

**CITY OF WINTER PARK
UTILITY ADVISORY BOARD**

**Regular Meeting
180 W. Lyman Ave**

**January 23, 2008
12:00 p m**

MINUTES

Present: Mike Whiting, Bob Cadle, John Reker, Patricia Elwood, Joe Regner, Greg Seidel

City of Winter Park Staff: Jerry Warren, Electric Utility Director; Terry Hotard, Asst Electric Utility Director; Mark Brown, Electric Eng. Analyst; David Zusi, Water and Wastewater Utilities Director; Susie Streed, Customer Accounts Supervisor; Clarissa Howard, Communications Director; and Debbie Wilkerson, Recording Secretary.

Absent: Marni Spence, Steve Miller

Others present:, Ruby Irigoyen, Denise Eskola, Dennis Eskola, ENCO

CALL TO ORDER

Chm Whiting called the regular meeting of the Utility Advisory Board to order at 12:00 p.m.

I. ADMINISTRATIVE ITEMS

A. Approval of Minutes

Motion made by Mr. Regner to approve the November 28, 2007, minutes as presented, seconded by Mr. Reker, motion carried unanimously.

O& M Presentation – Ruby Irigoyen, Sr Vice President, Customer Service ENCO

Ms. Irigoyen presented a PowerPoint presentation. She summarized the activities of the call center. She also addressed the IVR (Interactive Voice Recording) and how it is utilized at the call center. Ms. Irigoyen explained the outage management system, and covered the new mapping system that maps all the outages. Ms. Irigoyen responded to questions from the Board.

II. REPORTS

A. Electric Utility

SAIDI and MAIFI

Mr. Brown distributed November and December reliability reports. He explained the new graph, Outage Cause Comparison. He reviewed other data and responded to questions.

Fuel Adjustment

Mr. Warren summarized the monthly fuel adjustment process. He distributed spreadsheets and explained their purpose and how they are utilized by the City to make fuel adjustment recovery decisions. Mr. Warren responded to questions from the Board.

CITY OF WINTER PARK

Utility Advisory Board
180 W. Lyman Ave.

January 23, 2007
12:00 p m

MINUTES

Undergrounding Updates

Mr. Warren issued an invitation for all Board members to attend the CA-3 Citizen Information meeting, Thursday, January 24, 2008, at the Welcome Center as well as the Electric Underground Kick-off on Friday, January 25, 2008, in front of the University Club.

B. Water and Wastewater Utility

Update Alternative Water Source

Mr. Zusi recapped the water issues the City and State are facing. He reiterated that the City is in discussion with St. Johns River Water Management regarding the SR 46 project and with Seminole Co. regarding Yankee Lake. He summarized actions that are taking place with both projects. He indicated that the City will probably need to partner with either Orange County or OUC to reduce costs.

Mr. Zusi responded to a question on water conservation, stating that the City is looking at this issue very strongly including informative mailers, targeting highest irrigation users, eliminating irrigation meters for new users, and including steps on how to conserve in city publications.

C. Communication

Ms. Howard disturbed copies of the calendar included in utility bills and City Update.

D. Utility Billing

Ms. Streed reported that Utility Billing is using a new piece of software called Contact Management. This works with the City existing HTE system and allows tracking and more efficient routing of calls

E. Customer Feedback

None at this time

Due to the conflict of the meeting dates with the holidays in November and December, the Board agreed to reschedule those meeting dates to November 18 and December 16, 2008

III. ADJOURNMENT

Chm Whiting adjourned the meeting at 1:23 pm. Next meeting date – February 27, 2008

Respectfully submitted,

Deborah L. Wilkerson CPS/CAP
Senior Staff Assistant

Approved 2/27/08