is really proud to have been associated and is encouraged in listening to the Commission talk about the person that will succeed him on the Board. They were talking about

this new criteria they want to use to pick this person. He thought it was interesting because they use words such as character, education, dedication, and knowledgeable. Mr. Bey thought it was very interesting and he challenges the residents of Fort Pierce when we are going to elect public officials that we set the same criteria for them. We need people of high character that are educated and dedicated and knowledgeable to represent us in the city government. So he challenges you and hopes you keep that in mind, especially with the upcoming election. So again thank you very much it has been a pleasure. Even though he still has a couple more meetings, he still wants to thank you anyway.

There being no further business, the meeting was adjourned.

ATTEST:

SECRETARY

CHAIRMAN