

Operational Support and Distribution Services



Florida Municipal Power Agency
Community Power. Statewide Strength.®

FMEA Annual Conference Pre-Conference Seminar

July 18, 2017

Plan for Today's Roundtable Discussion

- Start addressing operational and distribution challenges
- Recap member input on new services needed
- Recap FMPA resource alignment to address the need
- Roundtable discussion providing direction for next steps

Operational and Distribution Challenges

- Workforce shortage, high demand for essential field personnel
- Sudden departure of key personnel a serious problem
- Customer expectations and new technology driving need for higher levels of service, reliability and outage restoration
- Identifying and implementing best technology

Member Input Defining the Problem, Solutions

Member
Visits
9/16-12/16

Roundtable
Meeting
1/17

Strategic
Planning
2/17

Member
Survey
5/17

Summary of Roundtable Discussion, Outcomes

Issues

- Compensation
- Retention
- Vacancies
- Recruiting
- Succession
- AMI, technology

Actions

1. Develop salary survey
2. Presentation at annual conference
3. Promote roundtable opportunities
4. Regional assistance for vacancies or large construction projects
5. Promote value of public power

Significant Enhancement of Member Services Identified as Priority in Strategic Planning

- **Operations and Maintenance:** Distribution operations, extended mutual aid, support for capital projects, training
- **Information Technology:** OMS, SCADA, AMI, cybersecurity, etc.
- **Promote Public Power:** Materials explaining benefits of public power and their value to cities (to be addressed separately)
- **Engineering Services:** Day-to-day support, studies, design

New Position Created at FMPA for Manager of Member Services Development

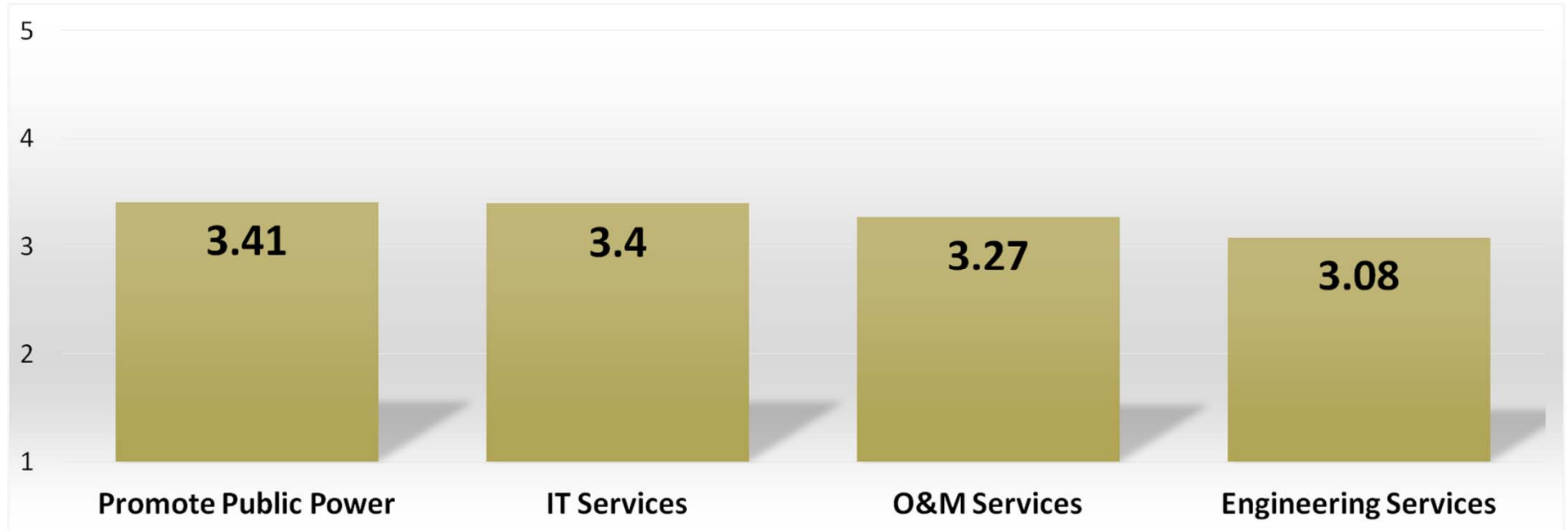
- FMPA needed to add operational experience to its staff
- Offer made to 34-year veteran of public power in Florida
 - Original FMPA-ECG safety trainer in Florida, knows Florida cities
 - Former lineman with more than 20 years experience
 - Starts July 31

Early Goals for Manager of Member Services Development

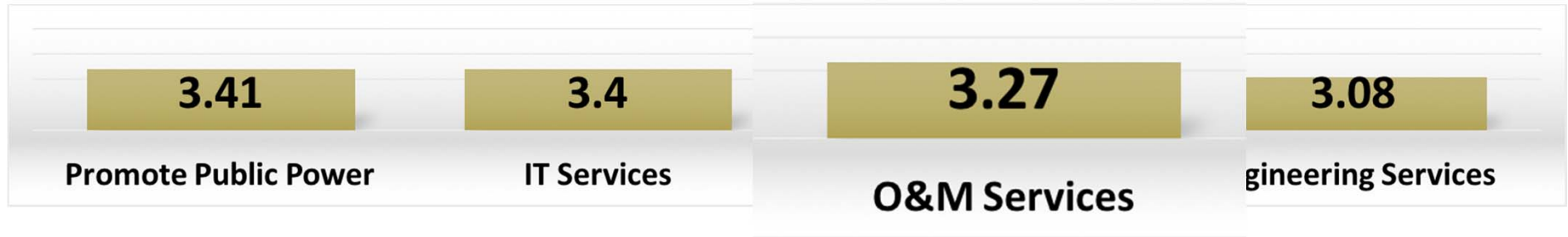
- Visit member cities
 - Meet with operations leadership and mid level supervisors
- Seek both internal and external opportunities to provided scaled solutions
- Understand each utility's ability and appetite for inter-utility support

In Survey of FMPPA's Members, They Rated Interest in Potential New Services

On a 5-point scale with 1 being "not at all interested" and 5 being "extremely interested"



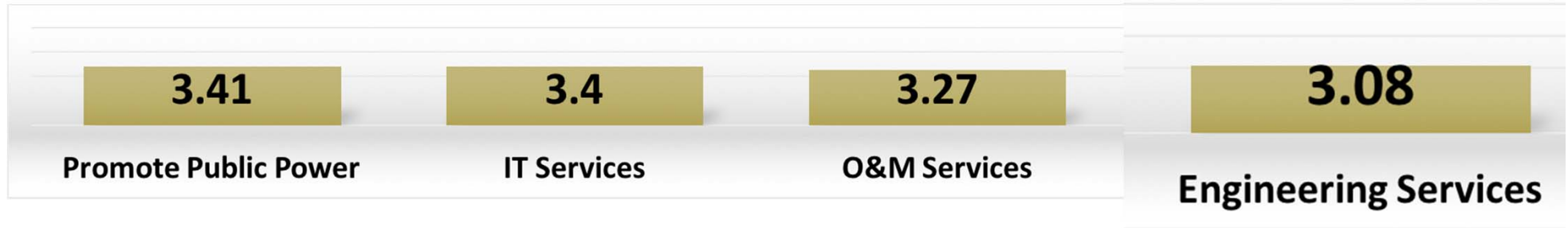
Interest in Potential New Services



O&M Services

- Capital Improvement Program (CIP) Project Support
- Inter-Utility Agreements
- Resource Sharing
- Storm Contracts w/Contract Vendors

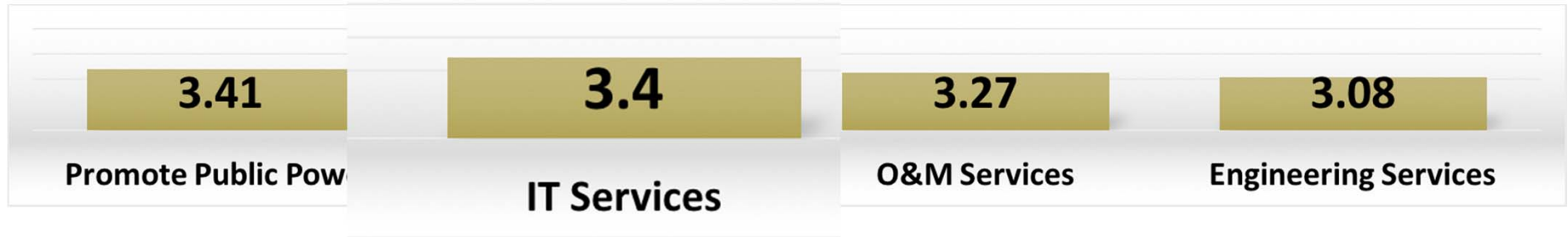
Interest in Potential New Services



Engineering Services

- Project Design
- Work Order Development
- Permitting Consultation
- Territorial Agreement Research and Support

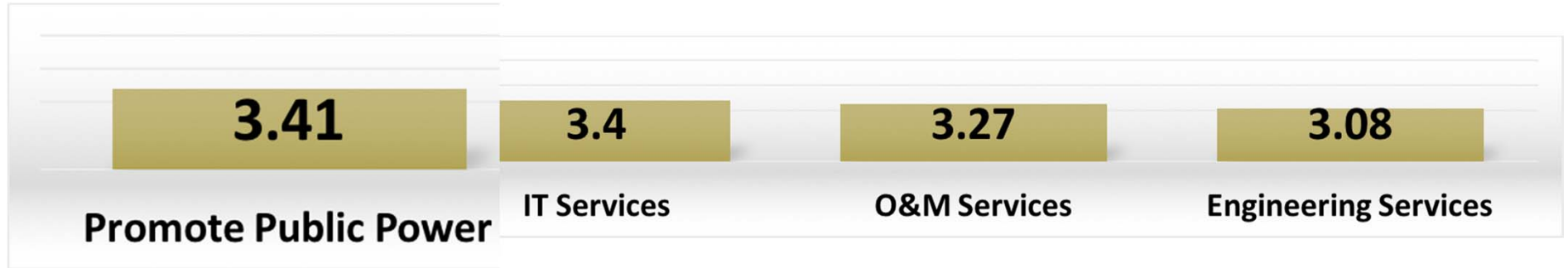
Interest in Potential New Services



IT Services

- Interactive Voice Response (IVR)
- Outage Management System (OMS)
- Paperless Work Orders
- Advanced Metering Infrastructure (AMI)

Interest in Potential New Services



Promote Public Power

- A core value that will permeate all we do
- This new position will support this as an ancillary part of other services provided

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