



J. DAVENPORT, CHAIRMAN
R. HAWES, VICE CHAIR
L. CONRAD, SECY.-TREAS.
J. SMITH, ASST. SECY.-TREAS.
L. KELLY, JR., COMMISSIONER
T. CLOUD, GENERAL COUNSEL
J. BUNCH, GENERAL MANAGER/CEO

AGENDA**
REGULAR MEETING OF THE
NEW SMYRNA BEACH UTILITIES
TO BE HELD MONDAY, AUGUST 22, 2022,
AT 3:00* P.M. 200 CANAL STREET, DEBERRY
ROOM, 3RD FLOOR, NEW SMYRNA BEACH, FL

(COVID PROTOCOLS – MTG. APPTS., MASKS OPTIONAL)

RESULTS OF REGULAR NSBU MEETING

Pledge / Invocation

Safety Message by Efren Chavez – Back to School Safety Awareness

(V.P./CFO PROVIDED A PRESENTATION ENTITLED BACK TO SCHOOL SAFETY. DISCUSSED SAFETY TIPS FOR DRIVERS, DROPPING OFF IN SCHOOL ZONES, AND FOR SHARING THE ROAD WITH PEDESTRIANS, SCHOOL BUSES, AND BICYCLISTS – HOW TO BE AWARE AND CO-EXIST SAFELY)

ROLL CALL

1. Agenda Changes, Additions and Deletions

2. Public Participation

***3. Approval of Consent Items (APPROVED – ALL CONSENT ITEMS APPROVED AS SUBMITTED, EXCEPT ITEM 3-d.) (ITEM 3-d. PULLED FOR DISCUSSION, CHAIRMAN RECOMMENDED ADDITION TO GM-CEO EMPLOYMENT CONTRACT – NSBU TO PAY FOR GM-CEO'S VOLUNTARY COVERAGES, I.E., DENTAL, VISION, AND SUPPLEMENTAL INSURANCE. THIS REVISION WAS APPROVED UNANIMOUSLY)**

- a. ✓ Minutes of Final Public Hearing and Regular U.C. Meeting Held 7-25-22
(Annotated Version) (NSBU and State Requirements)
- b. ✓ Approval of Award – RSQ No. 10-22 – Continuing Professional Service Agreements {Selected firms – Burns & McDonnell Engineering Company Inc. (Electrical); Atwell, LLC (Electrical); Stantec Consulting Services Inc. (Electrical and Civil); CPH, LLC (Civil and General Services & Mapping); Tetra Tech (Civil); and EMT Surveying & Mapping, Inc. (General Services & Mapping)} – J. Couillard
(NSBU, State, Federal Requirements)
- c. ✓ Approval – Fire Hydrants Inspection and Flow Testing agreement Between UCNSB and County of Volusia – J. Grusauskas (NSBU and State Requirements)
- d. ✓ Agreement Renewal – General Manager/CEO Employment Agreement – E. Chavez
(NSBU and State Requirements)
- e. ✓ Ratification Approval – 2nd Year Extension Option for Water/Wastewater Treatment Chemicals (Allied Universal/Carmeuse/Odyssey Manufacturing) – J. Grusauskas
(NSBU and State Requirements)
- f. ✓ Project Approval – WRF Biosolids Dewatering Improvements (design – CPH Consulting LLC) – J. Couillard (NSBU, State and Federal Requirements)



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RESULTS OF REGULAR NSBU MEETING

4. General Manager's Report – J. Bunch

- a. Financial Status – July 2022 – E. Chavez (V.P./CFO PROVIDED A PRESENTATION RE: JULY 2022 RESULTS. FYTD CHANGE IN NET ASSETS OF APPROX. \$5.5M – DRIVEN BY INCREASED REVENUE, OFFSET BY INCREASED PURCHASED POWER AND OPERATING EXPENSES. YR. OVER YR. ELECTRIC CONSUMPTION SLIGHTLY HIGHER, BY 1.7%, DRIVEN BY Milder weather. CONSUMPTION FOR WATER 4.8% HIGHER YR. OVER YR., WASTEWATER 3.4% AND RECLAIMED AT 9.1%. JULY FYTD PURCHASED POWER AT \$67.80/MWh – 32.8% GREATER THAN PRIOR YR. \$51.07. CURRENTLY REVIEWING FPL CONTRACT TO PERHAPS REDUCE COSTS AND EXTEND TERM. EXPLAINED \$0.4M MARK TO MARKET ADJUSTMENT WILL NEED A CORRECTIVE ADJUSTMENT IN AUGUST, A LOSS, BUT NO IMPACT TO NSBU. IS A NON-CASH, ACCOUNTING BOOK ENTRY AND NSBU HOLDING INVESTMENTS TO MATURITY. FMPA WILL HAVE ADJ. NUMBER NEXT MONTH. FYTD CAPITAL EXPENDITURES AT APPROX. \$16.2M - \$9.6 IN MAJOR AND \$6.6M IN ANNUAL PROJECTS) (CHAIRMAN REQUESTED UPDATE ON 5TH STREET BRIDGE PROJECT – CITY PROJECT. NSBU RELOCATING UTILITIES ATTACHED TO BRIDGE. FORMAL UPDATE PROVIDED FROM DIRECTOR, ENGINEERING ON 8-23-22) (V.P./CFO CONT. PRESENTATION - YTD APPROX. \$3M OPERATING INCOME. FY22 INCOME BEFORE CONTRIBUTIONS \$2.7M PROFIT. CAPITAL CONTRIBUTIONS, LESS THAN YR. BEFORE. SOLELY A FACTOR OF DEVELOPERS STATUS IN NEW BUILD CONSTRUCTION. INDICATED CURRENT MARKET HOUSING COMPLETIONS TAKING MUCH LONGER AND NO. OF HOUSING UNITS SLOWING DOWN)
- b. ✓ Approval – Commissioner Travel Expenses FMEA 2022 Annual Conference – Commissioner Conrad – E. Chavez (APPROVED – TOTAL EXPENSES IN AMOUNT OF \$1,255.00 FOR COMMS. CONRAD'S ATTENDANCE)
- c. Presentation – NSBU's FY2023 Strategic Goals – J. Bunch and J. McMurray (GM-CEO AND DIRECTOR, STRATEGIC PROGRAMS PROVIDED A PRESENTATION ENTITLED "FY23 STRATEGIC PLAN". GM-CEO PROVIDED AN OVERVIEW OF THE RECENT STRATEGIC PLANNING AND ACCOMPLISHMENTS HISTORICALLY FROM 2019 THRU 2022 YTD. ALSO DISCUSSED THE STRATEGY TIMELINE FOR THE "UTILITIES COMMISSION OF THE FUTURE". THEN DIRECTOR, STRATEGIC PROGRAMS PROCEEDED TO DISCUSS FY23 STRATEGIC GOALS, PRIORITY PROGRAMS FOR NSBU'S MODERNIZATION PLAN-5-YR. PLAN PORTION, AND FY23 MAJOR ELECTRIC AND WATER/WASTEWATER PROJECTS. CONCLUDED IN SUMMARY THAT WITH NSBU'S 10-YR. CIP, MODERNIZATION ROADMAP, AND FY23 STRATEGIC GOALS, BUDGET AND PROJECTS, ADDITIONAL SYSTEM IMPROVEMENTS IN RELIABILITY, RESILIENCY, SUSTAINABILITY AND CAPACITY WILL BE REALIZED THROUGH THE NEW AND UPGRADED INFRASTRUCTURE AND FACILITIES)
- d. Informational Presentation – Customer Experience Transformation – D. Wood (SENIOR MANAGER, CUSTOMER SERVICE AND COMMUNICATIONS, PROVIDED THIS PRESENTATION. EMPHASIZED NSBU IS PRIORITIZING THE CUSTOMER EXPERIENCE (CX) AT EVERY LEVEL. IDENTIFYING AREAS TO IMPROVE ALL CUSTOMER INTERACTIONS W/NSBU. IN JULY, 2022 COMMENCED THE LAUNCHING OF CUSTOMER-FACING INITIATIVES. ON 7-1-22 REVEALED NEW NAME, LOGO AND UPDATED WEBSITE, W/ENHANCED DISPLAY ON SMART PHONES. ON 7-15-22 OMS WAS LIVE FOR INTERNAL STAFF. ON 7-28-22 WEB OUTAGE VIEWER ADDED TO NSBU WEBSITE FOR CUSTOMERS. THEN PROVIDED AN OVERVIEW OF THE ACTUAL 8-10-22 ELECTRICAL OUTAGE – 94% OF CUSTOMERS UTILIZED NEW AUTOMATED PHONE LINE DURING THIS OUTAGE. AUTOMATED CALL-IN OUTAGE REPORTING NO. 386-427-1366)



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RESULTS OF REGULAR NSBU MEETING

4. General Manager's Report – J. Bunch

d. Informational Presentation – Customer Experience Transformation – D. Wood (CONT.)
 (OUTAGE MANAGEMENT NO LONGER A MANUAL PROCESS LIMITED BY STAFFING - 5 CSR'S DURING BUSINESS HRS. TO FIELD, EMAIL AND SEND OUTAGE INFO. TO DISPATCHER. NEW OMS SYSTEM RECOGNIZES PHONE NOS. ASSOCIATED W/UTILITY ACCOUNTS. HANDLES APPROX. 18,000 CALLS/HR. AND INCLUDES CUSTOMER SELECTED CALL-BACK FEATURE TO CONFIRM POWER RESTORATION. CUSTOMERS FULLY INFORMED BY WEB OUTAGE VIEWER RE: OUTAGE STATUS, EST. TIME OF RESTORATION, CAUSE OF OUTAGE WHEN KNOWN, NO. OF CUSTOMERS OUT – AFFECTED AREAS, AND NO. OF CUSTOMERS RESTORED. ADDITIONAL CX IMPROVEMENTS FORTHCOMING: SINGLE SIGN-ON CUSTOMER PORTAL – SILVERBLAZE, TO SUPPORT ABILITY TO START, STOP AND TRANSFER SERVICES USING SMART FORMS. WILL STREAMLINE MULTIPLE PROCESSES FOR CUSTOMERS AND STAFF BY AUTOMATING SERVICE REQUESTS AND PROVIDING ACCESS TO DETAILED CONSUMPTION DATA AND USAGE PATTERNS. EXPECTED IN SEPT./OCT. 2022. THEN NEXUS VX VIDEOS, CUSTOMIZABLE VIDEOS TO PLAY IN CUSTOMER PORTAL. ALSO NSBU APP., EASY ACCESS TO ACCOUNTS, REPORT OUTAGES, AND PAY BILLS VIA SMART PHONE. BOTH VIDEOS AND APP. COMING IN OCT./NOV. 2022. AND THEN TEXTING CAPABILITIES TO SEND AND RECEIVE NOTIFICATIONS -- EXPECTED IN EARLY 2023)

5. Commission Counsel's Report – General Counsel

a. ✓ Ratification – Settlement Agreement and General Release for UCNSB v. Cory – T. Cloud
 (APPROVED RATIFICATION OF SETTLEMENT AND GENERAL RELEASE DATED 7-22-22, EXECUTED BY NSBU CHAIRMAN ON 8-5-22. ASSOCIATED W/APPROVED UCNSB V. CORY MEDIATED SETTLEMENT AGREEMENT DATED 7-25-22. AND PROVIDED AUTHORIZATION FOR GM-CEO OR DESIGNEE TO EXECUTE ANY ADDITIONAL DOCUMENTS ASSOCIATED WITH THIS MATTER)

(G.C. ALSO REQUESTED AN EXECUTIVE SESSION TO BE SCHEDULED FOR THE NEXT NSBU MTG. ON 9-26-22, RELATED TO THE HYPOWER LITIGATION. SCHEDULING APPROVED BY COMMISSION)

(G.C. MENTIONED APPA GRANT AGREEMENT FOR NSBU INCLUDED NDA REQUIREMENT FOR COUNSEL. IN CONNECTION WITH TWO NEW, EXISTING LAWS, THERE IS NOW A DUTY NOT TO DISCLOSE INFORMATION RELATING TO CRITICAL INFRASTRUCTURE. RELATED ITEMS HAVE NOW BEEN DECLARED LEGISLATIVELY CONFIDENTIAL. NSBU MAY NEED TO CONDUCT EXECUTIVE SESSIONS WHEN NEEDING TO DISCUSS DETAILS IN CONNECTION THEREWITH. CONFIRMED NSBU COMPLIANT NOW, JUST NEED CIRCUMSPECTION ABOUT OPERATIONAL DETAIL GOING FORWARD. FINAL DISCLOSURE DETERMINATIONS REMAIN ONGOING. BRINGING FORTH MATTER FOR AWARENESS)

6. Old Business



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7. New Business

- a. ✓ FY2023 Employee Insurance Renewals (Carriers / Coverages list on AI Summary) –
 E. Chavez (NSBU, State and Federal Requirements) **(APPROVED CONTINUANCE OF EMPLOYEE INSURANCE FOR FY23 W/FLORIDA HEALTH CARE PLANS, EYEMED, STANDARD, AND MEDCOM, AS LISTED/DETAILED IN SUMMARY OF AGENDA ITEM, TO BECOME EFFECTIVE 10-1-22 THRU 9-30-23, WITH FSA EFFECTIVE 1-1-23 THRU 12-31-23. CHAIRMAN CONFIRMED V.P./CFO’S CONCURRENCE W/BROWN & BROWN’S (NSBU BROKER) RECOMMENDATIONS FOR THESE INSURANCE RENEWALS)**

8. Possible Other Business - Time for Commissioners

(COMMS. KELLY COMMENDED NSBU STAFF FOR MANAGEMENT OF FRIDAY EVENING’S ELECTRICAL OUTAGE, VERY SEVERE WEATHER EXPERIENCED. ALSO FOR THE ASSISTANCE PROVIDED TO SUGAR MILL W/RECLAIMED WATER REQUEST)

(COMMS. CONRAD COMPLIMENTED PRESENTATIONS PROVIDED BY STAFF, COMMENTED THESE HELP THE COMMS. TO HELP STAFF)

(CHAIRMAN REQUESTED D. SIMMONS’ NAME/TITLE BE ADDED TO AGENDAS. ALSO PROVIDED ACCOLADES TO ALL STAFF FOR PRODUCING RESULTS ALL CAN NOW SEE. COMMENDED GM-CEO FOR ACCOMPLISHING HIS INITIAL INTERVIEW REQUESTS - GETTING ALONG WITH THE CITY COMMISSION AND GIVING BACK TO THE COMMUNITY. ALSO CONGRATULATED MRS. WOOD ON HER RECENT PROMOTION)

✓ 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 New Smyrna Beach Utilities, 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 New Smyrna Beach Utilities 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.