

**AGENDA ITEM 3-c**

MINUTES OF A FINAL PUBLIC HEARING AND REGULAR MEETING OF THE NEW SMYRNA BEACH UTILITIES, CITY OF NEW SMYRNA BEACH, FLORIDA, HELD MONDAY, FEBRUARY 27, 2023, AT 3:00 P.M., AT 200 CANAL STREET, NEW SMYRNA BEACH, FLORIDA

Final Public Hearing RE: NSBU's Consideration and Declaration Concerning Two New Public Utilities Regulatory Policies Act (PURPA) Standards – (1) Demand Response and Demand Flexibility and (2) Electric Vehicle Charging Programs:

Chairman Davenport called the Final Public Hearing to order and stated if we could, Mrs. Simmons get a roll call please ma'am.

A majority of the NSBU Commissioners were in attendance as follows:

Commissioner Richard Hawes  
Commissioner Lawrence Kelly, Jr. (ABSENT)  
Commissioner James Smith  
Commissioner Lillian Conrad  
Chairman James Davenport

Others in attendance at this time were as follows: J. Bunch, General Manager/CEO; E. Chavez, Vice President/CFO; V. Steele, Director, Electric Operations; J. Couillard, Director, Engineering; J. McMurray, Director, Strategic Programs; J. Grusauskas, Director, Water Resources; M. Spellers, Sr. Help Desk Technician; L. Green, Help Desk Technician; H. Carrizales, Sr. Mgr. H.R./Support Services; D. Wood, Sr. Mgr., C.S. & Communications; E. Fisher, Communications Mgr./PIO; D. Simmons, Exec. Mgr./ Recording Secretary; General Counsel Thomas Cloud, Esquire – Gray|Robinson Attorneys at Law; Lisa Martin, NSB City Commissioner, Dawn and David Whiteley, and Paula Rossiter, members of the public in attendance on site.

Chairman Davenport stated okay, Mr. Cloud.

Mr. Cloud stated yes sir.

Chairman Davenport stated thank you.

Mr. Cloud then read the title of the proposed Resolution into the record. Stated Resolution No. 2023-01, a Resolution of the Utilities Commission, City of New Smyrna Beach, Florida, Declaring the Commission's Intention with Regard to the Requirements of the Public Utilities Regulatory Policies Act (PURPA), Supplementing NSBU Resolution Nos. 2-08 and 1-09, Rescinding All Resolutions, or Portions Thereof, in Conflict Herewith and Providing for an Effective Date.

Chairman Davenport stated okay, thank you Mr. Cloud. Are there any comments for or opposed to this consideration, declaration concerning these two PURPA standards, any? Any input from anyone?

Final Public Hearing RE: Two New PURPA Standards (cont.):

Mr. Cloud stated I would just point out that you are, by passing the Resolution, stating that you've considered it and decided not to adopt them.

Chairman Davenport stated you just did that for me.

Mr. Cloud stated I'm just explaining the Resolution.

Chairman Davenport stated okay.

Mr. Cloud continued, so that no one is under any confusion as to whether we are adopting or not adopting the PURPA suggested standards.

Chairman Davenport stated right, well we've gone over that in our previous meeting too, our previous...

Mr. Cloud stated yes sir.

Chairman Davenport continued, we analyzed this in our first public hearing pretty extensively.

Mr. Cloud stated yes sir.

Chairman Davenport stated okay. Okay, if we don't have any comments any Commissioners would like to speak to this issue.

Commissioner Hawes stated I would like to read something into the record on this if I may.

Chairman Davenport stated absolutely.

Commissioner Hawes stated okay, I've got a statement that I've looked at, not only on PURPA but I know later in the meeting we'll most likely be talking about the FEMA legislative representation. What I'm about to say is my viewpoint, this doesn't necessarily belong to the other Commissioners in terms of their viewpoints or the Management. I look at this that the Commissioners and Management that we have an obligation to consistently provide adequate safe water and power to all of our customers, the City, its residents and even our visitors. I don't see this as just a good idea or something that we hope to do, it's the job we do, and we have to fulfill it each and every day. I believe that New Smyrna Beach Utilities is adequately performing this task very well as of now. To achieve this, it's imperative that we understand any proposed resolution, including the PURPA one and/or business practice to the best of our ability. This includes but is not limited to its economics, future consequences, impacts, and other factors that may be part of this decision. While we may never be perfect in our judgment as a board, we should be careful of adopting any standards that may, however inadvertently, negatively affect our customers' ability to obtain reliable utilities services. Regardless of good intentions, ideological concerns or even personal feelings.

Final Public Hearing RE: Two New PURPA Standards (cont.):

Commissioner Hawes continued, it seems over the last several years citizens have been subjected to governmental regulatory and even business mandates that while might seem helpful have found later on that the consequences of these actions may have caused more harm than good. Regulation and compliance are very necessary components of any business however if over done they can dramatically increase the costs or even decrease the supply and reliability of our services. As you know these costs and outcomes are eventually borne by our customers whether they see the benefit in them or not. For example in today's Wall Street Journal there's an article entitled SOS for the U.S. Electric Grid. It discusses PJM Interconnection's Grid Study. They are one of the nation's largest grid operators in thirteen states and Washington D.C., covering 65 million people, roughly 20% of the population of the U.S. To quote the article, PJM's top line conclusion from their study was fossil fuel power plants are retiring much faster than renewable sources are being developed. This could lead to energy imbalances. The Wall Street Journal then goes on to say this is a delicate way of saying that we can expect shortages and blackouts. These are policy decisions and are being driven by the Environmental Protection Agency regulations and climate change. This may not be impacting Florida today, but we will have to wait and see how this man-made crisis develops.

Commissioner Hawes continued, as Commissioners and Management we're doing our utmost to fulfill our obligation and know that there may be times where we face, require difficult and consequential decisions. As a part of our normal business we prepare to look to the future and help navigate these issues, nonetheless they can certainly occur. Consequently it is important that we do not adopt practices or procedures that may diminish our ability to provide safe and plentiful power and water to our constituencies. The day may come where circumstances dictate difficult decisions, however that day is not today, and our customers deserve our best efforts in their behalf. In no way do we wish to be placed in a circumstance by a mandate that may cause us to favor one group or another in terms of our services. Ours is not to judge our customers utility wants and needs, but to fulfill them in a cost-effective, safe and reliable fashion. Thank you.

Chairman Davenport stated thank you Commissioner. And that is Commissioner Rick Hawes' opinion.

Commissioner Hawes stated that is correct.

Chairman Davenport stated that's correct, and that was a good one, thank you, very educational right there. Okay, if we could we'll close the Public Hearing here. So I'll close this Public Hearing, the Public Hearing is closed and then I'm going to reopen our Regular board hearing if I could.

This Final Public Hearing closed at 3:07 p.m.

**Regular NSBU Meeting Held 2-27-23:**

After concluding the Final Public Hearing for consideration/declaration of two new PURPA standards, Chairman Davenport opened the 2-27-23 Regular NSBU Meeting and requested

**Regular NSBU Meeting Held 2-27-23 (cont.):**

Commissioner Hawes to lead the Pledge. Then stated let us all stand for the Pledge and then we'll have an Invocation.

Commissioner Hawes led in the Pledge of Allegiance and Commissioner Conrad provided the Invocation.

Chairman Davenport stated thank you.

**Safety Message by Efren Chavez – Safety Committees:**

Chairman Davenport then stated okay, we had that and now we have our Safety Message by Efren Chavez, Safety Committees. Mr. Chavez, thank you.

Mr. Chavez stated okay, hello everyone, we talk about safety committees and how they can operate more efficiently if the purposes for establishing are clearly defined and documented. So safety committees bring together workers and employers through regularly scheduled meetings where safety issues are addressed. The goal of a safety committee is to create and nurture a culture of safety. So in our regard, in our industry the utility industry, safety is in everything we do in any aspect of it because of the inherent dangers in performing electric and water activities. So what we've done, and this is why this topic is very critical, is we have an Occupational Health and Safety, which is the CEO and the rest of the Directors. So we are all, so we drive down at least the culture from a top-down perspective of how safety is inherent in everything we do. We've also created a committee of, it's called the Safety Involvement Team. That Safety Involvement Team is a collection or a sub-sample of employees across at the, you know, in essence at the field level. And in essence its run by John DeFries the Safety Manager, and they're collecting ideas and best practices from a safety perspective of driving those upwards. So between the top-down and the bottom-up we're covering and ensuring that safety is critical at all levels within the organization. So that is really, and just some of the benefits of the committee structure – to promote and maintain the interests of employees in health and safety. So we in our pre-job briefs and everything that we do, we drive that home every day. Just because we don't want folks to get complacent with the current state, we always want to drive that home because when we get complacent that's when issues happen. Helps make health and safety activities an integral part of the organization's operating procedures, culture and programs. So everything that we're doing, that is the start and end of it is the safety perspective. Help and overall, of course, the goal is to help reduce the risk of workplace injuries and illnesses. So that's the safety topic for this month, but if there's any questions. Thank you.

There were none and Chairman Davenport stated okay, thank you Mr. Chavez.

**Roll Call:**

Chairman Davenport then requested Mrs. Simmons to call the roll please.

Regular NSBU Meeting Held 2-27-23 – Roll Call (cont.):

The same attendees were physically present as stated under the Final Public Hearing roll call as displayed above on page one of these minutes.

(1) Agenda Changes, Additions and Deletions:

Chairman Davenport stated okay, item number one on the agenda, any changes, additions or deletions.

Mr. Bunch stated Chairman, no changes, additions or deletions.

Chairman Davenport stated okay, that's good.

(2) Public Participation:

Chairman Davenport then stated number two, any public participation.

Mrs. Simmons indicated that Mrs. Fisher had just given her some handouts from Mrs. Whiteley, in the audience, and who said she would like to speak.

Chairman Davenport stated sure, okay. Please provide your name, address and we limit it to three minutes, as close to it as we can.

Mrs. Whiteley stated I know, I think I'm on the minutes.

Chairman Davenport added but we're very patient and understanding here.

Mrs. Whiteley stated okay, thank you. Ready, my name is Dawn Whiteley, and I reside at 2071 Marsh Harbour Drive in New Smyrna Beach. Our property is located on Turnbull Creek and it's on the pink road for the Grid Reliability Project. I am a charter member of the New Smyrna Beach Residents Coalition and a leadership member to date. Please be clear that today I am not representing the Coalition. I closely follow decisions that are affecting our community. Today I want to present an update from the Turnbull Creek Land Preservation Committee dated January 23<sup>rd</sup> of this year. The NSB Resolution No. 63-22 of October 5<sup>th</sup> of last year expanded the duties of the Preservation Committee to advisory and extended the term until August 1, 2023. NSB (City) staff reviewed the effects of the storm on the Turnbull watershed and on the Turnbull properties that have been purchased. Federal and State grants relating to dredging, recreation, resiliency, flooding, conservation and invasive species removal were discussed. The City is in the process of hiring a grant writer to pursue State and Federal funds related to the Turnbull Creek initiative. The FEMA NSB flood map dates to 2017. The City will work with FEMA to create a new map. The City will consider septic and pollution study for potentially runoff into the watershed. I do understand that a variety of social, environmental and engineering challenges need to be considered for either of the routes identified for the Reliability Grid. However, to me the environmental impact appears to be the key differentiator between the routes. If the Turnbull Creek route is selected, these impacts will include woodland and wetlands within the right-of-way, power lines will run

(2) Public Participation (cont.):

through the flood plains, key waterways and watersheds will be crossed, impacts to sensitive birds and other wildlife that reside in the right-of-way. I ask you to please make the right decision for our community and select the Williams Road route for the New Smyrna Utility Commission's Grid Reliability Project. I thank you very much for your time.

Chairman Davenport stated we thank you Mrs. Whiteley. Do you all have any questions for Mrs. Whiteley.

Mrs. Whiteley stated yes, any questions for, thoughts or suggestions.

Chairman Davenport asked Commissioner Smith or anybody.

Commissioner Smith stated no, I'm good thank you.

Chairman Davenport asked Commissioner Hawes.

Commissioner Hawes stated no, thank you.

Chairman Davenport stated well, thanks for bringing that to our attention even more, we have heard this.

Commissioner Hawes stated you were here what, a couple of months ago.

Mr. David Whiteley, in the audience, stated last month.

Commissioner Hawes restated last month, okay.

Mr. Bunch stated Chairman, would you like for me to make a statement just for the group, to remind us of the schedule.

Chairman Davenport simultaneously stated yes sir, I would please, a few comments.

Mr. Bunch stated Mrs. Whiteley I appreciate you coming forward again today.

Chairman Davenport stated thank you.

Mr. Bunch continued, so decisions haven't been made, in fact final recommendations haven't been made to the Commission yet. However, between now and then there would be at least one public Commission hearing like this one where the recommended route or routes would be presented and discussed. So there would be that opportunity and all the points you mentioned will be certainly considered, costs just one of them, but also environmental. Ease of construction, environmental, residential, community impacts, all of those things will be considered, and you and others will have a chance to discuss that in a meeting here sometime between, I'm going to say now and June, but at least last month the staff was tentatively shooting for May. But we would publish that in the agendas as well as the folks that signed up for the email list that Ellen Fisher to your left and rear will be sending out to everybody.

(2) Public Participation (cont.):

Mrs. Whiteley stated thank you.

Mr. Bunch stated thank you.

Chairman Davenport stated thank you again for speaking today. Okay, before we go to item number three, I'd like to recognize our City Commissioner Lisa Martin. You always, I love seeing you here, means a lot, and for you to go back and give reports to the other part. Thank you for being here.

There was no other public participation at this time.

(3) Approval of Consent Items:

Chairman Davenport then stated okay, number three, approval of our consent items. Anyone wants to pull anything, everyone good with everything or... Commissioner Smith?

Commissioner Smith stated I'm good.

Chairman Davenport stated good, Commissioner Hawes you good.

Commissioner Hawes indicated yes, and Commissioner Conrad stated I'm good.

Chairman Davenport stated he was good, commenting okay, if we're all good.

Commissioner Conrad then stated I'll make the motion to approve the consent agenda, items a. through d.; specifically a motion to approve item 3-a. Minutes of Preliminary Public Hearing and Regular NSBU Meeting Held 1-23-23, approve as submitted; item 3-b. Project Approval – Pioneer Trail and Sugar Mill Drive Reclaimed Water Main Relocation, approve this project and associated Joint Project Agreement (attached to agenda item), for the relocation of a 12" Reclaimed Water Main located in the Volusia County right-of-way at Pioneer Trail and Sugar Mill Drive, for a total project amount of \$200,000.00 and authorize the GM-CEO or his designee to execute all documents associated with this matter; item 3-c. Approval – Developer's Agreement – The Palms at Venetian Bay, Phase 6 – Palms Land Holdings, LLC, approve the D.A., including described construction/upsizing of water and reclaimed water mains for NSBU reimbursement, and authorize the GM-CEO or his designee to execute this document when contingencies are met; and item 3-d. Ratification Budget Increase – Turnbull Bay Road Line 17 Reconductoring Project, ratifying a \$250,000.00 budget increase for a total overall budget of \$2,200,000.00 for the Turnbull Bay Road Line 17 Reconductoring Project. Previous overall project authorizations and approvals referenced in agenda item are ongoing for the GM-CEO or his designee to execute all necessary documentation for this matter.

Commissioner Hawes stated second.

Chairman Davenport stated we've got a motion, we've got a second, any discussion by anybody. If not, Mrs. Simmons, if you'll call the roll please.

(3) Approval of Consent Items (cont.):

Commissioner Conrad's motion approving the consent items then passed unanimously on a roll call vote.

(4) General Manager's Report:

Chairman Davenport stated okay, item number four, General Manager's Report, Mr. Bunch.

Mr. Bunch stated okay, I'd like to ask Mr. Chavez to come up and give the Financial status report for the month.

(4-a) Financial Status – January 2023:

Mr. Chavez came to the podium and stated so January fiscal year to date financial statements reflect a change in net assets of about, approximately \$1.2 million. So slightly lower change versus the prior year but overall very good based on the macro-economic environment that we're in. Of course increased purchased power we're continuing to see, higher operating expenses but that's year over year and I'll go through those on the waterfall, and slightly lower capital contributions but it is offset by favorable revenue, the rates, the continued customer growth and the additional amount for the purchased power adjustment. The FMPA interest earnings is staying steady, right around \$200,000, so that was a very good, you know a good investment vehicle with them because we're still highly conservative and preservation of capital is paramount. The year over year electric...

Chairman Davenport stated Mr. Chavez, excuse me, what are we getting there on that, what's our interest rate again.

Mr. Chavez stated oh, gosh, right now on average probably upper 2's, 3's, depending on the investment and as things mature then we look for a higher yielding investment, so it ranges.

Chairman Davenport stated okay, thank you.

Mr. Chavez continued, okay, so year over year electric consumption is slightly higher, we had both warm and cool days, so that you know we had both versus prior year. The fiscal year to date on the purchased power was \$72.39 per megawatt hour, so its still running high but you know of course it will be coming down ideally as natural gas and the markets start to settle down. So it's a \$11.15 higher than the budgeted amount of \$61.24, and 11% higher than this time last year. Water consumption is slightly lower, 2.2% decrease on water and wastewater, and 7.9% on reclaimed but that's driven by Hurricanes Ian and Nicole.

Mr. Chavez went to the next slide and stated so right now for January on the capital expenditures we're \$3.1 million on major projects and \$2.3 million in annual projects. On the major projects the Electric Reliability Improvement Program (ERIP) is making substantial progress. Line 17 Rebuild, the Glencoe Wells Upgrades, 5<sup>th</sup> Street Bridge and then Glencoe Water Treatment Plant Improvements. So what we're seeing even with the supply chain issues, we're getting through them and our Engineering Project Managers are getting through

(4-a) Financial Status – January 2023 (cont.):

as far as getting the execution. Sometimes its always a little more longer than we like but progress is being made. The annual project spend includes gravity sewer lining, tools and equipment and then new business electric and water installations.

Mr. Chavez went to the next slide and stated this is one of the slides we have every month, so the natural gas spot price, which in the longer term always has, its kind of the leading indicator on where purchased power will be headed. So for example January of 2021, the blue line, it was at \$2.71, January of this year \$3.27, and then January of 2022 was \$4.38. So its a good trend, its you know of course our Purchased Power adjusts every month, but this at least tells us where we're headed. So as long as we're staying in that below \$3.00, is ideally in a good spot compared to where we were near \$9.00 at the middle of 2022.

Mr. Chavez went to the next slide and stated this is the over/under fuel cost recovery, so since we had substantial increases in 2022, we went from an over-recovered position to an under-recovered, meaning we needed to increase our fuel and purchased power adjustment, so we did. Now what we're trying to do is get back to an over-recovered position. Right now we're under-recovered by about \$2.1 million which is the green point on the graph in January. But we're trending in the right direction and will continue to monitor as purchased power fluctuates.

Mr. Chavez went to the next slide and stated January 2023 Operating Income and Loss, if you look at this is where, so operating income is what we control, our Directors and Field personnel control directly. So January 2022 we were about half a million, January 2023 year to date \$327,000. Slightly lower but still heading in the right direction. The items that are, if you look at the big green bar, our revenues are up, so primarily electric, water and reclaimed. The increased purchased power, so that's \$3.2 million, so that's still heading in the wrong direction but at least versus last year but as we start to see purchased power ideally settle and eventually go lower, that will start to decrease. On the operating expense side, so the drivers there really around just normal maintenance. So you've got pension and benefits that go up every year, you've got salaries, you've got maintenance, and then since our revenues are higher, we've got a slightly higher payment to the City of New Smyrna Beach. What this is comparing to is this time last year versus this time this year. So those, as we, and this is critical, as we start to go into the budget cycle, we'll look at those operating expenses and try to encourage and we will challenge our folks to see how we can source it better or use it more effectively, so we start to drive down those operating expense increases.

Mr. Chavez went to the next slide and stated change in net assets, so really, its the same slide as the previous one but then we add in capital contributions, all the items that are below the line that really our folks wouldn't have direct control over. So you'll see there the little green line that's \$150,000, and that's net other debt, depreciation and others, and that's driven by that interest, favorable. On the capital contributions its a slight decrease and then the mark-to-market is very small. So overall January 2022 \$1.3 million, this year \$1.2 million in net assets, so just slightly lower but driven by the items that we talked about previously.

Commissioner Hawes stated Mr. Chavez this is kind of an impossible question, not an impossible question but a possible maybe in the answer, is there a surplus number that ideally

(4-a) Financial Status – January 2023 (cont.):

you might want. I know January is kind of one month and all that, but as you look out over the course of the year from a capital standpoint, contribution standpoint, is there a number that you would ideally like to see.

Mr. Chavez stated when you, I think what I'm seeing at the operating income level we're staying consistent to where we were at last year because we see the change in revenues, that's really the rates and such that we've done, but the operating income is the key. Because that's the one that really shows where we're at and what's directly controllable, the other items not so much. So is that what you were, that's the line item I focus on.

Commissioner Hawes stated okay, thank you.

Mr. Chavez stated, and the appendix is the key performance indicators, I guess I'll just, I won't go through those in detail but overall they are heading in the right direction, particularly in the electric reliability, customer service and a number of areas are also very positive. But unless, Mr. Bunch, I didn't know if you had anything else to add.

Mr. Bunch stated no.

Mr. Chavez stated okay, unless there's any other questions that's the end of my report.

Mr. Bunch stated okay, any questions for Mr. Chavez.

Chairman Davenport stated I don't believe there are, thank you Mr. Chavez.

Mr. Chavez stated thank you.

(4-b) Update – NSBU Customer Experience Improvements:

Mr. Bunch stated next I'm going to ask Danielle Wood and Ellen Fisher to come to the podium. Maybe, Mrs. Wood is going to cover it, I see both folks moving. But with our Modernization initiatives there were a number of planned Customer Experience Improvements and this one gets into how our customers do business with us and Mrs. Wood and Mrs. Fisher are going to walk us through this.

Mrs. Wood stated good afternoon, today we are going to be showing you a preview. Well really not a preview because its gone live, but our new customer portal, we wanted to be able to walk you through it and show you all the different features that are available to our customers now. Anyone in the audience who has yet to see this or would like to see it again, please feel free to kind of fill in because we're going to show it on this T.V. over here. After some attendees moved closer to the screen, Mrs. Wood stated so I know many of you, Ms. Martin particularly, you're familiar with our old customer portal. So our old customer portal was very basic and the fact that it really just gave customers access to their bills and then a payment option. The payment option when clicked took you outside of our web page to a new web page and gave you your e-billing options, your automated payment options and then

(4-b) Update – NSBU Customer Experience Improvements (cont.):

your pay bill option. There really was no extra information offered to the customers to really be in control of their own account, so keep that in mind as we show you all the new fun features that are in the portal.

Mrs. Wood then stated on this front page, if you're an existing customer where Mrs. Fisher is logging in right now, you could log in. If you do not have a log in you could use the sign up, it's very simple. There's also a video in the bottom right corner that explains to customers how to log in and it gives a preview of the portal itself. After a delay in logging in, Mrs. Wood commented we are going to skip the video that's on this page today.

Mrs. Fisher stated its on me, I apologize, no underscore on the log in, and then added the third time is the charm.

Mrs. Wood then stated all right, wonderful. So this is the main customer dashboard, it offers account details, recent usage summaries, it gives you a comparison for your current month consumption versus your last month consumption and it also contains a personalized video that explains your current charges, the due date and then offers services that the customer may not already, well that the customer is not already signed up for. So we're going to watch the video.

Upon completion of the video, Mrs. Wood stated okay, and then if we go back to the top of this screen, where I was saying it did a comparison for your current usage versus last month, this portal is predictive in the fashion that it tries to offer solutions to customers, why their bill may have been more or less one month over the other. So in this particular case the customer used 436 kilowatt hours less than their previous bill so their explanation that's being provided through the portal is that their actual current or billing period was two days less than their billing period the month before. So it will also offer weather facts if its relatable to the consumption and such, so that could be very helpful. There's also a chart on the bottom of the page. And most of the charts as we go through and show them, and the transactional lists can all be downloaded to either Word or Excel which will be a tremendous time saver for not only the customers but our customer service representatives as well. We do get a lot of calls of people who would just like a year's summary, they want to show an auditor or they're preparing for taxes. So now all of this information is available at their fingertips.

Mrs. Wood stated moving on to the Bills and Payments tab, this tab shows all of their bills so you can go directly into a statement if you wish to, not only on any current statements but it goes all the way back. I don't know if you want to click on a bill or not. After opening, stated so it presents your bill just like it typically would that you would receive in the mail, and you're able to print it from here. Then requested Mrs. Fisher to close that bill and stated across the top of the screen the customers have access to pay their bill, to do paperless billing, sign-up or management of it, to do the auto pay, sign-up or management of it, and then to manage their payment methods which would be managing primary credit cards or having different credit cards and selecting a favorite. They can also do pay by text, which is a really neat feature for customers. If you sign up for pay by text you will get, its very simple if you want to click into that. It's very simple to sign up for it, all you have to do is put in a mobile number and you will get a text every time you have a new bill that's generated. It tells you

(4-b) Update – NSBU Customer Experience Improvements (cont.):

the amount. If you have a saved credit card you can simply reply back with a “Y” for yes and it will draft it from your credit card. So this is a program we hope to really have some customer adoption in, in the future. It wasn’t as prevalent in our old system because like I said it took you out to a different web page. This portal is very inclusive of everything that we offer so again it’s right at the customers’ fingertips.

Mrs. Wood then stated okay if you want to move on to the Transactions tab. This is a list of everything that’s taken place on your account, so this is where I say its going to really benefit the customers if they’re trying to reconcile their account. They want to see you know where you see their payments or when a new bill was generated, and this is all downloadable again, you can take it Excel, again a huge time-saver for us. The Billed Usage tab, first of all once we’re up and running on AMI, this Billed Usage tab is going to contain so much more information for our customers. It’s going to give not only your monthly reading summary, but it could go down to the hour with your reading summary, so keep that in mind as I explain some of the charts, but it’s a really neat feature for our customers. So on the top you have the choice to toggle between electric and water and then it shows your consumption across the board. It also has different overlays for weather. Currently it’s showing an average temperature weather overlay, but you have the option to choose a max temperature if its summertime, you could choose a minimum temperature. But it also shows the degree or the humidity levels and then the average precipitation if you’re looking at your irrigation consumption, and then degree days. So it really has a lot of offerings, I wouldn’t recommend clicking them all at once because it makes the chart look very, very busy. But another really neat feature in this certain graph area is that you have the ability to add an event. So it’s called My Events, you can go in there, if you happen to have replaced your AC or you fixed a leaking toilet, you can go in there and pinpoint the date that you did that and then you can watch your consumption from there to really make sure that you took care of the problem. Or if you want to see the energy savings of a new appliance or something that you put in place; so we think that will be very helpful for our customers as well. Again this is another chart that’s able to be downloaded. A little bit below that is a breakdown of consumption by billing period so you can actually see the readings we took from the meter. This is not something that’s been readily available to the customers except for on their billing statements, so this is all-in-one place. They can go through, they can see the charges that were associated with each reading. If the customer, Mrs. Fisher if you could toggle over to water on this, yes, that’s good. You can see the sewer charges that are associated with the water charges. Mrs. Wood then asked if anyone had any questions so far.

Commissioner Hawes stated one question, in terms of sending the bill, somebody gets the bill in the mail, they know they have to pay. If someone goes paperless, do they get an email to say your bill is due and whatever else.

Mrs. Wood stated yes, yes you do.

Commissioner Hawes stated okay.

(4-b) Update – NSBU Customer Experience Improvements (cont.):

Mrs. Wood continued, you get an email and then you can click from there and you can actually view the statement if you wanted to see the statement detail. But the email that's provided gives you your amount due, your due date.

Commissioner Hawes stated okay.

Mrs. Wood stated okay, so moving on to the Compare tab., then stopped for a question.

Mrs. Whiteley stated what can happen if your credit card gets hacked, is that going to, how would the customer...

Mrs. Wood stated great question and it happens all the time. So if your credit card were hacked, we of course would work with you if there were any bills due by putting an extension on the account. But if your credit card is hacked, all you have to do is log into your portal, come in here and delete it off your account. That would be the quickest and easiest way to make sure we don't try to draft a credit card that's closed. But that's in the account management section under bills and payments, there's an option in there to manage your credit cards.

Mrs. Whiteley stated thank you very much.

Mrs. Wood stated you're welcome.

City Commissioner Martin stated brief question, when you pay electronic, what happens to the inserts that we traditionally get with our bills.

Mrs. Wood stated so Mrs. Fisher and I are working on a good fix for that. But for now we'll be linking them, linking to a page on the website for you to be able to see. Everybody good?

Chairman Davenport stated that's it.

Mrs. Wood stated okay, going on to the Compare tab, this one allows customers to view their consumption and compare it from this month to last month or you can change that and compare year over year. In this particular case I will tell you this account is a little near and dear to my heart but as we were testing, we looked at this and we went wow, the water consumption steadily increased year over year and we ended up finding a pool leak just by looking at this. So having the ability for our customers to get in there and see this and monitor their usage on, you know on a level or platform like this, would really, it really helps. We do our best to call on high reads, but in this case, if you can see it just slowly kind of increased. That's not something that would be within our bill parameters to catch. So its nice to put this in the customers' hands.

Commissioner Hawes stated just to, how much history is there, is there a couple of years back or...

(4-b) Update – NSBU Customer Experience Improvements (cont.):

Mrs. Wood stated yes, there is a couple of years back and I believe that you can actually change the date on here to go even further back, so you can continue to look back.

Commissioner Hawes stated okay, thank you.

Mrs. Wood stated you're welcome and then continued, let's see on the chart just below this, okay, no you're fine, you can go to electric if you want. But this is another chart that allows you to do the max temperature, the minimum temperature, there's all sorts of different parameters that you can put.

Chairman Davenport stated do you want to, excuse me just a minute, would you leave those lights, it's kind of annoying please.

Mr. McMurray stated just leave them on.

Chairman Davenport stated no, leave them off right now.

Mr. McMurray stated they're motion sensors so they're going to kick back on if you try to keep it dark.

Chairman Davenport stated okay, well let it go, we'll get that fixed next month with the budget.

Mrs. Wood stated we're almost done. On to the Outages tab, this is a brand-new feature for our customers, they have not had the opportunity to post an outage online yet. So now we went live with this system in late January, now you can. Right from your portal you can go in and select an address, you can type in a brief description of what's wrong and then request whether or not you'd like a call back once your power is restored and then submit your outage from here. As I mentioned we are in a live system so we're not going to do that right now because it will submit an outage to our operators, so we don't want to do that. But there is also a link that takes you out to our outage map, so they can see if there are any outages. And then there is a message bar across the top so if this customer had been impacted by an outage and their power was still currently out, within your portal you will see straight across the top that a power outage is impacting the area which is beneficial for our customers that are out of town.

Mrs. Wood stated okay, then on to the Profile tab. The Profile tab allows you to basically manage all things with your account, you can change your user name, you can update your password. There's also a couple of other features on here, if you go up a little bit Mrs. Fisher, on the account list, this allows you, if you have multiple accounts, to add your accounts to one portal. So you don't have to have a different registration for every account that you have, if you manage someone else's account, we'll get into that in a second, but you can add all these different accounts here. So a lot of property management associations or homeowner's associations, this will be very helpful for them. And then onto the guest's access, we're very excited about the guest's access link. For anybody who needs a friend or a family member, we might have an elderly customer that needs someone else to look after their account. Or even

(4-b) Update – NSBU Customer Experience Improvements (cont.):

if you rent your home and you have a property manager that takes care of the home, you can grant access to your account through this feature. And you could choose what you actually want them to be able to access, so you can lock down. If they don't want them in their payment screens, you can lock all that stuff down or you can grant them access to everything. All you do is you fill this out with their email address, their name, you hit submit. It sends them an email invitation, once they accept, they're right into your account. So we think that will be a great tool, we have a lot of customers inquire about that. So does anyone have any more questions on this portal; no, okay.

Mrs. Wood stated going forward with the Customer Experience we are currently working on Smart Forms which are going to be built into this portal. They are forms that will allow customers to start, stop, transfer service. It will allow them to report if there's a safety issue that they're concerned with in the field, if they have a streetlight that's out, all your typical forms that you expect to see, we're going to build them and put them into this portal. It will be a huge time saver not only to the customers but again to our CSR's because these Smart Forms will initiate a work order in our current CIS. So it will initiate the work, we still have a CSR that will be able to intercept it to make sure that the integrity of the data is there before it finalizes in our CIS, but we're very excited to have those and those are coming down the pike soon. We are also working on an NSBU app for smart phones which is going to contain all of this information but in a much easier format and we're very excited for that too. So I can't wait to show you guys the app once we get it up and running.

Chairman Davenport stated perfect.

Mrs. Wood then stated does anyone have any other questions.

Commissioner Hawes stated sort of the last question.

Mrs. Wood stated sure.

Commissioner Hawes stated so let's assume that I'm kind of going through this and I'm trying to be a little more sophisticated about whatever it might be, and I get a little stuck. Do I call, are people on your desk able to kind of help me with that.

Mrs. Wood stated absolutely, that's what we're here for. We've been fielding some calls. I will say that the questions that have rolled in so far have been very light, we haven't seen a lot of people struggling with the system. When we went live, we were able to migrate most of our existing customers over with their existing email address and passwords so that they didn't have to re-register, which made a smoother rollout to go live. But our CSRs are all equally very excited about all the information in here so you know they're like just wait until you can see this right before we went live, they were all you know really amped up about it. So we're happy to finally have it rolled out to the customers and I think it will be very beneficial for everyone, definitely enhances their experience with us.

Commissioner Hawes stated well, its kind of interesting for them because they're service people but now they've sort of become consultants for lack of a better word.

(4-b) Update – NSBU Customer Experience Improvements (cont.):

Mrs. Wood stated yes, yes definitely. Any other questions.

Chairman Davenport stated any questions. There being none, stated okay, and thank you very much, very good.

Mr. Bunch thanked Mrs. Wood too and then stated Chairman back to you for section five.

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

Chairman Davenport stated thank you sir to Mr. Bunch, and then stated agenda item number 5. General Counsel’s Report.

(5-a) Proposed NSBU Resolution No. 2023-01 – Declaring NSBU’s Intention Regarding Requirements of PURPA, Two New Standards: (1) Demand Response and Demand Flexibility and (2) Electric Vehicle Charging Programs:

Mr. Cloud stated we just have the item that is pending before you which is a motion for which the public hearing was closed, so which you can now make a decision, which is to vote yes or no on the motion to adopt a resolution.

Chairman Davenport stated okay, we need a motion and a second.

Mr. Cloud stated yes.

Commissioner Hawes stated we need a motion.

Chairman Davenport stated yes sir.

Mr. Cloud stated just to be sure.

Commissioner Hawes stated okay, then I would make the motion; specifically a motion to approve the Resolution declaring NSBU’s intent regarding two new PURPA Standards, as stated in the Resolution and agenda item summary. Upon approval the resolution will be numbered 2023-01 and become effective immediately upon passage.

Chairman Davenport stated okay, now a second.

Commissioner Conrad stated second.

Chairman Davenport stated we have a motion and a second, discussion? Any discussion. Okay, if not Mrs. Simmons if you’ll call the roll please.

Mrs. Simmons stated this is for approval of Resolution No. 2023-01, and after completion of roll call, Commissioner Hawes’ prior motion passed unanimously.

(5-a) Proposed NSBU Resolution No. 2023-01 (cont.):

(As stated by General Counsel during the Final Public Hearing, NSBU considered these PURPA standards and will not be adopting them. Will continue to exercise its adoption of exclusion and when appropriate will continue enacting voluntary beneficial measures for our customers and system.)

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

Mr. Cloud stated the only other thing I wanted to point out is five years ago today I first appeared before this board presenting a peer review report and that's been, I've enjoyed the last five years and look forward to a few more at least. I just thought I'd share that with you.

Chairman Davenport stated thank you.

(6) Old Business:

Chairman Davenport stated all right, item number six, Old Business.

Mr. Bunch stated no items of Old Business Chairman.

Chairman Davenport stated no Old Business.

Mr. Bunch stated no Old Business or New.

(7) New Business:

Chairman Davenport stated and item number seven, any New Business.

Mr. Bunch stated no sir.

(8) Possible Other Business – Time for Commissioners:

Chairman Davenport stated okay, item number 8., Commissioner Conrad, would you like to comment on anything.

Commissioner Conrad stated no.

Chairman Davenport stated thank you. Commissioner Smith?

Commissioner Smith stated oh yes, I wouldn't miss it for the world. These are a couple of questions that I have for staff to get back, maybe at our next meeting or when convenient. One is I've been reading an article, Florida Trend, excellent article in here about RNG –Renewable Natural Gas. And my question for staff to answer is it feasible to capture methane off of the Wastewater Treatment Plant. So if you can think about that and give me an answer to this question next week, I'd appreciate it. The other thing, I've already talked to Mr. Bunch about really look forward about having some input on the questions or issues that we're going to talk about when we have our Joint Meeting, so I think that's good. The last one is I would

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

appreciate some comments from staff on putting forward the Florida Water Star Program for New Smyrna. So that's my comments. Oh, and one other really important thing, I now own an E.V.

Chairman Davenport stated you what?

Commissioner Smith stated it's only got two wheels.

Chairman Davenport stated okay.

Commissioner Smith stated I'll ride it to the next meeting if I don't get killed.

Chairman Davenport stated there you go. Commissioner Hawes?

Commissioner Hawes stated I think I've said plenty today, thank you.

Chairman Davenport stated thank you. As always, I want to thank the staff, what a wonderful job that you do and the feedback I have personally had, two situations in the community where people pick up the phone and call me. One was my sweet little insured lady, Buddy, and went on and on about her water bill. And you know ya'll handled it perfect. I don't know what you did but she called me up, she wrote me a cute note that said thank you. Every time I get one, I do, here's what I say send me an email to my email address, be specific, and then I will forward it on to the right person, that's usually Mr. Bunch. And then I'll.., but I had two like that in the last couple of months and I've got accolades from both of them for service is what I'd like to share. And then I just want to thank you again for everything.

Chairman Davenport then banged the gavel and stated meeting adjourned.

There being no further business to come before the Commission, the Regular NSBU Meeting closed at 3:50 p.m.

{NOTE – Effective at the U.C.'s 3-22-21 Regular U.C. Meeting, commencing with the minutes for Two Final Public Hearings and Regular U.C. Meeting Held 2-22-21, the Commission will start approving annotated minutes within the agenda package. These detailed, near verbatim minutes will still be prepared for reference, electronic searches, and will additionally be posted on the U.C.'s website – [ucnsb.org](http://ucnsb.org).}