



Fort Pierce Utilities Authority
Utility Advisory Committee
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Fort Pierce Utilities Authority
Utility Advisory Committee
Annual Workplan 2025
October 2024 – September 2025



Our mission is to provide our customers with economical, reliable, and friendly service in a continuous effort to enhance the quality of life in our community.



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Introduction

This document represents the 2024-2025 Annual Work Plan for Fort Pierce Utilities Authority's Utility Advisory Committee and was developed within the context of FPUA's Strategic Planning Workshop results. Activities provided are intended to be carried out between October 2024 and September 2025 (the FY2025 year).

Whereas the FPUA Strategic Plan identified major goals and strategies to meet those goals, the UAC Work Plan identifies specific activities that the UAC will carry out to meet some of those goals and strategies. Specifically, the Committee commits to carrying out activities that will assist in improving:

- FPUA Strategic Plan Goal 1: Community Relations
- FPUA Strategic Plan Goal 2: Growth and Rates
- FPUA Strategic Plan Goal 3: Workforce and
- FPUA Strategic Plan Goal 5: Utility Governance.

Some key activities include: identifying opportunities and community partnerships for outreach events, develop FAQs for staff to consider, and develop a Mid-Year Progress Report. Where possible, the impact of those activities will be tracked and recorded by the PAS group and incorporated into reports. Impact metrics can include number of individuals reached at public events where UAC members are present, number of UAC meetings held and number of attendees, print or digital materials produced in collaboration with FPUA staff, and/or summaries of policy recommendations made by the UAC for adoption.

Further, the Committee will present the Annual Work Plan and Mid-Year Progress Report to update the Board on the Committee's recommendations, outreach opportunities, and education requested and received via FPUA staff. The templates for these documents are provided as Appendix A and B attached to this document.

Background of the Utility Advisory Committee

In July 2024, the UAC established the following Mission and About Us statements:

Mission: *To make a difference and build trust in our community by fostering transparency through developing relationships and facilitating dialogue about utility services to be integrated into the decision-making process of the Fort Pierce Utilities Authority.*

About Us: *The FPUA UAC is a volunteer, community-based advisory group fostering open dialogue, business concerns and community engagement between FPUA customers and leadership of Fort Pierce’s locally-owned municipal utility provider. The UAC typically advises on topics ranging from rates, infrastructure improvement, customer service, and other ways FPUA can better engage the Fort Pierce community.*

FPUA’s Utility Advisory Committee was established on November 2nd, 2021, through the execution of Resolution No. UA 2021-10, to foster open dialogue, discuss utility topics, address business concerns, and engage the community in a public forum. The FPUA Board of Directors understands the value of creating a public forum in which the citizens of Fort Pierce and FPUA ratepayers can identify issues and voice their concerns.

Members of the Utility Advisory Committee are appointed by the Fort Pierce City Commissioners and the FPUA Board, with three additional at-large positions that may be appointed by the Committee. Utility Advisory Committee. Members are responsible for educating the public on FPUA initiatives and projects, providing input, to FPUA, from the community on community outreach opportunities, as well as other duties assigned by the FPUA Board.

The Utility Advisory Committee holds its meetings at FPUA’s Energy Services Center on the first Wednesday of each month. As part of this workplan, the Committee will continue to further their education and begin engaging the community, taking a hand- on approach to FPUA’s outreach activities.

Alignment with FPUA Strategic Goals

The Utility Advisory Committee Work Plan was developed and organized to align with the FPUA Strategic Goals, which were approved on October 17th, 2023. Whereas the FPUA Strategic Plan identified five major goals and multiple strategies to meet those goals, the UAC Work Plan encompasses only four goals and select strategies identified by the Committee for the specific activities listed. Specifically, the Committee commits to carrying out activities that will assist in improving:

- FPUA Strategic Plan Goal 1: Community Relations
- FPUA Strategic Plan Goal 2: Growth and Rates
- FPUA Strategic Plan Goal 3: Workforce; and
- FPUA Strategic Plan Goal 5: Utility Governance

Terminology of the Work Plan

FPUA goal – The long-term goals that were collaboratively developed by FPUA leadership and Board members, and adopted by the FPUA Board of Directors on October 17th, 2023. There are five goals in the 2023 Strategic Plan:

1. **Community Relations** – FPUA will engage internal and external stakeholders to build relationships and earn trust through collaborative communication.
2. **Growth & Rates** – FPUA will strategically expand services to grow the utility and city in order to provide economical and reliable services for customers.
3. **Workforce** – FPUA will retain and attract the employees necessary to lead FPUA into the future.
4. **Technology** – FPUA will streamline and automate processes.
5. **Utility Governance** – FPUA will provide its board with the education and resources needed to continue to excel at the performance of its Charter responsibilities.

FPUA Strategy – The approach(es) that will be used to help FPUA focus its efforts in order to reach the stated FPUA goals. Each FPUA goal is supported by multiple strategies which will be carried out to meet the goal.

UAC Objective – The UAC’s short-term target to be attained by the end of the current Work Plan year. UAC-specific objectives have been developed for each relevant Strategy.

UAC Activity – The UAC’s actionable steps that will be used to meet the relevant UAC Objective.

Goal 1: Community Relations



FPUA Goal: FPUA will engage internal and external stakeholders to build relationships and earn trust through collaborative communication.

UAC INTRODUCTION – Community Relations

The Utility Advisory Committee recognizes Community Relations as a top opportunity for the UAC to support one of FPUA’s major goals. The UAC will pursue the following objectives and activities toward this goal. Please note that the items written in red are the strategies as-stated in FPUA’s 2023 Strategic Plan. All other language represents the UAC’s objectives and activities.

FPUA STRATEGY 1.1: Demonstrate to citizens the benefits of FPUA to the community.

UAC Objective: Serve as educated FPUA brand ambassadors who facilitate connection between FPUA and its customers as well as directly and indirectly relay information to customers about the benefits of FPUA to the community.

UAC Activities:

1. Stay informed and engaged on critical utility topics by establishing a set calendar of presentations and discussions, attending monthly UAC meetings to learn and engage, and providing feedback to staff for next steps.
2. Facilitate at least two opportunities for community partners to host FPUA outreach activities, such as invitations to speak at HOAs, table at special events, or otherwise participate in other partner meetings.
3. Each UAC Member will attend at least one Community Outreach event where FPUA is presenting or on display for customer engagement.
4. Collaboratively develop a webpage on the FPUA.com website that is dedicated to introducing the UAC Members, mission, and about us.

Committee Meeting Informational Topics and Workshops:

The UAC has identified the following list of potential topics and tours for the FY2025 year:

- BYOB: *Bring Your Own Bill* A public workshop on learning to read your FPUA bill
- FPUA Grants: How FPUA is improving Utility Resiliency while decreasing cost burden to Ratepayers
- Customer Service Modernization: Coming customer service improvements
- Tour TC Energy Center
- Tour WWTP
- Grants and funding opportunities available to customers
- Energy efficiency how-to
- Budget Billing explained
- Wastewater Primer: What’s in it, how is it treated and how can customers reduce their flow?
- Septic to Sewer Program: goals, overview, next steps

The UAC chose the following topics for the next six months:

October 2024 – April 2025 Topics Calendar

<u>October</u>	Finalize 2025 Annual Workplan
<u>November</u>	FPUA Grants Panel: How FPUA improves utility resiliency while decreasing ratepayer burden
<u>December</u>	Wastewater Reclamation Facility Update & Wastewater Primer: What’s in it, how its treated and how flow can be reduced
<u>January</u>	Rebates to help lower the cost of efficiency improvements
<u>February</u>	Customer Service Modernization: Coming customer service improvements
<u>March</u>	Mid Year Report planning

Potential topics for May 2025 – September 2025

- GRIP Grant: Making the FPUA Energy Grid more resilient
- Tour TC Energy Center
- Septic to Sewer Program: goals, overview, next steps
- Energy Efficiency Explained: How to lower your bill by making your home or business more efficient

The UAC has Identified the following list of potential partners with whom FPUA could reach out to host dedicated outreach events:

- St. Lucie County Fair
- Downtown Farmers Market
- Friday Fest
- Art Walk
- Publix
- Churches: Mount Bethel, Westside Church (west and east campus), River of Life Fellowship, Mt. Pleasant, St. Paul AME, St. Anastasia, Yahweh Hands-On Ministry
- HOAs: Hibiscus Park, South Beach Association, Ocean Village
- Lions
- Sororities & Fraternities: i.e.:
- AA

The UAC has also identified the following list of possible community engagement topics for the Worplan’s timeframe:

- BYOB: Bring Your Own Bill – Workshop where customers can bring their bill for an overview workshop and have an opportunity to sit with staff to ask questions/identify concerns/receive advice
- “Are Rates Different by Neighborhood?”
- How FPUA saves ratepayers money (either an in-person workshop topic or brochure)
- How to Save Money on your Utility Bill (Off peak usage, efficiency measures, etc.)

FPUA STRATEGY 1.4: Foster positive relationships and provide resources to schools and youth-oriented organizations to reach the next generation of customers and employees.

UAC Objective: Serve as community liaisons with local schools and youth-oriented organizations to facilitate connection between those groups and FPUA.

UAC Activity: Facilitate at least one opportunity for education partners to host FPUA outreach activities, such as invitations to speak at schools, table at special events, or otherwise participate in other partner meetings.

The UAC has identified the following list of youth organizations that can be engaged in the coming year:

- TC Youth Sailing School @ Jaycee Park
- St. Andrews School
- Police Athletic League
- Children’s Services Council
- High School Clubs
- Boys and Girls Club
- Indian River State College

Goal 2: Growth and Rates



FPUA Goal: FPUA will strategically expand services to grow the utility and city in order to provide economical and reliable services for customers.

UAC INTRODUCTION – Growth and Rates

The Utility Advisory Committee understands the importance of Growth and Rates, with Growth being a key opportunity to continue FPUA’s mission of providing its ratepayers with economical and reliable service. The UAC will continue to pursue the following objectives and activities toward this goal. Please note that the items written in purple are the strategies as-stated in FPUA’s 2023 Strategic Plan. All other language represents the UAC’s objectives and activities.

FPUA STRATEGY 2.1: Continue to improve efficiencies for operation and expansion of services.

UAC Objective: Ensure that FPUA is equipped with citizen input to support the utility's continued efforts to maintain economical rates and reliable services.

UAC Activity: Review FPUA programs during monthly meetings and provide direct feedback to staff presenters for the purpose improving effectiveness and efficiencies of those programs.

FPUA STRATEGY 2.2: Complete the wastewater treatment plant relocation.

UAC Objective: Demonstrate full support and also facilitate public support for completion of the relocation effort.

UAC Activities:

1. Continue providing letters of support for grant proposals to fund the WRF relocation.
2. Inform customers about construction and funding progress when opportunities arise.

Goal 3: Workforce



FPUA Goal: FPUA will retain and attract the employees necessary to lead FPUA into the future.

UAC INTRODUCTION: Workforce

The Utility Advisory Committee identifies Workforce as a significant opportunity to assist FPUA in attracting and retaining local employees. Through their direct ties to the community, and youth organizations, the UAC hopes to assist by advertising positions and/or identifying local venues to advertise.

FPUA STRATEGY 3.4: Educate students on internships and apprenticeships available at FPUA.

UAC Objective: Prioritize the involvement of local student candidates by serving as community liaisons with local schools and students.

UAC Activities:

1. Dedicate at least one UAC meeting to the topic of FPUA apprenticeship and internship programs and career opportunities and directly invite teachers, school board members, and guidance counselors to attend.
2. Remain informed about FPUA career opportunities, internships, and apprenticeships by visiting www.fpua.com/careers and sharing open positions throughout the community and at youth-oriented venues and events.

Goal 4: Utility Governance



FPUA Goal: FPUA will provide its Board with the education and resources needed to continue to excel at the performance of its Charter responsibilities.

UAC INTRODUCTION – Utility Governance

The Utility Advisory Committee understands that Utility Governance enables FPUA to continue growth of the utility and City of Fort Pierce. Members recognize the importance of meeting the legal requirements, Sunshine Law, while simultaneously existing as a highly valuable and effective engagement division for FPUA Staff. The UAC also recognizes that municipal utility governance requires periodic communication between the UAC and the FPUA Board of Directors to ensure true citizen engagement at all levels of utility leadership.

FPUA STRATEGY 5.1: Develop an onboarding program for new board members and provide governance training.

UAC Objective: Establish known and sharable protocols and expectations that will allow for a highly effective utility advisory committee that provides quality guidance to FPUA staff, including clear guidelines for newly inducted committee members, as well as periodic updates to the FPUA Board of Directors.

UAC Activities

1. Prepare and present to the FPUA Board of Directors a UAC **Annual Work Plan** that lays out the major activities and priorities that the UAC will carry out in the following year. Include a calendar that lays out the primary activities that the UAC will conduct in the following six months.
2. Draft and present to the FPUA Board of Directors a **Mid-Year Progress Report** that lays out the UAC's work and recommendations from the previous six months and its plan of work for the following six months.
3. Continue the practice of official onboarding meetings for new UAC members where members are oriented to the UAC, Sunshine Law practices, and staff who are dedicated to supporting this committee.

4. Participate in at least two training sessions to review Sunshine Laws that pertain to the Utility Advisory Committee Members such as conflict of interest, social media best practices, and more.



Appendix A: End of Year Report

Introduction

This End of Year report is prepared by the Fort Pierce Utilities Authority (FPUA) Utility Advisory Committee (UAC) members to provide an update on work completed and plans moving forward. Specifically, this report memorializes the UAC’s work and progress between October 2023 and September 2024, and states the UAC’s plans for the following six months, between October 2024 and March 2025. All work conducted and planned is in accordance with the UAC Annual Work Plan that was adopted in January 2024.

Previous Six Months Activities and Education

The following section highlights the activities and education that the UAC has completed between October 2023 and September 2024 according to activities that are set out in their Annual Work Plan which was adopted in January 2024 and Bi-Annual Work Plan which was adopted in April 2024.

UAC Work Plan Activity 1.1.1 – UAC members will stay informed and engaged on critical utility topics by establishing a set calendar of presentations and discussions, attending monthly UAC meetings to learn and engage, and providing feedback to staff for next steps.

This work plan activity is 100% complete. UAC members prepared a six-month calendar of presentations and discussions as part of the work plan that was adopted in January 2024 and another that was adopted in April 2024 in connection with the Bi-Annual Report.

The following table shows the presentations provided and number of UAC members in attendance for each meeting:

Date of Meeting	FPUA Major Topic Presented and Discussed	UAC Attendance
October 4, 2023	Annual Work Plan Workshop Part 2	6
November 4, 2023	Annual Work Plan Workshop Part 3	7
December 6, 2023	Annual Work Plan Finalized and Adopted	7
January 3, 2024	FPUA Septic to Sewer Program	6
February 7, 2024	FPUA WEOP Program	6
March 6, 2024	Bi-Annual Report and Sunshine Law Training	7

April 3, 2024	FPUAnet Communications	8
May 1, 2024	Combined Utility Bill by Customer Service	9
June 5, 2024	Sunshine Law Training/Develop Mission Statement	3
July 10, 2024	WRF Relocation/Finalize Mission Statement	8
August 7, 2024	Work Plan Development	8
September 4, 2024	First Annual Youth Career Event	9

UAC Work Plan Activity 1.1.2 – The UAC will facilitate at least two opportunities for community partners to host FPUA outreach activities, such as invitations to speak at HOAs, table at special events, or otherwise participate in other partner meetings or youth outreach events

This work plan activity is 100% complete.

UAC Member Mr. Steve DiPalma facilitated an FPUA community presentation at High Point Community where he is the President of a section of the community. The meeting was held on February 12, 2024 with two FPUA presenters including the Director of Public Affairs & Sustainability Rachel Tennant and Manager of FPUAnet Communications Jason Mittler. There were 21 High Point community members in attendance.



UAC Vice Chair Mr. Bernard McBee facilitated FPUA’s participation in a community job fair hosted by BetterTogether and the local United Methodist Church. The job fair was held on March 13, 2024 and FPUA was represented by two members of the FPUA Human Resources Department. 375 community members were in attendance with 14 employers present.



UAC Work Plan Activity 1.1.3 - Each UAC Member will attend at least one Community Outreach event where FPUA is presenting or on display for customer engagement.

This activity is 100% complete. UAC member Ms. Krissta King attended the MainStreet Fort Pierce Coffee with the Mayor alongside FPUA staff on Friday, February 16th during which the Director of Public Affairs & Sustainability Rachel Tennant introduced Ms. King as a UAC member and provided a brief overview of the UAC to attendees. There were approximately 100 community members in attendance. Ms. King also attended NatureFest alongside FPUA and FPUA’s Manatee Center, held on Saturday, February 24th.



In addition, Mr. Steve DiPalma attended the FPUA community presentation that he facilitated for High Point Community where he is the President of a section of the community. The meeting was held on February 12, 2024 with two FPUA presenters including the Director of Public Affairs & Sustainability Rachel Tennant and Manager of FPUAnet Communications Jason Mittler. There were 21 High Point community members in attendance.

Also, on March 19th, Mr. Jesse Walker and Ms. Krissta King both attended the special FPUA Board Meeting hosted at the Energy Services Center. This meeting included not only a standard agenda, but also the FPUA Budget Workshop.

In August 2024, Mr. Ivel Sierra and Ms. Pearl Davis attended the Pack the House volunteer event alongside FPUA staff.

In September 2024, all members attended the First Annual Youth Career Event which was hosted by the UAC and brought over 100 members of the public to learn about FPUA jobs and career paths.

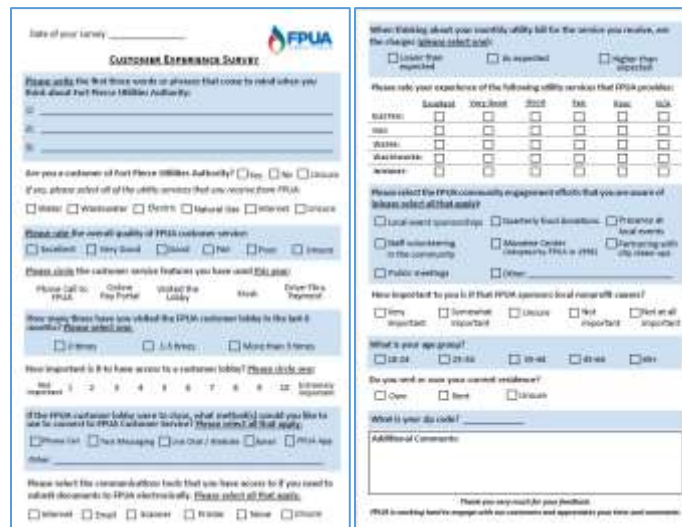
UAC Work Plan Activity 1.1.4 - Collaboratively develop a Customer FAQs document with FPUA staff based on questions that UAC members are frequently asked about FPUA.

This activity was not completed during the FY2024 year, and has been replaced with a different activity for the FY2025 year. Instead, in FY2025, the team will develop a webpage for the FPUA.com website that will introduce the UAC members to the public and explain what the UAC is about.

UAC Work Plan Activity 1.3.1 – UAC members will distribute the FPUA customer experience survey either via paper surveys and/or with a survey info card that drives customers to a webpage where they can complete the survey online (when it becomes available).

This activity is complete. UAC members were each provided with 10 surveys on February 27, 2024 which they will share with community members and bring back, completed, during a subsequent UAC member meeting.

The surveys are shown below:



UAC Work Plan Activity 2.2.1 - Continue providing letters of support for grant proposals to fund the WRF relocation.

This activity is complete. The UAC provided FPUA’s grants team with updated letters of support in June 2024, in time for grant submissions that were due in July.

UAC Work Plan Activity 2.2.2 – Inform customers about construction and funding progress when the opportunities arise.

This activity is complete. The UAC heavily marketed the July 2024 UAC Meeting which was an update about the WRF Relocation project. At least 30 members of the public were in attendance. The marketing was designed to encourage the public to attend this meeting to learn all about construction and funding progress. It was shared online, as print flyers, and on the FPUA monthly email.








FPUA'S CITIZEN-LED UTILITY ADVISORY COMMITTEE PRESENTS:

“UPDATES: RELOCATING FPUA'S SEWER TREATMENT PLANT”

Featuring our presenters:

- **Bo Hutchinson**, Director of Water and Wastewater Systems
- **Mike Martin**, Operations Supervisor of Water Reclamation
- **Lugey Dawson**, Supervising Engineer of Water/Wastewater

Please join us for this public meeting

-  4:00 pm
-  Wednesday, July 10, 2024
-  Energy Services Center
1701 S 37th St, Fort
Pierce, FL 34947

Our mission is to provide our customers with economical, reliable, and friendly service in a continuous effort to enhance the quality of life in our community.

UAC Work Plan Activity 3.4.1 - Dedicate at least one UAC meeting to the topic of FPUA apprenticeship and internship programs and career opportunities and directly invite teachers, school board members, and guidance counselors to attend.

This activity is 100% complete. The UAC hosted the First Annual Youth Career Event at FPUA, which brought 104 attendees from the public including dignitaries such as Mayor Hudson, Commissioner Curtis Johnson, and more. The Boys & Girls Club of St. Lucie County brought over 35 youth in four vans to attend this event, and the WPBF News Channel filmed Ms. Pearl Davis and Rachel Tennant on Live Network News to talk about the upcoming event.



UAC Work Plan Activity 5.1.1 – Prepare and release a UAC Annual Work Plan every year that lays out the major activities and priorities that the UAC will carry out in the following year.

This activity is 100% complete. The UAC members dedicated September through December 2024 to the task of developing their first ever Annual Work Plan and tracking documents. The Work Plan was adopted by the UAC on December 6, 2023 and presented to the FPUA Board of Directors on January 16, 2024.

UAC Work Plan Activity 5.1.2 – Set and draft a UAC calendar every six months that lays out the primary activities, reviews, and presentations that the UAC will engage in for the following six months (see Work Plan Appendix B for template).

This activity is 100% complete. The UAC members adopted their first six-month UAC calendar on December 6th, 2023 when they adopted the Annual Work Plan. The second six-month UAC calendar was developed at the March 2024 UAC meeting.

UAC Work Plan Activity 5.1.3 – Draft and present to the FPUA Board of Directors a bi-annual Progress Report that lays out the UAC's work and recommendations from the previous six months and its plan of work for the following six months (see Work Plan Appendix A for template).

This activity is 100% complete. The first bi-annual report was approved at the March 2024 UAC meeting and presented to the FPUA Board of Directors at the FPUA Board Meeting on April 8, 2024.

UAC Work Plan Activity 5.1.6 – Collaboratively develop a mission statement for the Utility Advisory Committee.

This activity is 100% complete. The UAC dedicated a portion of the June 2024 and July 2024 meetings to collaboratively develop a mission statement for the UAC. The following statements were developed:

Mission: *To make a difference and build trust in our community by fostering transparency through developing relationships and facilitating dialogue about utility services to be integrated into the decision-making process of the Fort Pierce Utilities Authority.*

About Us: *The FPUA UAC is a volunteer, community-based advisory group fostering open dialogue, business concerns and community engagement between FPUA customers and*



leadership of Fort Pierce’s locally-owned municipal utility provider. The UAC typically advises on topics ranging from rates, infrastructure improvement, customer service, and other ways FPUA can better engage the Fort Pierce community.

UAC Work Plan Activity 5.1.7 – Participate in at least two training sessions to review Sunshine Laws that pertain to the Utility Advisory Committee Members such as conflict of interest, social media best practices, and more.

This activity is 100% complete. The FPUA General Counsel, Caroline Valentin, led a training session pertaining to Sunshine Law during the March 2024 UAC meeting. Seven UAC members were in attendance for this presentation. She led a second training session pertaining to the Sunshine Law during the June 2024 meeting. Six UAC members were in attendance for the second presentation.



Our mission is to provide our customers with economical, reliable, and friendly service in a continuous effort to enhance the quality of life in our community.

