

Utilities Commission Meeting November 23, 2020

Participants Chairman Jack Holcomb, Vice Chair Buddy Davenport, Commissioner James Smith and by phone, Secretary Treasurer Lillian Conrad. Absent - Richard Hawes.

Consent Items – unanimously approved

- a. Minutes of 10/26 Meeting**
- b. Update to Compensation Program Policy**
- c. Ratification of supplemental and additional funding for outsourced utility locates**
- d. Granted and accepted 3rd party utility easements –**
 1. River Deck, LLC/Sams' Family LLP, Series 1 & 2;
 2. Starbucks/JDBS Winter Springs, LLC.
 3. Ocean Way Village, Lot 1/Dal-Ter Properties, LLC;
 4. Circle K/Circle K Stores, Inc.

General Manager's Report

Financial Status and Balanced Scorecard/Metrics –

- October month-end reflect an increase in net assets of \$0.5M.
- Year over year customer growth is 2% for electric and 2.6% for water.
- KPIs for water, safety & risk, customer service and materials management were GREEN.
- However, electricity reliability was RED due to 8,900 customer interruptions due to vegetation management (e.g. Weather & trees falling).

Utility Rates Comparison –

- In 11/2012, wastewater and reclaimed had an adjusted 12% rate increase.
- In 2006, water & wastewater rate increase was 7.3 % with electric rates increasing 6.1%.

Compared with several cities in Volusia County, NSB still ranks among the 3 *lowest* bills (single family residential with 4000 gallons at \$50.57). Final results & recommendations from on-going rate study are due in the 1st quarter of 2021. The goal: a proactive, long-term strategy for rates with "very modest" increases and sustainability of water & electric systems.