

**AGENDA MINUTES
MEETING
AGENDA
MONDAY, NOVEMBER 4, 2024 5:30 PM**

1. CALL TO ORDER

The City of Leesburg Electric Advisory Board held a regular meeting on Monday, November 4, 2024, at Leesburg City Hall. Chairperson Morris called the meeting to order at 5:30 p.m. with the following members present:

Board Member Jack Braton
Board Member Dan Robuck
Board Member Marc Schwartz
Chairperson Timothy Morris

Vice-Chair Jessica Flinn was absent. Also present were City Manager (CM) Al Minner, Electric Director (ED) Brad Chase, Electric System Operation Manager (ESOM) Chris Adkins, Deputy City Clerk (DCC) Anna Rotterdam, the news media, and others.

INVOCATION

Chairperson Morris gave the invocation followed by the Pledge of Allegiance to the Flag of the United States of America.

PLEDGE OF ALLEGIANCE TO THE FLAG OF THE UNITED STATES OF AMERICA

2. APPROVAL OF MINUTES:

A. Regular meeting held October 7, 2024

Chairperson Morris asked if there were any corrections to the October 7, 2024, minutes. If not, he would entertain a motion. Board member Robuck made a motion to approve the minutes, seconded by Board member Braton. Chairperson Morris stated all in favor to signify by saying aye, oppose same sign, Motion carried unanimously.

3. DISCUSSION:

A. Hurricane Milton Restoration Update

Chairperson Morris stated our next item is Hurricane Milton restoration and turned the meeting over to the city manager. **CM Minner** stated at the request of Marc, we thought we would do a recap update on

the hurricane, a kind of Lessons Learned. He then turned the meeting over to Brad.

ED Chase started by saying this is somewhat lengthy in some parts and we can just skip over parts or can dive into a little bit more. If there are topics that were not covered, we can certainly address those. As far as the organization of the deck, we got the storm path, the prediction, and we talked about resources, the impact to our Electric System, the restoration recovery, Communications, and Lessons Learned are our main topics. The path that Milton took, as we know it stood out in the Gulf for quite some time before it started getting a track and hit just south of Sarasota. Through the state it even maintained as a category one. He showed a slide of the predicted path vs. the actual path taken. It did impact about 8:30 p.m. right south of Sarasota as a category 3, closest to Leesburg he measured about 60 miles away and it was still a category one, 90 mile an hour winds and we saw gusts at 75 miles an hour. We were measuring at the airport and around 11:00 p.m. the signal was lost for a day. Milton exited the state around 5:00 a.m. as a category one, 85 miles an hour. Back to the slide he said that our prediction was for Thursday, we were going to get impacted most of the day with the high winds, but matter of fact we worked Wednesday. Around Wednesday at 8:00 p.m. or so the winds got to where we could not work outside anymore, so we sent most of our folks' home. We had one crew we held over, and our plan was as soon as conditions got better on Thursday, we would call people in. A little about resources, we did start extended shifts and schedules on Wednesday and pretty much kept it through the following Wednesday, the 16th. We called crews and resources in to begin the assessment at 6:00 a.m. the morning of the 10th, again earlier we were thinking the 10th was going to be pretty much sit in wait maybe in the afternoon we would get freed up, but the storm had other plans and got out quicker. On our Mutual Aid support, we ended up getting three different groups in to help us. Troy, Alabama a group of eight, Keys Energy, a group of six-line techs and two tree trimmers and Scottsboro, Alabama six-line technicians.

The reason we were able to get the Alabama folks in was they were at Fort Pierce and Fort Pierce did not get hit as hard as they thought, so very quickly they released them to go help others. Essentially, we doubled our workforce. In our line division we have a little over 20-line men or line technicians and brought in about the same number of resources. Again, Mutual Aid from Troy arrived on Friday the 11th, so we pulled the trigger on them to come in. Early on that Thursday morning we had them kind of keyed up waiting for final word so we went ahead and set on Friday morning. Matter of fact they got here late Thursday and we were able to turn wrenches on Friday. Keys Energy and Scottsboro were released from Fort Pierce and they arrived Saturday morning and started working. We were able to get catering set up to feed all of our extended workforce. We were on 16-hour shifts, Public Works is on long shifts, long days. With Mutual Aid comes meals, comes hotels, and all of those things. Those are successes, and we will talk about that more later, but certainly the Mutual Aid and the support of the Mutual Aid was a success for our restoration. He showed a couple quick pictures of the crews from Troy, Scottsboro, and the Keys. They were sent to a variety of places, think the people in Sunnyside got to meet the Troy crew, Scottsboro spent a lot of time up on Spring Lake Drive and we had the Keys crew everywhere, Fruitland Park, City Hall, and Fountain Boulevard.

Again, initial impact 5:00 a.m., the dust settles the storm goes away and we had 18,892 customers out of service, 68%. Twelve (12) feeders were locked out and open eight field reclosers. Field reclosers are sectionalizing devices that in certain instances can have as many customers as a feeder on it, so we take a feeder, we break it into two or three, or even four or five sections. We had one substation out of service due to a Duke transmission line and again, upon initial impact we had some things that were high on our list; the UF server facility, as well as their North assisted living facility off Oak Terrace that was out of power. They lost power about 11 p.m. when their generator failed to start. Matter of fact, Chris was there that evening and we got a crew by there to have a look, but we could not boom up, could not deal with or get involved in the restoration; we had to wait till the storm passed. The city of Leesburg's sewer plant also had a generator failure, the airport had some outages, and we had two shelters identified on South Street that were out and a large assisted living facility, the new one on South US 27. These were some of the key things that were out first thing in the morning. Just a point of reference, because we will talk a little about feeders, laterals, and services, but as a reminder large transmission line (shown on a slide) on

the left-hand side belongs to Duke Energy, and a drop down there feeds our substations. We have five substations, we talk about main feeders, main feeders run up and down the large streets, they run up 27, they run up 468. All the main corridors will have feeders, lateral fuses that tend to go off to neighborhoods, so you have large lateral fuses feeding into neighborhoods and again they can be overhead or underground. Then finally you have Transformers and service cables, and that is our system priority list as well. You have to get the transmission up, get your substations up, the main feeders, the laterals, the Transformer services, that is our plan from a system perspective.

The impact by the numbers, we had 38 poles that were damaged and needed to be replaced, we had 20 pole mount Transformers that also got replaced, 200 spans or over 9,400 feet of primary cable that was on the ground. Some areas are badly hit due to really tree damage. In fairness, the high winds, normally are not tearing down our facilities, our poles are designed for those higher speeds of wind, it is trees coming down, falling down and it is not trimming per se because you do not trim for a 60-foot tree to fall down across your line, your trim clearance is 10 feet. That is what we shoot for. Certainly, the trimming accounted for some of the outages with limbs blowing, but you all drove around and there were many downed trees in different areas; Sunnyside, Beverly Shores, Beverly Harbor, Lake Forest across the street from Griffin, the Spring Lake Drive area in Fruitland Park, Stock subdivision, Montclair, Main Street, Lone Oak and Treasure Island off County Road 44. Still working on the concept, he was able to draw some polygons around our service area, so again 68% of our customers are out of power, and some of the areas shown, we do not have any customers in those areas.

He showed pictures of some of the damaged areas, again some of the poles and our crews working on the broken poles. Again, Wednesday was all pre-storm activity with our crews working 8:00 a.m. to 8:00 p.m. We sent some crews' home and kept a couple people on. Thursday Milton comes in at 5:00 a.m. and operations is grabbing their list of outages and prioritizing and noting what is out. Prioritizing that from order of importance for critical customers. We did make a call at 6:00 a.m. to have everybody come in around 8:00 a.m. where we are already beginning to do our assessment work. Our focus on Thursday was the main feeder assessment and feeder restoration, that was our driving factor or driving focus for the first day with 18,800 customers out of power. Focus on main feeders does a lot of things, it helps pick up traffic lights, pick up lift stations, pick up those commercial and residential customers that are attached to the main feeder. That is all pluses and we were able to focus on the IT server facility and the assisted living facility, which we got picked up about 5:30 to 6:00 in the morning. Shelters on South Street, had a large tree come down and take out that feeder, we were able to get that tree out of the way isolate it, and restore service back about 1:30 p.m. In total the first day we restored service to about 12,318 customers. He provided more images of the damage they were dealing with and some of our folks working. He did want to mention that when you bring in Mutual Aid, you do have to split up your own workforce a bit because you have to provide that team some logistic support, like switching and tagging support. From our staff, Daryl worked with the Keys Energy crew, Robert was with the Scottsboro crew, and Ronnie was with the group from Troy.

Friday, we did look for additional support, for additional labors on Thursday, but Friday is when we got wind that Fort Pierce was releasing them so we jumped on them pretty quick and they arrived on Saturday to start helping us out. Friday the remaining feeder restoration was our focus and then we started addressing those larger areas that were impacted. We started focusing on the larger subdivisions, larger laterals, the large assisted living on Marlene Street and also the airport campus about 2:50 p.m. on Friday afternoon; we had that back up, so, again another 3,400 customers. The big effort in the front is we have large feeders that are out, I am able to isolate and restore load to a lot of my customers. We start on the next day and you see that in subsequent days, Saturday we are starting the rebuild and replacement repair because the first days, I am not rebuilding and replacing, not setting new polls on the first day, we identify those issues and those problems and mark them, but move on to try to get the bigger number of customers restored. So, we got 3,415 customers back on Friday. Saturday still focusing on laterals and

you are getting more into the rebuild, and replacement repair sort of things. The numbers cut in half again and now we are at 95% completed by Saturday. This is the 72-hour window, where are we in the 72 hours, we are at 95% complete. When you start reporting to the state, the state says when you are at 95% you can stop reporting, but we still had a lot of work to do. Again, if you are in that 5% still without power, the last thing you want to hear is we are sending our Mutual Aid home. We did not send them home until Wednesday morning, ensuring the schools are ready for Monday morning, ensuring Ken is still working on damaged laterals, heavily focused on residential restoration; large areas first, smaller areas last, you know somebody is always going to be last. You always have somebody saying hey I was not brought back up until Tuesday and some of that is again by definition, if you are in a smaller outage area with 10 or 15 customers, you got a Transformer that is laying on the ground, that is going to be one of the last things you end up working on. So, by design again Sunday at 98.8% restored. Monday we are now doing pole replacements for putting primary back up and we even start doing reinstates, where a customer service has been ripped down, it is on the ground preventing them from getting service when our crews go by. They hire an electrician; we receive notice that they are ready to get back reinstalled and we start working to reinstate on Monday. Again, working through at this point it is a lot of places to go, it is just a lot of time-consuming effort.

Tuesday you can see where we are now at the feeder level assignments and that is what we have been kind of waiting for. It is not a sweep, we are not going from one end to the other, but we are taking all of our known outages, incidents and dispatching at a feeder level. Our crew would say here is all known outages, all known hazards, and a hazard is something we come across on day one where a tree is taking down a service. Note that on the map a hazard, we will get into the map a little bit, do not know how many times you pulled up the map during the storm to see what our outage numbers were, but our customers went to it in droves to see what that information was. Finally, Tuesday you can see on the map I have 27,700 customers, no outages and I think that was our Tuesday. On Wednesday, Thursday, and Friday we still had a lot of work to do and we were getting some new outages. We had about 52 hazards identified that we were working through and then the reinstates. Overall, when talking about restoration, for his two cents, we had a successful restoration. We doubled our workforce, worked long shifts, we had push crews from Public Works helping us out, we had catering, started breakfast on Friday through Tuesday and we just told them on Thursday morning that we needed catering for about 100 folks. Again, a good success communicating our plan.

We had text, you could text an outage and those systems were both up and running, had lots of activity on those systems, 16,000 IVR calls and 10,000 texts. Now these people may have called more than once and in all fairness if you are out, or you have been out multiple days, you are probably adding to that number. Saturday night 72 hours after impact, 95% of our customers are picked up and then Sunday night we are 98% back on. He showed a graph slide received from Mike Andrews, part of our IT group, that shows what kind of volume, how many people were hitting the web looking at the information we posted during the storm.

How do we compare against our IOUs and the co-ops and this is only Lake County, so in Lake County how did we compare against our neighbors? We had a pretty steady downward trend of outages, that is not surprising that the IOU number went up. Again, they may have had a transmission event that happened, the storm passes, but a tree falls later and takes out a big group of customers. The uptick is not unusual, but something did occur certainly after the storm passed and he would imagine to some kind of transmission level, but you can see we were about a day ahead. When looking at day three versus where they are for day three, we beat them by I think a good day.

Our communication, handled through Lori Beach and Pam Hester, again, we did our best to leverage what information we could get out there, that we had control over.

Moving to the Lessons Learned slides, ED Chase thinks whenever you have a major event, it is important that we go back and critique what we did, how did we do, what did we like that we performed during the

storm and what should be tweaked a little bit. He jotted down some of the areas that at some point he thinks we need to dive into a little bit further. Should we have staffed the city EOC or the county EOC; what was the pros and cons of that? Certainly, there is a benefit in that we did not have to capture personnel during those events that normally would have been in another role. We did not do a lot of that this year, but there was some feedback mechanism on some of the things that we shared that was not always there. Things were happening, for instance we had a tree come down on Picciola Road that blocked our ability to get down into that subdivision. He gave that to Chris who gave it to Chief Mera, who sent it in and we got feedback that they were on it or they had it on their list. Sure enough, when crews headed down that road for restoration, that tree was clear. Should we have staffed the call center on the weekend, Saturday or Sunday? My memory says Wednesday and Thursday we kind of shut down the city for the storm. Going back to social media, next question is should we have somebody respond to some of the social media questions? We put a lot of information out and I think for the most part that information was well received. I think people liked having some data they could look at. There were some questions that came from time to time, I'm not in the electric, they never use those words but I am in Legacy how long will we be out or I am in the such and such area. My group knows that is not our electric territory, that is Duke or SECO because we stop at CR 33, we do not go any further south than that. So, do you have somebody on social media, obviously there are pros and cons, but do you have somebody monitor and respond to some of that. **Board member Robuck** said people love the information and that 99.5% of people are just happy to get information, here is what is going on from a big picture, here is what we are doing in the city. People that like actually want to comment back, but I found half a percent are completely unreasonable and like all they care about is why aren't you at my house today fixing my power, you guys are incompetent. **ED Chase** agreed there is some of that. **Board member Robuck** asked have we put more effort into just putting general information out? He asks because he is on Duke and he received general text messages that they clearly sent out to everyone. Do we have the ability to send out mass texts to our customers who have text messaging? **ED Chase** answered sure, we have the text my gov solution here at the city. In fairness, the electric department did not use text my gov because of a couple reasons, one is we were putting out plan information across all these other social media formats, but we did not send a text message out in general. **Board member Robuck** said he does not use social media, but maybe just a general Hey, the storm is coming, our crews cannot do anything until it is safe and then Now, crews are out assessing and we hope to have an idea of the general assessment by the end of the day. Then something like we have assessed and we hope you know based on your area, etc. **ED Chase** said we did all that messaging, we just did it on the web, put it on the IVR and we put it out on Lakefront TV. That is how we communicated. There is a text my gov and you know as the Lessons Learned, we could talk about how that solution could find a place in our communication scheme. We did receive an awfully lot of text messages; think we had 10,000 customers report that they were out of power via the texting methodology and another 16,000 called the IVR. He could make a note on lessons learned to say do we want to consider or how can texting be incorporated into some of the messaging that we put out. Then internally, if we wanted to have a little better handle on doing some reporting on the schools, lift stations, and medical facilities. Some internal batch files that we could run off of the metering system where we could ping and get some confirmation about who is out from a major customer perspective without having to roll a truck. **Board member Robuck** said back to the text messages, not just storm related, but he also receives them anytime there is an outage impacting his house, even if someone else reports it. **ED Chase** replied we do that in the electric department. We have a feeder lock out on a blue-sky day, we can send a message out, think the instructions say any customer, any outage over 100 in total, gets a text message and we will send out a text message, it is not text my gov, but it is using text power. Any outage over 100, we give them a status update and an estimated time of restoration. **Board member Robuck** asked why over 100? **ED Chase** said it is a manual process. Remember the good, better, best, we are not at a point where it is totally integrated. He thinks at one of the last commission meetings, it was talked about a \$100,000 upgrade to bring everything up to allow us some more means of communication, but right now it is

manual. If somebody calls into the IVR, they get the information, but we need them to call in. It will say we are aware of the outage, this is the time of restoration that is estimated, that kind of thing, so when you call in you automatically get that message. The outbound message goes to anybody in a 100 or larger area outage.

Chairperson Morris asked on the medical facilities, their generator did not come on, if it did come on does that move them down in the line that you do not have to go by there or you have to be there in a certain amount of time? **ED Chase** replied, the server room for UF, he remembers because Chris was working, but they got his telephone number, so he is talking to the CEO for UF hospital at 1:00 a.m. in the morning. They knew the answer, but wanted to hear it asked and said is there any way you guys can get out and I said no, not until the wind subsides, so they had no place else to turn. However, to answer your question it is still a priority one for us even if they get a generator running, it is still going to be high on the list for when the storm settles and we can restore power for them. To me, it is like our IT or our backup generation, it will get us over a bump, it will keep us going uninterrupted, but at some point, we need to move toward commercial power. **Chairperson Morris** asked if you look at the new UF facility that is south of town and their generator does not work, why would that be a crisis for the city? **ED Chase** replied, well again, I have my list of feeders and 165 is feeder out of the East substation, and number 165 serves the UF medical facility there off Dixie, my top priority feeder. If that feeder goes out then at first daylight I am going to go ahead and dress that feeder, that is my hospital feed regardless what the generator is or is not doing. That is my number one call and I go through my list of number ones and I am going to ensure that they are in power. Generator is nice to get them running, but it is still high on my list, so no they do not drop down the list, they stay where they are. **ESOM Adkins** said we have some of our customers who have direct phone numbers to get to us, the hospital is one of those so they can get to us no matter what; we do have that relationship with them. **Board member Schwartz** said for clarification those are their generators and it was their failures on those. **ED Chase** said yes, on those two. **Chairperson Morris** laughingly, said we get your number before the next storm, right.

ED Chase said another success he did not include, but you know politics, he got very little input from the commission and the city manager had a handful of items he is getting through, so we were left pretty much to run our plan. He appreciates keeping that piece out of it because it is tough. At the end of the day things settle down and we did provide the proper focus on the city of Leesburg, Fruitland Park, Lake County and within the city you have all these districts. At some point in time when we do not have a success, there is a lot of drilling down that can happen to say well what was your focus on this day or on this day, why was District three left off and they were the last ones back up, they are always the last ones back up. We have not had any of that discussion and he does not expect there to be a lot of that push back on this storm. **Chairperson Morris** said a good friend of his was one of the last put back on. He is basically on the lake, 473 right across Elizabeth Street down that way going towards the lake. He was on a feeder, think it goes through McCloud's property right through the lake, but when his meter is not on does it tell you that it is not on, because he was saying he was calling and they could not tell him whether he was on or off. Do not know who he talked to. **CM Minner** asked on 473? **Chairperson Morris** said yes, go down Elizabeth Street all the way to the end, they are like on an island. **ED Chase** said it is way East. **CM Minner** said he thought we stopped around Radio Road. **ED Chase** said we go a little bit beyond Radio Road. **Chairperson Morris** said it is on the south side. **ED Chase** asked on the lake side, all those red cabins down on the water? **Chairperson Morris** said yes. **ED Chase** said again, because he has been out there on other jobs, but that was probably a tree came down over a line that impacted about half a dozen customers. That is going to be one of the last things that we get to, about a day six kind of event. **Board member Robuck** said that was something that came up at some of the FMPA meetings, like there is basically an agreed upon way you turn on power for everyone. The IOUs, municipalities, Hospital medical, then just density and everyone does that pretty much the same way. **ED Chase** said our feeders

have a priority one through eight; our medical facilities are number one, we get down to our EOC, for us our EOC is a number two priority. You have water, wastewater they are high in the list, communications, shelters are kind of midway, and then the bottom of the list is residential and they kind of stack up largest to smallest. **Chairperson Morris** said nobody has asked the key question, Do you have to pay up front for these people coming down and wait for FEMA to pay? **CM Minner** answered yes. **Chairperson Morris** then asked what kind of investment did you estimate to be determined. **ED Chase** said our guarantee is that our agreements say we will pay these Mutual Aid resources at the agreed upon price and they are either time and a half or double time. We pay up front on all of that and then we get reimbursed through our FEMA partner. **CM Minner** said that is just the Mutual Aid part of it. For total cost of the last storm Irma, that number was like 1.8 million total costs out, so reimbursement for FEMA, group salary, materials, my guess is we would be two or three times that, so just a wag three to four million bucks. **Board member Robuck** added that we get a bunch of tree work paid for by FEMA.

Chairperson Morris said yes, and your reimbursement is what twelve to eighteen months later. **CM Minner** replied with every storm it seems to get a little bit longer, so yeah about a year is probably right.

Brad's group is going to be doing all the paperwork, but it will get replenished. **ESOM Adkins** said they are already working on that documentation. **Board member Schwartz** said first of all thank you for doing this because he did request it. A great presentation and he commends you and everybody on what appeared to be at the time a pretty solid job of restoration. Obviously, he has a different perspective sitting in this seat than he does sitting on his couch, but he was one of those geeks who was very engaged on social media trying to

get a gauge on what people were saying. I shared with Al that I would say anecdotally 85 to 90% of the people are very supportive, very understanding, very appreciative and that last 5%, they do not care about anybody or anything. At that point it is now day four, day five and they just want their power back on and they start to get cranky and aggravated, but you guys did a great job. He likes the lessons learned because it shows that you are always looking for ways to continue to improve and I do not think we ever hit complete perfection in a situation like this, we learn from the things that we could continue to do better. He asked when you called for the extra support, once they got here, do you feel like you had enough extra support or should there have been more guys on the ground doing their thing? Would that have speed things up? **ED Chase** said flipping back to the third slide, you know you are three days out and you do not really know for sure where it is going to go or how we are going to get impacted. If you are not making a decision on four days out on Mutual Aid then it is too late and so you are pulling the trigger when it is hundreds of miles away, the swath is this big, and how is it going to impact you. You know this storm skirted right by Orlando but they had maybe a third of their customers out of power because all the energy was in that Northwest Quadrant that sat on top of us. Those things are hard to guess. **Board member Schwartz** said three or four days out it actually looked like we were going to get hit more dramatically, continued to shift South, so the argument could be made should we have been teeing up for more support based on what we knew three or four days out? And then the follow-up question is if you find yourself in a situation where you do not need that extra help, is it not easy enough to then release them to go where the help is needed? **CM Minner** replied on that note too, I'll jump in just for a second because I think two or three important things on tee it up early out and Municipal Electric utilities in Florida those are the ingredients you have to put in. The previous storm, Helene, was an impact because big crews were still responding and they were up in the Carolinas, the Appalachian States, so that put a strain on getting Mutual Aid. Then out in Florida too with municipal electric utilities look at kind of the big utilities that are the big Mutual Aid providers like Lakeland Electric, GRU, KUA, all those folks are in the same cone as we are. Lakeland Electric came to help us, and you know Leesburg, we are not hunkering down ourselves so those resources that can provide resources, they are tied up. In fact, I think probably one of the interesting kind of facts from this storm was you know the guys are saying that this is probably the first time Leesburg ever needed Mutual Aid. We have always been in a safe location and typically our folks go out and help other people, so Lakeland Electric pretty much modeled our curve on their scale. We might have even been a little bit faster than Lakeland

Electric, so those big utilities were tied up, so now we are in out of state. I mean look at Key West, typically we are down at Key West helping them, so where the storm cone was hitting affected resources and then did, we have enough, probably the answer is yeah, but once we get hit, we never have enough. **ED Chase** said it is what we do not know, I mean again at the time you got a crew of eight that was already set aside. We only have 20-23 linemen, so a crew of eight, that is a big crew for us. We already had that reserved and as soon as the storm past and we knew what our impact was, then we raised our hand and said we need some more. Now again it was Thursday morning that we got confirmation on Friday that we had the two crews and they showed up on Saturday. We missed a day of turning wrenches on those bigger crews, but at some point, it is a bit of a gamble. The one storm we had where we got two crews out of Michigan, we pay mobilization cost so it is not huge when you are looking at the amount of money, but it was 20 to 40 grand probably for the crews. We had the mobilized that we ended up releasing, but even though we released them and they were picked up by somebody else I am still on a hook for the mobilization costs through that day, about \$30,000 bucks, but at some point, you roll the dice. **CM Minner** said that is a gamble too because you can spend 20, 30, 40, a 100 grand and then if the storm misses you, you are out that money. That is not getting reimbursed, so if it is not a declared storm, that money is out, so cost is something we look at. **ED Chase** said again we do not like to bring them all the way in because we want to stage them out of the area, out of impact, so you are going to stage them on the border and then they come down. **Board member Schwartz** said one of the things you were up against, do not know the authenticity or the source, but a big picture circulating during the storm or you know this aerial shot of hundreds and hundreds of staged lineman trucks just ready to roll. They were all parked at The Villages, ready to roll, and people were like well where did they all roll out to because they are not in Leesburg. **ED Chase** stated Duke and FPL have a huge number of resources and they will line them up there. **CM Minner** said they went to Pinellas. **Board member Schwartz** said the only other comment he was going to make, was he also thought the updates were good. He did wonder if there was a way to maybe do them with a specific timed frequency. For instance, when you are tracking a hurricane there is the 4:00 p.m. update, the 8:00 p.m. update, the midnight update. Is there a way to kind of do something along those lines when you guys are doing those updates in that type of situation? We would receive them and then we went a really long period of time with no updates. **ED Chase** replied we did try to do kind of a beginning of the day and the end of the day and then we tried to do a midday and midday started off around two and sometimes it got pushed a little bit, but our goal was to do three a day. That midday report is always a little tough to get in because often times we do not get good numbers until the end of the day. **Board member Schwartz** understood but again thinks from the standpoint of communication, number one, you can never over communicate information in a case like that. I love Dan pushing on the idea of text messaging because there is a large portion of people who are not messing around with social media these days. That is just one more opportunity to communicate to even say our next anticipated update will be in four hours or whatever the time might be. **ED Chase** does not think it is a big lift to say we got the messaging component nailed down, just need to find somebody that can manage the communication process when we are impacted. The best example to give is for catering. He and Robert Hicks talked on the day of the storm, on Thursday we activated catering and that was the last discussion he had with Robert because he had it all set up. But for some of the other stuff we need to figure out a better plan and just like the hotels, Robert or his team, kind of managed that. I need so many rooms, but the number kept changing daily but somebody needs to manage that process. The other thing we would like to see is we have to embed some people with our crews that can help us gather data better. The data needed for FEMA restoration, we need to do a little better job of that, and we have tried to use our own resources, but that is difficult sometimes. **ESOM Adkins** asked, going back to your update, if you do not mind, where would you want to see those updates? Any other place than we are posting already. **Board member Schwartz** said it sounded like you had it pretty well covered under the circumstances. He did spend quite a bit of time on the website and might have missed the updates, but in large part he kept going to the map which was his follow-up question because he had a really hard time getting the map to show anything that was of any use whatsoever. Between social media, he thinks

adding text messaging to the arsenal of communication would be valuable. He had asked AI; he was not sure whether Lakefront TV allows you to do a crawl across the bottom of the screen where you could continue to update that information. Realizing that at some point 68% of your people were without power and probably could not watch, but there might have been another platform to be able to communicate that information. **ED Chase** said he thinks the text messaging, we could talk about incorporating that into the other communication methodology, that is fairly straightforward. **Board member Schwartz** wanted to reiterate that he is not being critical, he thinks you guys did a really good job. He did ask for an explanation of how the map worked. Maybe he was not understanding or it was not working properly as at times it looked like there was only one house in the circle that looked like it had no power. **CM Minner** said the summary of the map is it works well for small normal outages. On these bulk outages when there is 18,000 or 70% of our customers, it is just red and I think you saw too though as customers came back on then the map started isolating some stuff. The little electric bolt was not exactly correct, it might be 123 Main Street, but instead of 123 Main Street it might be at the intersection of 27 and Main. He thinks the map works and does not think we leave the map because he thinks for our SOP, it is functional. These storms come once every five years so how much resources do we want to spend being technically efficient when it is a one in five year event. Since he has been here there have been two, Irma and this one. **Chairperson Morris** said you are trying to protect the 1% that complain. **ED Chase** added the map is the good, better, best. We have a good outage map that provides information to our customers and it keeps them active and engaged. The lightning bolts are hazards that tend to clutter up the map and maybe we need to figure out a better way, maybe just turn that off so they are not displayed because that does add some confusion. There are different mapping systems out there, but that is also a magnitude more dollars that we would have to spend. **Board member Schwartz** said what is interesting is what you just showed me that 500 and something homes right now are without power, which was not displaying during the storm, that is my only observation. **CM Minner** stated it was shown, because when you went to the map on Wednesday night it said 18,602 customers were out and that number clicked down the whole time. He was watching that because he thinks 70,000 hits, I am 3,000 of them, but no that was the number of customers. **ED Chase** thinks when you look at it there are some bigger numbers on the map during the outage event, but there are a ton of smaller numbers as well and if you zoom in on your phone or on the computer you can see a little bit more, but there is no graphical representation. It does not really show where the outage is because all those 500 customers are on top of the protected device and the area may be substantially different than where the circle is. **Board member Robuck** said they should probably know where the outage is if they are looking to see if their house is affected. **CM Minner** stated there are 729 customers out right now.

Board member Robuck likes Mark's point on regular communications, you do not have up to date data. **ED Chase** asked if talking the storm. **Board member Robuck** replied yes, during the storm you mentioned that during the Middle day it is hard, so it could be just a generic update of the crew are working on these three big things and we will have more data for you this afternoon. Just so there is like regular checking. **ED Chase** thinks that we can certainly communicate more and again, on the web there is really no boundaries because you have a lot of narrative, you can add pictures and information. On the outage information we try to be particular, try to make sure it is the same information across all boundaries so, the 8:00 a.m. update is the same on everywhere you look. We do not want to have a disconnect and someone say well I got a different story on the website than I got on social media. Think we worked hard to make sure that did not occur.

Chairperson Morris stated the last thing you have is Thank You and a Resolution. **ED Chase** stated we sent out the letters on the left-hand side, but AI has teed up some resolutions to come through for the three utilities that assisted us. Again, we could not have done it without them and I think our customer base saw that we were focused to get the lights back on. We brought in Mutual Aid to assist in getting the lights back on and we worked long days in order to make that happen. I think it would have sent a poor

message if we sent them home on Sunday night and not kept them through Monday and Tuesday; think it was the right call. **Chairperson Morris** said he thinks you did a great job. **ED Chase** said we still have things we are addressing in the storm, again we are a couple weeks out, but we still have some topics that we have identified and we are just circling back. We have a switch gear that got flooded out in Fruitland Park off Miller, took out the Villages because it was the first switch gear out of it and what happened was all the rain came in not from the roadways, it came in from the pipes in the system and flooded the switch gear. We will replace it with a totally encapsulated switch gear, a little bit more money, but it is all under the FEMA reimbursement. **Board member Schwartz** asked do you happen to know off the top of your head what percentage of your service is above ground versus underground. **ED Chase** answered he thinks we are near 70% underground. Everything new, subdivisions, are all underground and a lot of new homes, even their services in areas that we have spent a lot of money to underground, we encourage those customers to go underground as well. When you took that big piece of Dixie, and we use some of that fiber money to pay for all of that undergrounding, we did all across there at Carver Heights across from our shop, that is an all-underground area. Think the city spent a ton of money converting some stuff and that is a difficult thing to do for any utility to have the ability to underground some of our facilities.

Winter Park is bragging left and right about the storm hit really hard but they went nearly unscathed because of all the money they invested undergrounding their facility. As we have opportunities to convert stuff, I think we could take advantage of that, but it is often cost prohibited, six to eight times more money to go underground than it is to just rebuild overhead. **Board member Schwartz** said about a year ago the poles running down Lewis Road were all replaced and he remembers at that time thinking to himself, wonder what the cost would be replacing all those poles, think they went from wood to cement if not mistaken. **ED Chase** replied that certain poles in our criteria that are switch poles, junction poles, or have certain apparatus on them, we will put concrete and the other ones are wood. The feeder did not trip out, it stayed up nice but we just rebuilt it a few years ago. Everything is brand new and that held up really nicely. You saw the one slide where a lot of pockets remained unscathed, there were couple bragging lights did not go out and we will try to put you on list for next year. **Chairperson Morris** said laughing, yay, as long as I have your telephone number. **Board member Schwartz** mentioned that Jessie on the other hand was one of the last. **Board member Braton** said he was out for three and a half days, but said he could not be more pleased with the response and he appreciates that. He thinks a residential customer in Leesburg was out longer than most of the people he knew, but even then, given the extent of the storm and the damage, a common-sense person can look around and say this is going to take a week or more. That is what he had in his mind, so when he was back up in three and a half days, he was thrilled. It helped too that the weather was nice. **ED Chase** said he remembers saying Wednesday night when he went home that we were not going to do any restoration Thursday and we lost power around 11:00. Looking at his watch, he figured we were going to be out for two days straight because we were not doing anything on Thursday, but all that changed in the next day when again we started working at 6:00 a.m. and started pulling everybody in. **Chairperson Morris** said again you all did a great job. **ED Chase** said he appreciates that. If the board has any tweaks, you would like added or modified, to please let him know.

4. ROLL CALL:

The Board members had nothing further to discuss.

5. ADJOURN:

PERSONS WITH DISABILITIES NEEDING ASSISTANCE TO PARTICIPATE IN ANY OF THESE PROCEEDINGS SHOULD CONTACT THE HUMAN RESOURCES DEPARTMENT, ADA COORDINATOR, AT 728-9740, 48 HOURS IN ADVANCE OF THE MEETING.

F.S.S. 286.0105 "If a person decides to appeal any decision made by the Commission with respect to any matter considered at this meeting, they will need a record of the proceedings, and that for such purpose they may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based." The City of Leesburg does not provide this verbatim record.

The meeting adjourned at 6:35 p.m.