Florida Public Power:
Investing in Tomorrow's Grid

Moderator

Ed Liberty, Electric Utility Director, Lake Worth Beach Electric Utility

Panelists

Efren Chavez, Interim General Manager & CEO, New Smyrna Beach Utilities

Justin Kramer, Director of Emerging Technologies & Analytics, Orlando Utilities Commission

Sheila Pressley, Chief Customer Experience Officer, JEA

City of
Lake Worth
Beach
FLORIDA

The Art of Florida Living.SM

Investing in Tomorrow's Grid

……Lake Worth Beach's Journey

Challenges We Faced

- Reliability had deteriorated significantly
- Rates were high
- Customer confidence in their electric utility was low
- T&D System incapable of supporting growth
- Limited system ability to accommodate contingencies
- Lack of capital
- Significant restructuring needed in all areas of operations

Transformational Priorities

- Team focus on System Hardening and Reliability Improvement
  - Teamwork, Operations drive Engineering, Privilege of Focus
- Assessment of: problems, resources needed, and a strategy to acquire them
- Priorities; where to begin?
  - Poorest Performing Circuits
  - Identify areas of high risk and high consequence of failure

Underway with ~$100 Million in Infrastructure Improvements

- Distribution hardening
  - Concrete, steel, and wood
- Technology
  - Reclosers & RMAG Breakers
  - New SCADA, GIS, OMS
  - Integration of AMI
- New System Operations Center
- Additional transmission tie
- Rebuilding substations
- Distribution Voltage Conversion
  - 4kv to 26kv
- Elimination of Automatic Splices
- Reconductoring

New Smyrna Beach
UTILITIES

FMEA Annual Conference
Our Success Journey
…..and Next Steps

Efren Chavez

August 2024

Modernization Journey- Timeline Feb. – May 2019

- **Defined Our Vision, Mission and Values**
  - Community Needs and Expectations and the Business Environment
  - Current/Legacy State vs. Utility of the Future Modernization Focus
  - Approved Modernization Assessments and Planning to Commence

- **Approved "Just Do It" Areas to Move Ahead**
  - Electric Reliability Improvement Program (ERIP) Planning
  - Improving New Business-Development Process
  - Prioritized and Risk Based Budgeting
  - Water-Septic Assessment
  - Implemented Centralized Facilities and Fleet Functions
    - Fleet designs standardization, and ongoing budgeting and purchasing
    - Improved facility maintenance and security

New Smyrna Beach UTILITIES

Electric Modernization Projects: 2024 – 2028

- **Consultants provided a multi-staged modernization plan**
- **Providing customer value**
- **Adapting industry best practices**
- **Focused on Foundational and Priority programs**
- **Investments are Improving Operations and Customer Experience**
- **Received APPA Merit Award for NSBU Modernization Video**

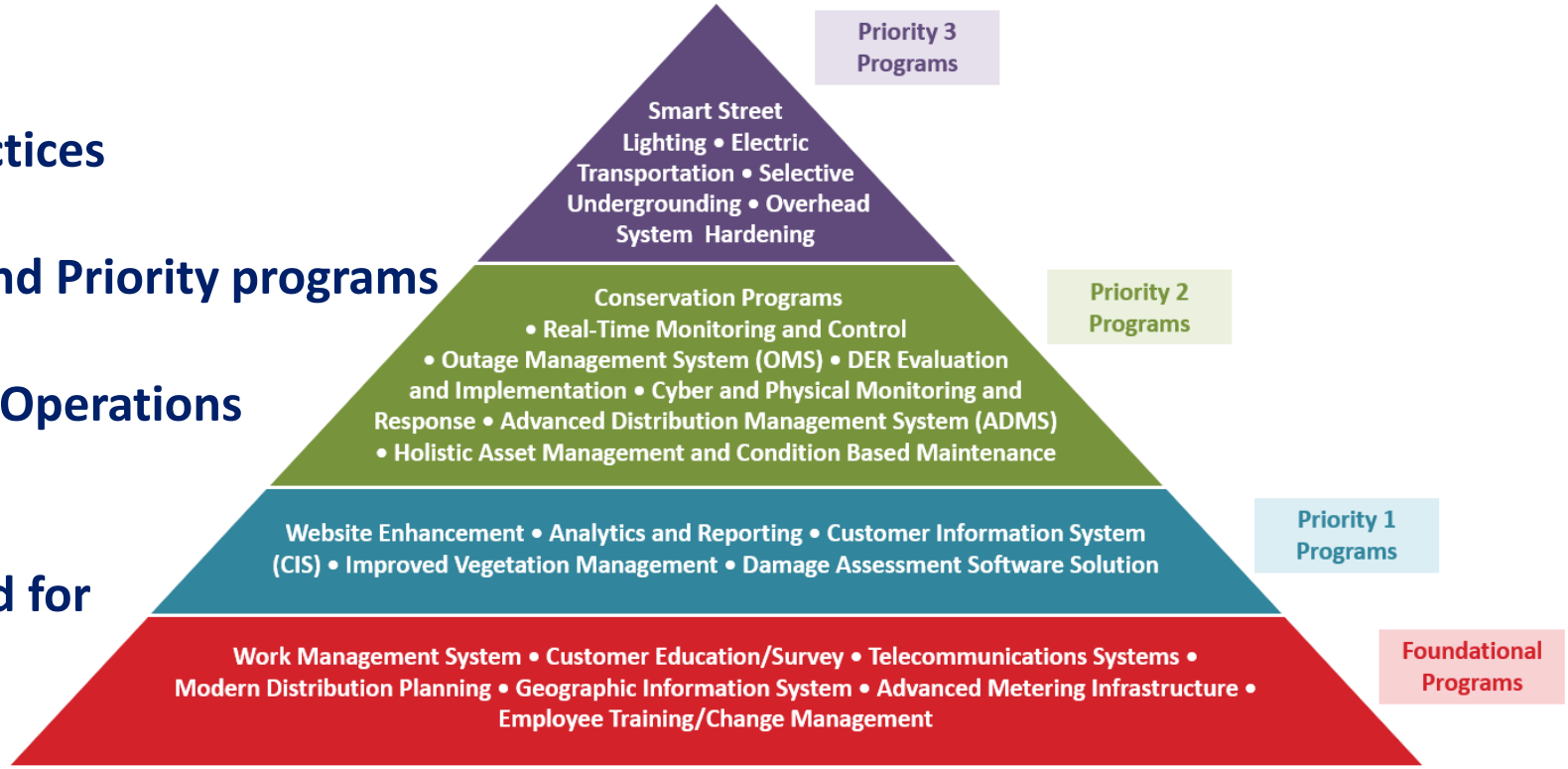


Figure 1: Modernization Pyramid of Priority Programs

Rebranding and Customer Experience (CX)

- **Rebranded July ’22 and adopted New Smyrna Beach Utilities (DBA) and new logo**
  - Coastal community theme and aligned with surrounding community
- **Implemented new Website and E-Access Customer Service**
  - SilverBlaze Single-Sign-On (SSO) portal. Upcoming AMI meter usage info will integrate seamlessly with SilverBlaze for a smooth transition for our customers.
  - Updated branding, but made it easier to transact business with NSBU
  - Customized for customer needs, including video content
  - Drops & Watts conservation program tool
- **Improved customer communications – timeliness and targeted information**
  - OnSolve and OMS Texts provide real-time, targeted communications in emergent situations, such as water main breaks, hurricanes, extended outages, etc.

New Smyrna Beach UTILITIES

Improve Electric Grid Reliability and Resiliency

- **Completed third year of deliverables of the Electric Reliability Improvement Program**
  - Year-End FY23 performance SAIFI and SAIDI *best on record for NSBU* - Program yielding notable improvements
  - 2023 SAIFI (Frequency of Outages) 41% Reduction vs. baseline, surpassed ‘24 goal of 1.00
  - 2023 SAIDI average outage duration a 32% Reduction vs baseline
  - CAIDI 68 minutes outage restoration time vs. ’24 target of 55
- **2024 YE ERIP Projections**
  - SAIDI – 60.30 8% Below Forecast
  - SAIFI – 0.90 3% Below Forecast
  - CAIDI – 67.00 5% Below Forecast

~~Reliability Targets~~

- **Transmission Grid Reliability Project Corridor Route approved and project proceeding**
- **Continued Industry Best Practices based Preventative Maintenance (PM) Programs**

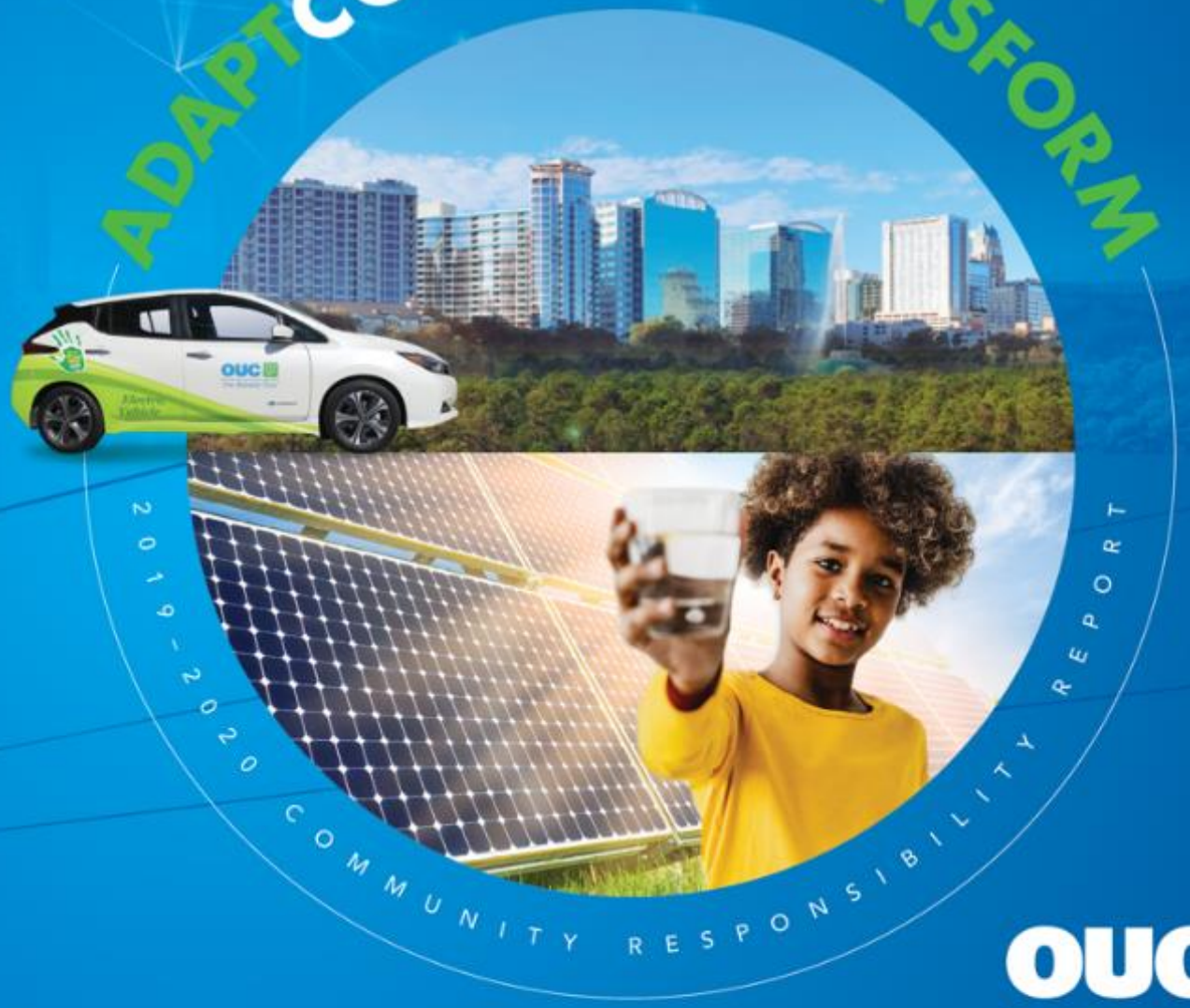
New Smyrna Beach ••• UTILITIES •••

NSBU Governance Business Model

NSBU Governance Model further tailored for Electric and Water Businesses

Resolution 2021-03 as a Process……

Justin Kramer
Director of Emerging
Technologies and Data Analytics
OUC – The *Reliable* One



OUC
The *Reliable* One®

OUC At a Glance

ADVANCING A CLEAN ENERGY FUTURE
& Orlando's future-ready commitment

FIVE MEMBER BOARD OF COMMISSIONERS
Supported by executive leadership team with >100 years of combined OUC service

SECOND LARGEST MUNICIPAL UTILITY IN FLORIDA
and the 14th largest municipal in the country

RELIABLE AND RESILIENT
energy and water services

100 YEARS
OF SERVICE

SOLID FINANCIAL METRICS
AA credit ratings

2020 & 2022 MOST TRUSTED ELECTRIC UTILITY
according to Escalent

SUNRISER
for four consecutive years by Southern Alliance for Clean Energy

**According to Escalent*

OUC The Reliable One®

OUC Strategic Pillars

OUC
The *Reliable* One®

Key Drivers Shaping Our Strategy

OUC The Reliable One®

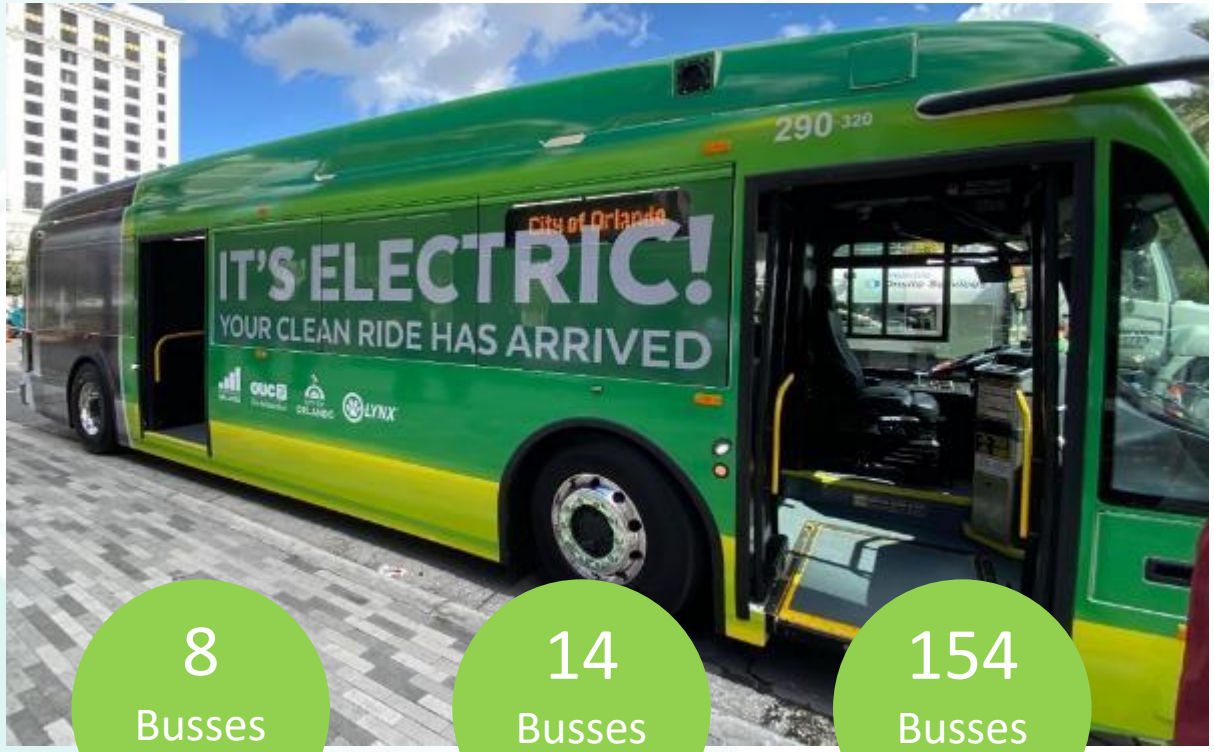
Our Vision: OUC is an innovative solutions leader and *the* partner of choice

Relationships and partnerships are key to success.

OUC The Reliable One®

Grid Integration at Gardenia Innovation Lab

Powerful Partnerships
Support EV Infrastructure Development



8 Busses in 2021

14 Busses in 2022

154 Busses by 2032

300 EV Chargers installed in City of Orlando

CITY OF ORLANDO

POWER ELECTRONICS®

LYNX®

OUC The Reliable One®

Thursday, August 1, 2024

Investing in Tomorrow's Grid to Improve the Customer Experience

Sheila Pressley, Chief Customer Experience Officer

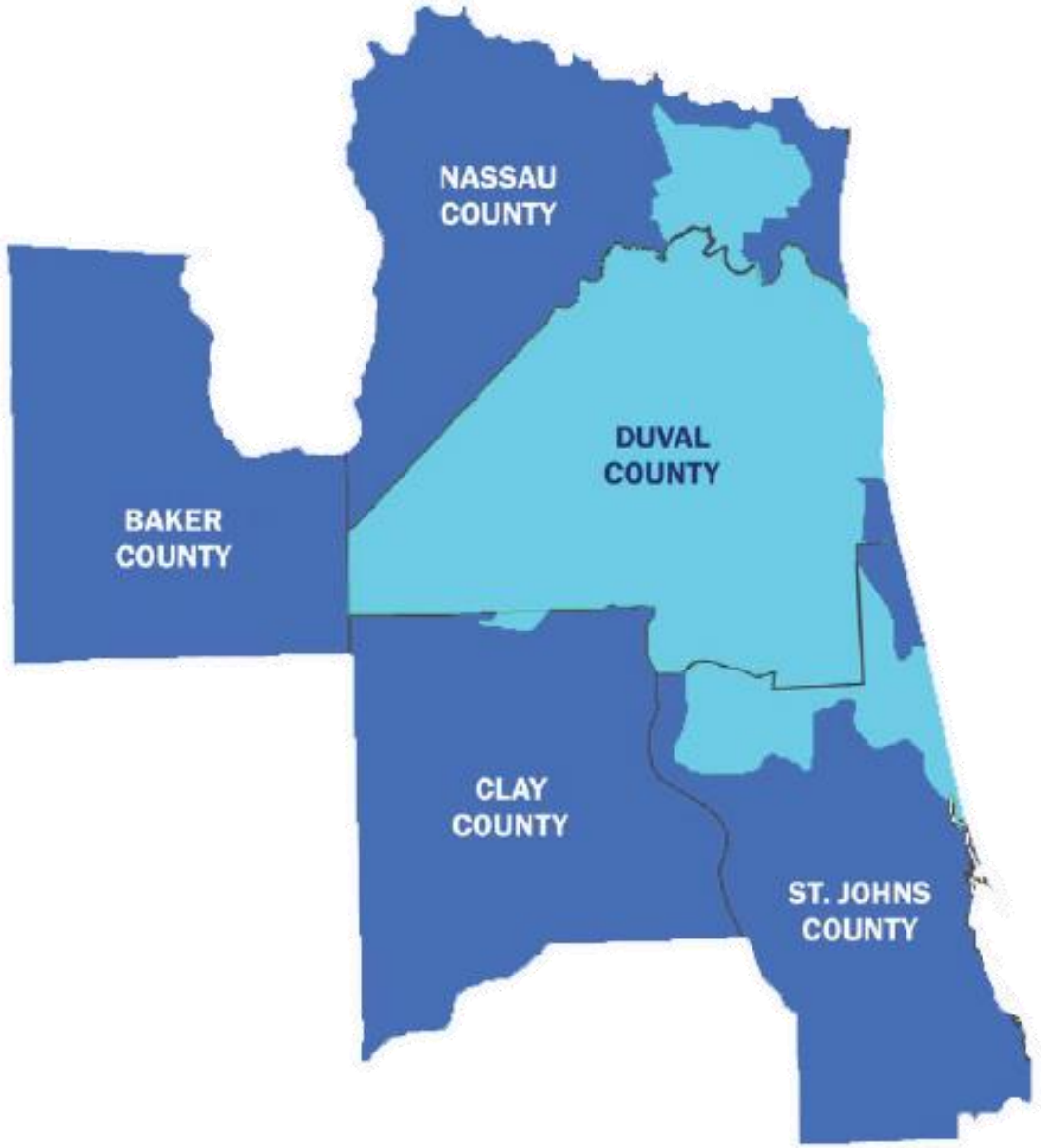
About JEA

JEA has served Jacksonville as a municipal electric system **since 1895** and has operated water systems **since 1997**.

Serve approximately **550,000 electric** and **400,000 water customers.**

Service territory covers **over 900 square miles** and more than **1.3 million people.**

Largest municipal utility in Florida with more than **2,200 employees and almost $3 billion in revenue.**



Proactive Alerts

Abnormal Consumption Alerts

Customers using at least 3 times their normal consumption receive an alert by text, voice or email midway through their cycle.

Leak Detection Alert

Statistical model developed to identify customers who are likely experiencing a water leak.

Daily Consumption Alert

Piloting an alert that provides daily notifications for how much energy and water customers have consumed the previous day in dollars versus kWh.

Broken Water Meter Identification

Machine learning model developed that accurately identifies meters that are no longer registering.

Customer Engagement Technologies

Advanced Metering Infrastructure (AMI)

Smart meters enable real-time monitoring and management of energy usage, providing detailed insights for both JEA and our customers.

Enhanced Consumption Portal

Website self-service enhancement to provide disaggregated energy and water consumption stats, automated billing and usage alerts, ways to save planned.

Next-Gen Outage Map + Reporting Tools

New bilingual outage map allows new levels of information sharing, alongside messaging tools including 2-way natural language SMS reporting.

What's Next

Affordability Impacts

Investment decisions, the impact on rates and the value for customers.

Load Management

Demand side management,
behind the meter and impact of electrification (EVs).

Sharing Data with Customers

Provide disaggregated data and analytics to empower customers to make informed decisions.