

**JEA**  
**BOARD MINUTES**  
February 20, 2018

The JEA Board met in regular session on Tuesday, February 20, 2018, on the 19<sup>th</sup> Floor, 21 W. Church Street, Jacksonville, Florida. Present were Alan Howard, Husein Cumber, Kelly Flanagan, Frederick Newbill and April Green.

**Agenda Item I – Welcome**

- A. The meeting was **called to order** at 12:00 PM by Chair Howard.
- B. A **Moment of Reflection** was observed by all.
- C. The **Pledge of Allegiance** was led by Chair Howard.
- D. **Adoption of Agenda** – The agenda was approved on **motion** by Husein Cumber and second by Secretary Newbill.
- E. The **Safety Briefing** was given by Paul McElroy, Managing Director/Chief Executive Officer.
- F. **Sunshine Law/Public Records Statement** – Jody Brooks, Office of General Counsel (OGC), stated this Board Meeting is being held in compliance with Florida’s Government in the Sunshine Law, §286.011. The complete statement can be found in section I. F. of the Board package.

**Agenda Item II – Presentations and Comments**

- A. **Comments from the Public** –
  - 1. Valerie Gutierrez addressed the Board regarding privatization.
  - 2. Ronnie Burris addressed the Board regarding privatization.
- B. **Council Liaison’s Comments** – The Honorable Matt Schellenberg spoke on the issue of privatization. Mr. Schellenberg suggested the Board conduct a workshop regarding the privatization of JEA.
- C. **Office of the Mayor Liaison’s Comment** – Dr. Johnny Gaffney was not in attendance.

*Board Chair Howard recognized Mr. Aaron Zahn and noted Mr. Zahn has been nominated as a JEA Board Member and is currently going through the nomination process.*

**Agenda Item III – For Board Consideration**

- A. **Consent Agenda** – used for items that require no explanation, discussion or presentation and are approved by one motion and vote. On **motion** by Ms. Flanagan and second by Ms. Green, item 1 on the Consent Agenda was unanimously approved and items 2 through 5 were received for information.
  - 1. Approval of Board Meeting Minutes January 16, 2018 – approved
  - 2. Monthly JEA Financial Statements – received for information
  - 3. Monthly JEA Operations Report – received for information
  - 4. Monthly Operational and Financial Review – received for information
  - 5. Monthly FY18 Communications & Engagement Calendar and Plan Update – received for information

**B. Strategic Discussions/Action**

1. Quarterly Financial Report – Melissa Dykes, Chief Financial Officer, provided a presentation highlighting key financial metrics and results of JEA’s Electric and Water and Sewer systems for the first quarter of fiscal year 2018. This presentation was received for information.
  2. Outage Communication Update – Kerri Stewart, Chief Customer Officer, Paul Cosgrave, Chief Information Officer and Mike Brost, Vice President/General Manager, Electric Systems – Ms. Stewart provided a presentation on JEA’s outage communication strategy going into the hurricane season. Ms. Stewart stated staff is currently working on over 140 process improvement action items as a result of Hurricane Irma. Ms. Stewart stated, at the direction of Board Member Delores Kesler at a previous Board meeting, staff reached out to other utilities to discuss topics such as deployment and configuration of two-way meters, use of apps, maps, websites, mobile devices and communication successes and failures. Staff recently participated in a post-storm discussion facilitated by J. D. Power with utilities from around the country to talk about JEA’s lessons learned from Hurricanes Harvey, Matthew and Irma. Mr. Cosgrave reviewed the process for identifying the customer outages including: reporting of the outage, assessing the damage, and organizing and scheduling the repair. Mr. Cosgrave reviewed the three methods in which JEA is notified of an outage, how the Outage Management System organizes and groups outages by circuit, the scheduling and completing of the work, and the how the status is reported. Mr. Brost reviewed the opportunities and solutions when JEA is operating in storm mode, which requires an entirely different set of processes and resources than normal “Blue Sky” outages. Mr. Brost stated JEA is working to improve identifying root cause processes, improve ticket management and resource utilization. This report was received for information.
  3. JEA Sewer System: Framework to Resiliency Update – Brian Roche, Vice President/General Manager, Water/Wastewater Systems, provided the Board an update on the multi-step JEA Sewer System: Framework to Resiliency plan, focusing on the System Resiliency Assessment. Mr. Roche stated this assessment will be conducted in three phases: immediate opportunities, mid-range defensive actions, and longer-term building to new resiliency standards. The assessment will encompass the entire water, wastewater, reclaimed, and chilled water systems with the primary focus on the Wastewater System. Mr. Roche stated the elements of the assessment are: define extreme weather scenarios, assessment approach and engineering consulting scope. This presentation was received for information.
- C. Open Discussion** – Board Members held discussions on privatization, future Board workshop and Plant Vogtle. Chair Howard requested Board Members to provide Mr. McElroy with items to discuss at the upcoming Board workshop.
- D. Other New Business** – Chair Howard stated under the Bylaws of JEA, he is charged with appointing a Nominating Committee to select Officers of JEA’s Board for the succeeding year. Chair Howard nominated himself, Mr. Cumber, Ms. Flanagan, and Mr. Newbill as Members of the Nominating Committee. On **motion** by Ms. Green and second by Secretary Newbill, the members of the Nominating Committee were unanimously approved. Chair Howard recognized former Board Member Delores Kesler and read a resolution in appreciation for her lasting contributions to the JEA Board of Directors. On **motion** by Mr. Cumber and second by Secretary Newbill, the resolution was unanimously adopted.

**E. Old Business – none**

**Agenda Item IV – Reports**

- A. Managing Director/CEO’s Report – Mr. McElroy provided the Board a handout listing key metrics as compiled by the American Public Power Association (APPA) for utilities with over 100,000 customers segmented by customer size, region and those that have generation. This list highlights pricing, operating ratios and financial metrics. Mr. McElroy stated that JEA continues to work to reduce the amount of red (areas of improvement) on the chart. Mr. McElroy noted JEA continues to show progress in the key metrics when compared to its peers. Mr. McElroy spoke on residential customer billing in comparison to other utilities. Mr. McElroy stated JEA continues to be very responsible in managing its customer’s money, and will continue to do so.
- B. Chair’s Report – Chair Howard had no additional comments.

**Agenda Item V – Closing Considerations**

- A. **Announcements** – Next Board Meeting – March 20, 2018
- B. **Adjournment**

*With no further business claiming the attention of the Board, Chair Howard adjourned the meeting at 1:22 PM.*

APPROVED BY:

\_\_\_\_\_  
 SECRETARY  
 DATE: \_\_\_\_\_

Board Meeting recorded by:

\_\_\_\_\_  
 Melissa M. Charleroy  
 Executive Assistant