

**MINUTES FROM THE STRATEGIC PLANNING WORKSHOP OF THE UTILITY BOARD OF THE CITY OF KEY WEST, FLORIDA, HELD AT 9:30 A.M. ON THURSDAY, JUNE 6, 2019 AT THE KEYS ENERGY SERVICES BOARD ROOM LOCATED AT 1001 JAMES STREET, KEY WEST, FLORIDA**

The above referenced workshop of the Utility Board of the City of Key West, Florida, convened at 9:30 P.M., on the above date and location and was called to order by Chairman Batty.

**Utility Board Members Present**

Peter Batty, Chairman  
Mona Clark, Vice Chair  
Robert Barrios, Member  
Timothy Root, Member  
Steven Wells, Member

**Staff Present**

Lynne Tejeda, General Manager & CEO  
Jack Wetzler, Assistant General Manager & CFO  
Edee Delph, Executive Assistant to GM/CEO & UB  
Nick Batty, Legal & Regulatory Services Director  
Fred Culpepper, Transmission & Distribution Director  
Dan Sabino, Engineering & Control Center Director  
Julio Torrado, HR & Communications Director  
Joseph Weldon, Generation Director  
Cindy, McVeigh, Accounting & Analysis Supervisor  
Jessie Perloff, Accounting & Financial Analysis  
Jeanette Williams, Accounting & Financial Analysis

Mrs. Tejeda thanked the Utility Board for their attendance and stated that the purpose of the Strategic Planning Workshop is for the Board to determine KEYS Mission, Vision, Values, Goals and Strategies for Fiscal Year 2020-2022.

Mrs. Tejeda reviewed the current Mission and Vision. The consensus of the Board was there would be no changes at this time.

Mrs. Tejeda reviewed the current Values with the Board. Chairman Batty stated that Integrity should be listed before Relationships. The consensus of the Board was to reorder as recommended by Chairman Batty. The Board also agreed to include Integrity expectations in future Bids.

Mrs. Tejeda reviewed 2017-2019 Strategic Plan Goals and there were no comments from the Board.

Mrs. Tejeda reviewed current Goals 1-4 and Strategies.

Mrs. Tejeda informed the Board that the Department Directors will provide the Board with the State of KEYS as it relates to their Departments.

Mr. Sabino provided the Board with information pertaining to, Reliability Statistics, Reliability Inspections and Reliability Projects.

Mr. Wetzler provided the Board with information pertaining to Cyber Security Reliability.

Mr. N. Batty provided the Board with information pertaining to North American Electric Reliability Corporation (NERC) Reliability Standards

Mrs. Tejeda provided the Board with information pertaining to Hurricane Reliability.

Mr. Wetzler provided the Board with information pertaining to KEYS Budget, including Rates, Debt, Reserves, and FEMA. Mr. N. Batty provided the Board with information regarding Land/Property Use.

Mrs. Tejeda provided the Board with information pertaining to Customer Service, including Customer Services Standards, Easy Payments, Outage Communications and General Direct Customer Communications.

Mr. Torrado provided the Board with information pertaining to Communications, including, Website, Social Media, Emergency Notification System, Community Outreach Programs and School Career/Truck Days.

Chairman Batty adjourned the workshop for lunch at 12:07 P.M.  
Chairman Batty reconvened the workshop after lunch at 12:38 P.M.

Mrs. Tejeda provided the Board with information pertaining to Energy Efficiency, including, Energy Audits, Energy Auditor, Weatherization Program; Rebates, Net Metering, Solar, Tree Giveaway, Electric Vehicles and Florida Keys National Marine Sanctuary.

Mr. Torrado provided the Board with information pertaining to Succession Planning, Employee Training, Wellness, Union Negotiations and Retirement Planning.

Mr. N Batty provided the Board with information pertaining to Legal /Regulatory Issues, including, Deregulation Ballot Initiative, Public Service Commission (PSC) Solar Order, Federal Communications Commission (FCC) Small Wireless Deployment Order and legislative initiatives regarding Burying Power Lines.

Mrs. Tejeda and the Board discussed the State of FMPA and State of FKEC.

Mrs. Tejeda and the Board discussed KEYS biggest threats and KEYS biggest opportunities.

Mrs. Tejeda updated the Board on the lack of Contract Negotiations with the Navy.

The Board discussed travel for Utility Board members. After discussion it was the consensus of the Board that the Chairperson, General Manager/CEO, the Legal & Regulatory Director would attend the APPA Legislative Rally every year and the four Board members would rotate with two attending each year.

Mrs. Tejeda provided the Board with suggested Goals and Strategies for 2019/2020 as listed below:

- Goal #1 – Continually improve the Customer Experience regarding Reliability and Service.
  - Execute projects that fortify KEYS aging transmission system
  - Accelerate KEYS distribution storm hardening project
  - Maintain High Levels of Customer Satisfaction
  - Increase direct customer contacts
  
- Goal #2 - Provide the lowest reasonable rates to our customers in our challenging environment.
  - Aggressively pursue Hurricane Irma FEMA reimbursement
  - Effectively manage bond proceeds
  
- Goal #3 - Maintain a highly effective workforce and foster a positive working environment.
  - Develop a succession plan to address retirements in the three year horizon
  - Cultivate a “well” employee
  
- Goal #4 – Reduce reliance on fossil fuels
  - Establish a KEYS Solar Goal
  - Develop an Electric Vehicle Program
  - Expand Customer Conservation Education Efforts

After discussion the Board directed Mrs. Tejeda to make appropriate changes as discussed and bring back before the Board at a regularly schedule Utility Board meeting subsequent to this workshop for approval.

(All documents provided at the meeting are available upon request)

### **ADJOURNMENT**

The Strategic Planning Workshop of June 6, 2019, was adjourned by Chairman Batty at 3:33 P.M.

APPROVE:

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Peter Batty, Chairman

ATTEST:

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Lynne E. Tejeda, General Manager/CEO & Secretary

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