

July 21, 2015

A Board meeting of the Electric and Water Plant Board of the City of Frankfort, Kentucky, was held at Farmers Bank and Capital Trust, located at 125 W. Main Street, Frankfort, Kentucky, on Tuesday, July 21, 2015 at 5:00 p.m.

ATTENDANCE:

Ralph Ludwig, Board Chair
Dr. Scott Green, Vice Chair
Rick Pogrotsky, Board Secretary/Treasurer
Patricia B. Lynch, Board Member
Arthur McKee, Board Member
James Liebman, Board Attorney
Herbbie Bannister, General Manager
David Billings, Chief Water Engineer
Billy Briscoe, Water Dist. Supt.
David Denton, Finance Director
Sharmista Dutta, Water Engineer
Cassie Estill, Customer Service Supervisor
Vent Foster, Chief Electrical Engineer/Asst. GM Operations
Monique Gilliam, Customer Service Director
Dana Goodlett, Cable/Broadband Installation Manager
Kevin Harrod, Asst. Electric Superintendent
Angie Hart, HR Assistant
Adam Hellard, Broadband/Security Manager
Scott Hudson, Electric Supt.
Leigh Ann Phillips, Purchasing Agent
Karl Pitzer, IT Director
Mark Redmon, Support Services Director
Chris Riddle, WTP Superintendent
Julie Roney, Asst. WTP Superintendent
Dianne Schneider, HR Director
Kim Phillips, Safety Director
Glenn Waldrop, Public Information Officer
Zach Hubbard, Cable 10 Videographer
Seth Littrell, State Journal Reporter

AGENDA

The Agenda for the Board Meeting was received and entered into the Minute Book as follows:

JULY 21, 2015 BOARD MEETING AGENDA

1. **Action Item:** Consider Approving Minutes of the June 2, 2015 1:00 p.m. Special Board meeting.
2. **Action Item:** Consider Approving Minutes of the June 2, 2015 5:00 p.m. Special Board meeting.
3. **Action Item:** Consider Approving Minutes of June 4, 2015 Special Board Meeting.
4. **Action Item:** Consider Approving Minutes of the June 16, 2015 Board meeting.
5. **Informational Item:** Departmental Reports:
 - Cable Dept.
 - Customer Service

- Electric Dept.
 - SEPA
- Safety
- Water Distribution
- Water Treatment Plant
- Administration Building
- Headend Building

6. **Action Item:** Consider Execution of Easement Providing the City of Frankfort a Sewer Easement across FPB Property at 151 Flynn Avenue.
7. **Action Item:** Consider Approval of the National Cable Communications (NCC) Agreement Renewal.
8. **Action Item:** Consider Approval of Assignment of Refund Rights from the Condos at Duckers, LLC to Jerry L. Ragland and Estate of William R. Pulliam II.
9. **Action Item:** Consider Approval of Bid Invitation #1606 for Underground Cable to Wesco Distribution in the Amount of \$63,822.
10. **Action Item:** Consider Award of Bid Invitation #1607 for a Digger Derrick Truck to Altec Industries in the Amount of \$237,658.
11. **Action Item:** Consider Approval of Bid Invitation #SM-70, Annual Price Contract for the Sale and Removal of Scrap Transformers, to TCI of Alabama.
12. **Action Item:** Consider Approval of Bid Invitation #1605 for Two (2) Pad Mounted Transformers to Cape Electrical in the Amount of \$18,750 and Two (2) Pad Mounted Transformers to Wesco in the Amount of \$39,869.
13. **Action Item:** Consider Change of Award for the Water Softener Salt on Bid Invitation #1604 to Chemical Resources.
14. **Action Item:** Consider Changes to the FPB Guidelines Governing Employment.
15. **Action Item:** Consider Approving of a Public Hearing Notice for Revisions of Tariff Language to Provide Clarification and Standardization of Deposit for Electric, Water and Cable/Telecommunications Services; and Incorporate Language for the Use of Utility Scoring.
16. **Action Item:** Approval of Change Order No. 1 for the Administration Building for \$23,306.
17. **Action Item:** Consider Approval of Change Order No. 2 for the Headend Building for a deduction of (\$4,157.00).
18. **Action Item:** Old & New Business:
Action Item: Consider the Elimination of a Customer Service/Dispatcher position.
19. **Informational Item:** General Manager's Comments.
20. **Request Permission to have Chair call for a Closed Session** pursuant to KRS 61.810 (1)(c) for the discussion of proposed or pending litigation against or on behalf of FPB; KRS 61.810 (1)(f) for discussions which might lead to the appointment,

discipline, or dismissal of an individual employee; and KRS 61.810(1)(b) for the discussion of the future acquisition or sale of real property.

21. **Closed Door Session:**

BOARD ACTION

Mr. Ludwig called the meeting to order at 5:00 p.m. Ms. Dutta called the roll and noted five (5) Board members present.

1. **Action Item: Consider Approving Minutes of the June 2, 2015 1:00 p.m. Special Board meeting.**

Mr. Pogrotsky moved to approve the minutes of the June 2, 2015 1:00 p.m. special meeting, the June 2, 2015 5:00 p.m. special meeting, the June 4, 2015 special meeting and the June 16, 2015 board meeting. Dr. Green seconded. Mr. Ludwig called for the vote and the motion passed.

2. **Action Item: Consider Approving Minutes of the June 2, 2015 5:00 p.m. Special Board meeting.**

Approved with Item 1.

3. **Action Item Consider Approving Minutes of June 4, 2015 Special Board Meeting.**

Approved with Item 1.

4. **Action Item: Consider Approving Minutes of the June 16, 2015 Board meeting.**

Approved with Item 1.

5. **Informational Item: Departmental Reports:**

Cable: Mr. Hellard explained trouble calls as well as explained a major outage in the cable headend. He explained the cable graphs and noted an increase in broadband customers.

In response to Dr. Green, Mr. Hellard explained the equipment FPB utilizes to alleviate volume increases in advertisements. He advised that FPB's equipment was only for advertisements that FPB places on the system and does not cover other programmers' advertisements.

Customer Service: Ms. Gilliam discussed call volumes for the month of June. She noted that cut-off days produced the highest number of calls and discussed new policies created to help alleviate heavy call volumes. She stated that FPB's Customer Service Representatives serviced 768 walk-in billing customers and 949 walk-in service customers and completed 8,609 customer calls for the month June.

Electric: Mr. Harrod discussed the East Main substation project and noted an increase in the SAIDI numbers due to recent storms. Mr. Foster presented photos of the East Main substation project and discussed the progress.

In response to Mr. McKee, Mr. Foster explained the service area for the East Main substation. He further noted that with the updates, FPB would be able to transfer loads from other substations to East Main in the event of issues in other parts of the service area.

In response to Mr. Ludwig, Mr. Foster stated that it is good for customers to call if they have an outage but that generally Staff is aware of larger outages. In response to Ms. Lynch, Mr. Foster advised that Staff was making improvements to alleviate

call congestion during large outages which would allow customers to be able to report outages more efficiently.

SEPA: Mr. Bannister noted a profit of nearly \$11,000 for the month of May. He noted a profit of approximately \$57,000 year to date and advised that since 1997 FPB showed a net profit of nearly \$10.4 million. He reiterated the pending SEPA rate increase effective October 1, 2015.

Safety: Ms. Phillips noted one (1) OSHA recordable and no (0) vehicle accidents for the month of June.

Water Distribution: Mr. Briscoe noted eleven (11) new service, four (4) main breaks, and four (4) outages. He noted that three (3) outages were due to the main breaks and one (1) was scheduled for valve replacement.

Water Treatment: Mr. Riddle reviewed the Water Treatment Plant reports and stated that FPB produced more than 253 million gallons of potable water for the month of June for an average daily production of 8.4 million gallons per day.

Administration Building: Ms. Dutta stated that construction was progressing as well as possible considering the amount of rain. She noted that three (3) sub-contractors were onsite. She noted that parking lot work was in the early stages, that storm sewer contractors were continuing to install infrastructure, that conduit was being installed for electric and that the concrete contractor was pouring as the weather allows. She reviewed the project schedule, explained progress and reviewed photos. Ms. Dutta stated that an official time extension of five (5) days would be finalized and presented to the Board for approval due to weather delays.

Headend Building: Mr. Hellard advised that construction was moving well considering the weather and the tight space. He reviewed photos and discussed specifics of the project status. Mr. Hellard stated that no time extension has been requested at this time but he believed that an official extension of time would be presented due to weather delays.

6. **Action Item: Consider Execution of Easement Providing the City of Frankfort a Sewer Easement across FPB Property at 151 Flynn Avenue.**

The City of Frankfort has requested a sewer easement across the FPB property located at 151 Flynn Avenue. Staff has reviewed the location of the easement and the easement document. Staff recommends execution of the easement.

Item 6 was tabled.

7. **Action Item: Consider Approval of the National Cable Communications (NCC) Agreement Renewal.**

Staff recommends the Board consider renewing the advertising agreement with National Cable Communications (NCC) for a new five year term beginning August 1, 2015 and expiring December 31, 2020. NCC handles national/regional advertising buys on behalf of FPB Media Services and presents FPB sales opportunities we would not otherwise have access to. In addition, practically all political advertising is now available only through NCC. In the last fiscal year, NCC placed \$177,000 of advertising through to FPB Media Services. The Assistant GM-Administration has reviewed the proposed agreement and it meets with his approval.

Mr. Grider discussed specifics of the NCC Agreement. He explained the revenue opportunities offered to FPB if this agreement was approved.

Dr. Green moved to approve the National Cable Communications Agreement renewal. Ms. Lynch seconded. Mr. Ludwig called for the vote and the motion passed.

8. **Action Item: Consider Approval of Assignment of Refund Rights from the Condos at Duckers, LLC to Jerry L. Ragland and Estate of William R. Pulliam II.**

On June 20, 2006 FPB entered into a Water Extension Agreement W.O. No. 9914C and a Cable/Telecommunications Extension Agreement W.O. 9826C with the Condos at Duckers LLC. Since that time, the entity, The Condos at Duckers LLC has been dissolved and no longer exists. William R. Pulliam II has presented seven (7) certificates of occupancy that entitle the developer to a refund provided that no other entity claims an interest in the funds. The refund for these lots total \$4,136.00 for the water extensions and \$1,587.98 for the cable extensions. After these refunds are paid, the cable refunds will have been exhausted and \$18,909.76 remains that could be refunded for water extensions provided certificates of occupancy are presented within the ten (10) year contract term. Staff asks that the Board approve the assignment of refund rights.

Mr. Denton discussed the history of the refund contract between FPB and the Condos at Duckers, LLC. He noted that the LLC had been dissolved and explained the Assignment of Refund Rights for the remainder of the contract term.

In response to Mr. Ludwig, Mr. Liebman stated that the Assignment does not extend the period of time for the original contract and all terms of the original contract would remain intact. Mr. Denton advised that the contract would expire in 2016.

Mr. Ludwig moved to approve the Assignment of Refund Rights from the Condos at Duckers, LLC to Jerry L. Ragland and the Estate of William R. Pulliam, II. Dr. Green seconded. Mr. Ludwig called for the vote and the motion passed.

9. **Action Item: Consider Approval of Bid Invitation #1606 for Underground Cable to Wesco Distribution in the Amount of \$63,822.**

Staff prepared a bid invitation for #1/0 and #4/0 underground cable. The invitation was sent to six vendors with six responses received. After reviewing all bids, staff recommends to Wesco Distribution in the amount of \$63,822. Wesco was the lowest bidder meeting our specifications.

This cable will be used to replenish depleting inventory levels.

Ms. Phillips explained the bid invitation and responses received. She noted Wesco was the lowest bidder meeting specifications.

Ms. Lynch moved to approve Bid Invitation #1606 for underground cable to Wesco Distribution in the amount of \$63,822. Mr. McKee seconded. Mr. Ludwig called for the vote and the motion passed.

10. **Action Item: Consider Award of Bid Invitation #1607 for a Digger Derrick Truck to Altec Industries in the Amount of \$237,658.**

Staff prepare an invitation for a digger derrick truck and sent it to ten vendors. Three responses were received. After reviewing all bids, staff recommends awarding to Altec Industries (#2) in the amount of \$237,658. Altec submitted the lowest bid and met specifications.

The purchase of this truck is included in the current budget for \$275,000. In an effort to reduce cost, staff revised the specifications and removed a few options. This truck is replacing a 2002 model digger derrick truck.

Mr. Foster explained how the digger derrick truck would be utilized as well as its versatility, and presented photos to the Board. He further noted that this purchase would replace the older digger derrick truck currently in FPB's fleet.

Mr. Foster explained the bid invitation and responses received and advised that Altec was the lowest bidder meeting specifications. He discussed budgeted funds and noted that the bid was less than the budgeted amount due to Staff reducing the number of options on the vehicle.

In response to Dr. Green, Mr. Foster noted that these trucks were utilized nearly every day. He further noted that the old truck would be sold and explained that due to the repair costs for the older truck it would be more cost effective to sell the 2002 model truck.

In response to Mr. McKee, Mr. Foster and Ms. Phillips explained the differences in the bids.

Mr. McKee moved to award Bid Invitation #1607 for a Digger Derrick Truck to Altec Industries in the amount of \$237,658. Mr. Pogrotsky seconded. Ms. Dutta polled the board and the motion passed unanimously.

11. **Action Item: Consider Approval of Bid Invitation #SM-70, Annual Price Contract for the Sale and Removal of Scrap Transformers, to TCI of Alabama.**

Staff recommends awarding bid #SM-70 for the sale of scrap transformers to TCI of Alabama. They had the best overall pricing. Their price per KVA is \$2.95 (down 45% from last year) for pole mounts and \$2.00 (down 51% from last year) for pad mounts.

The bid was sent to nine vendors with three responses. Solomon Corporation did not follow bid instructions to provide a firm price.

The Plant Board has received approximately \$21,948 for the sale of scrap transformers in the 2014-2015 fiscal year.

Ms. Phillips explained specifics of the annual price contract for the sale of scrap transformers. She explained the bid invitation and responses.

Ms. Lynch moved to approve the Bid Invitation #SM-70, annual price contract for the sale and removal of scrap transformers, to TCI Alabama. Dr. Green seconded. Mr. Ludwig called for the vote and the motion passed.

12. **Action Item: Consider Approval of Bid Invitation #1605 for Two (2) Pad Mounted Transformers to Cape Electrical in the Amount of \$18,750 and Two (2) Pad Mounted Transformers to Wesco in the Amount of \$39,869.**

Staff prepare a bid invitation for four (4) pad mounted transformers. The invitation was sent to eight vendors with eight responses received. After reviewing all bids, staff recommends awarding to Cape Electrical and Wesco as they are the lowest bids meeting specifications. Language in this bid allows for the bid to be divided. Award recommendations are:

- Item #1 to Cape Electrical - \$9,300
- Item #2 to Cape Electrical - \$9,450
- Item #3 to Wesco - \$16,655
- Item #4 to Wesco - \$23,214

Electric Lab/HD Supply was not considered because they require the order to be placed prior to June 30th, which is not reasonable. The bid was opened on June 25th. Five days is not sufficient to review bids and obtain Board approval. The bid invitation stated that the prices are to be held for 90 days.

These transformers will be used to replenish depleting inventory levels.

Ms. Phillips explained specifics of the bid invitation as well as the responses. She further discussed Staff's recommendations for awarding the bid.

Ms. Lynch moved to approve Bid Invitation #1605 for two (2) pad mounted transformers to Cape Electrical in the amount of \$18,750 and two (2) pad mounted transformers to Wesco in the amount of \$39,869. Mr. Ludwig seconded. Ms. Dutta polled the board and the motion passed.

13. **Action Item: Consider Change of Award for the Water Softener Salt on Bid Invitation #1604 to Chemical Resources.**

The Board approved awarding the water softener salt portion of bid #1604 to Culligan of Danville in the amount of \$0.088 per pound at the June 2015 Board meeting. Since then, staff has been advised that Culligan made an error on their pricing and cannot honor their bid price. The bid price is less than their cost.

As a result, staff has reviewed the other bids and recommends awarding to Chemical Resources in the amount of \$0.155 (fourth lowest) per pound. This price is 9% more than last year's price of \$0.142.

Morton Salt was the second lowest bidder but would only deliver a full truckload at a time (42,000 lbs.). FPB currently orders 4-5 pallets at a time due to limited storage space. There simply is not enough space at the water plant to store this much salt at one time. 42,000 pounds is approximately how much water softener salt is used in a six month period for water treatment.

PVS Nolwood was the third low bidder. They said that they could send us 4-5 pallets at a time but the pricing would not be the same as their bid price. They could not provide a firm price.

Chemical Resources has agreed to honor their firm pricing for 4-5 pallet allotments.

Ms. Phillips explained the initial bid and approval as well as the error in Culligan's initial bid. She noted that Staff reviewed the bids again with the change and noted the next lowest bidder meeting specifications as Chemical Resources.

Dr. Green moved to award Bid Invitation #1604 for water softener salt to Chemical Resources. Mr. Pogrotsky seconded. Mr. Ludwig called for the vote and the motion passed.

14. **Action Item: Consider Changes to the FPB Guidelines Governing Employment.**

Staff asks that the Board consider changes to the FPB Guidelines Governing Employment to revise the sections on Hiring, Job Reclassification and Promotions (see selected sections in the detail pages: section VI. Hiring Guidelines; section X. Compensation Plan; section XI. Job Classification Plan).

At the February 2015 Board meeting, the Board requested that Staff review the policy on posting vacancies. The process of posting vacancies for internal applicants encourages employee advancement and skill development; and demonstrates fairness and equal employment opportunity.

Staff formed a work group consisting of Vent Foster, Assistant General Manager Operations; Hance Price, Assistant General Manager Administration/Staff Attorney; John Higginbotham, Assistant General Manager for Cable Telecommunications; Angie Hart, Human Resource Specialist; Dianne Schneider, Human Resources Director; and Herbbie Bannister, General Manager. The work group reviewed FPB's current policy, the policies of other organizations including public utilities, and conducted additional research.

The proposed changes provide more detail on the process of posting job vacancies; and more clearly define job reclassification and promotion. If approved, the revised policies provide employees with opportunities for advancement, while reserving the

Board's option not to post a position if the Board determines it is in FPB's best interest.

The proposed changes are included in the detail pages for this Board item.

Mr. Ludwig noted that this item had been discussed and been before the Board previously. Ms. Schneider reiterated the history of this item and explained the changes and additional language in the guidelines regarding hiring practices. She explained that language was added to clarify the meaning of promotions and reclassifications. Ms. Schneider further explained language allowing the Board to reserve the right to not post a position if it was in the best interest of FPB and the Board. She noted that the Board would have to approve Staff not posting any open positions.

Mr. McKee stated that he felt adamant that there should be no appearance of any type of bias and that all employees should be allowed to apply for any open positions. He further noted his reservations with the Board being required to make the decision of whether or not to post an open position.

After additional discussion, Mr. Pogrotsky moved to approve changes to the FPB Guidelines Governing Employment. Dr. Green seconded. Ms. Dutta polled the Board. Ms. Lynch, Mr. Ludwig, Dr. Green, and Mr. Pogrotsky voted "Yay" and Mr. McKee voted "Nay" stating that he felt that the Board should not be put in a position to vote on whether an open position should be posted and that he believed all open positions should be posted. The motion passed with a 4-1 vote.

15. **Action Item: Consider Approving of a Public Hearing Notice for Revisions of Tariff Language to Provide Clarification and Standardization of Deposit for Electric, Water and Cable/Telecommunications Services; and Incorporate Language for the Use of Utility Scoring.**

Staff has reviewed the current FPB tariff language regarding deposits and calculations of deposits for Electric, Water and Cable/Telecommunications services. In reviewing this language staff has determined that there is the need to incorporate deposit information for all lines of service into one section of FPBs tariff. This revision brings guidelines for determining deposits, as well as calculations of deposits into the General section of the tariff, replacing Item H under Section II – General, thereby reducing customer confusion and removing deposit data from all other sections within the tariff.

At the May 19, 2015 board meeting the Board approved the use of utility scoring to determine deposits for residential class customers. The revisions include the guidelines for the use of utility scoring for those deposits.

The Board recently requested that staff review the current deposit policy as it relates to landlords. FPBs current landlord policy is:

- Landlords are required to pay a deposit equal to 50% of the renters' deposit.
- All landlords are required to pay an initial deposit for new property or existing property with no prior landlord agreement on file. This deposit remains on file as long as the Landlord Agreement is in effect and the account remains current.
- If no prior deposit has been paid and utilities are disconnected for non-payment while in the landlord's name, the appropriate deposit, as well as any outstanding bills and all applicable reconnection fees will apply.

Staff has reviewed the current policy and the recommended changes have been incorporated into the tariff revisions. The recommended changes to the policy and the tariff will allow FPB to secure the required deposits to protect its interest while allowing landlords to benefit from their satisfactory ratings with FPB.

Staff recommends the Board approve a Public Hearing Notice for the purposes of conducting a public hearing at the August 18, 2015 board meeting to discuss the tariff language revisions. Upon completion of review of public comments, staff asks that the Board to approve the revised tariff language to be effective September 1, 2015.

Ms. Gilliam explained the proposed revisions to the Tariff language regarding deposits and calculations of deposits for Electric, Water and Cable/Telecommunications services, and requested a public hearing be held to discuss the tariff language revisions.

Mr. Ludwig stated that the underlying reasons for the changes was to reduce the risk of financial losses for FPB. He noted that this item had been previously discussed.

Mr. Ludwig moved to schedule a public hearing notice for the purpose of hearing the public's input on this matter. Mr. Pogrotsky seconded.

In response to Mr. McKee, Ms. Gilliam stated that Staff expected questions regarding utility scoring and possibly questions from landlords. In response to Dr. Green, Ms. Gilliam noted that the changes would be beneficial to landlords with a good payment history. She noted that with these changes the amount of the deposit would depend upon the utility credit scoring of the customer.

Mr. Ludwig amended his motion stating that the public hearing would be held on Tuesday, August 18, 2015 at 5:00 p.m. in conjunction with the regular board meeting. Mr. Pogrotsky seconded the amended motion. Mr. Ludwig called for the vote and the motion passed.

In response to Mr. McKee, Mr. Bannister discussed the advertisement of the Notice and stated that it would be posted on FPB's website as well as be included on social media.

Mr. Ludwig called for the vote and the motion passed.

16. **Action Item: Approval of Change Order No. 1 for the Administration Building for \$23,306.**

In March of 2015, the Board awarded the construction contract for the new administration building to Marrillia Design and Construction for \$15,730,293.

The bid documents contained an assumed quantity of rock removal and soil undercutting that each bidder based their proposal upon. As part of the bid submittal, the bids also included the establishment of unit prices for any additional rock removal or undercutting that became necessary during the course of construction. Change Order #1 is for the additional rock removal and undercut.

Replacement of unsuitable soils (building pad):	\$ 2,870
Additional rock removal:	\$12,816
<u>Replacement of unsuitable soils (parking lot):</u>	<u>\$ 7,620</u>
	\$23,306

Summary:

Construction Contract	\$15,730,293
<u>Change Order #1:</u>	<u>\$ 23,306</u>
New Contract Amount:	\$15,753,599

Staff recommends the Board approve Change Order #1 with Marrillia Design and Construction.

Ms. Dutta explained the initial bid award for the Administration building, rock excavation and removal, and replacement of unsuitable soils. She further explained additional costs for these items and expected deductions in other areas as construction progresses.

In response to Mr. Ludwig, Ms. Dutta stated that the contractors believe that rock removal is complete.

Ms. Lynch moved to approve Change Order No. 1 for the Administration building for \$23,306. Dr. Green seconded. Mr. Ludwig called for the vote and the motion passed.

17. **Action Item: Consider Approval of Change Order No. 2 for the Headend Building for a deduction of (\$4,157.00).**

In March 2015, the Board awarded the construction contract, including Change Order No. 1, for the new Headend Building to Woodbine Construction for \$5,322,618.

Per the contract document, cast iron pipe was specified from the new building to the existing sanitary sewer line, as is the typical practice by GRW. Local Frankfort code allows for PVC pipe for the connection to an existing line. Therefore, the substitution of PVC for cast iron results in a cost savings of \$4,157.00.

Summary:

Construction Contract with Change Order #1	\$5,322,618
Change Order #2	\$ -4,157
New Contract Amount	\$5,318,461

Staff recommends the Board approve Change Order #2 with Woodbine Construction.

Mr. Hellard explained the specifics of a change order for a reduction in cost for sewer installation.

Mr. Ludwig moved to approve change order #2 for the Headend building for a deduction of \$4,157.00. Mr. Pogrosky seconded. Mr. Ludwig called for the vote and the motion passed.

18. **Old & New Business:**

Action Item: Consider the Elimination of a Customer Service/Dispatcher position.

In August 2001 the Frankfort Plant Board implemented the use of the Network Operations Center (NOC) to process and dispatch after-hours calls. The NOC was originally staffed with 5 employees and at its maximum grew to 7 employees. In the following years and for various reasons, the staff diminished to 2 employees. In September 2013 Customer Service representatives began providing additional coverage to NOC staff for the safety and security of employees and to ensure no additional emergency calls were missed. These additional hours worked by CSRs were in an overtime status, incurring approximately \$2800.00 per pay period through September 2014.

At the July 15, 2014 board meeting the Board approved entering into an agreement with Continental Messaging Solutions (CMS) to provide after-hours dispatching service from 10:00 p.m. to 7:45 a.m. Monday – Friday and all day on weekends and holidays. CMS began providing service to FPB on September 29, 2014. Customer Service/NOC Dispatch personnel began working 1:30pm – 10:00 p.m., assisting with Customer Service call volumes from 1:30 p.m. – 4:30 p.m.

Effective May 4, 2015 the NOC has been reduced to one employee, creating yet another safety and security issue for FPB employees as well as emergency response time for FPB customers. In addition, the average call volume from 4:30 p.m. to 10:00 p.m. has decreased to an average of 29 calls per night, the majority of which take place on shut off and due dates. This reduction in call volumes between the before mentioned hours no longer warrants full-time after-hours staffing at the NOC.

Furthermore, with FPB's implementation of the my.FPB self-service portal customers will have more flexibility to manage their own accounts outside of regular office hours, thus eliminating the need for after-hours customer service with the exception of emergency dispatching. Staff recommends elimination of a Customer Service/Dispatcher position, Grade 103, effective August 14, 2015.

Ms. Gilliam explained the background and history of the Network Operations Center (NOC). She noted that Staff for the NOC had diminished and that FPB had been utilizing an outsourced call center for customer calls which had reduced NOC staff to one employee. She noted safety and security issues and emergency response issues as well as reductions in after-hours customer calls as Staff's reasoning for the elimination of this position.

In response to Ms. Lynch, Ms. Gilliam stated that this would eliminate a position as well as an employee currently holding that position.

Mr. Ludwig noted that the Board's first concern would be to appropriately handle emergency calls. Ms. Gilliam advised that Staff had measures in place to handle all emergency calls after 4:30 p.m. and that there are no gaps in call coverage.

Mr. Pogrotsky moved to approve elimination of a Customer Service/Dispatcher position. Mr. Ludwig seconded. Ms. Dutta polled the Board. Ms. Lynch abstained; Mr. Ludwig, Dr. Green, Mr. McKee and Mr. Pogrotsky voted "Yay". The motion passed with a majority vote.

19. **Informational Item: General Manager's Comments.**

None

20. **Request Permission to have Chair call for a Closed Session** pursuant to KRS 61.810 (1)(c) for the discussion of proposed or pending litigation against or on behalf of FPB; KRS 61.810 (1)(f) for discussions which might lead to the appointment, discipline, or dismissal of an individual employee; KRS 61.810(1)(b) for the discussion of the future acquisition or sale of real property.

21. **Closed Door Session:**

Ms. Lynch moved to go into closed session. Mr. Pogrotsky seconded. Mr. Ludwig called for the vote and the Board moved into closed session.

With no further business to discuss, Dr. Green moved to adjourn. Mr. Pogrotsky seconded. The motion passed and the meeting adjourned.





ATTEST: