



AGENDA
CITY OF LAKE WORTH BEACH
ELECTRIC UTILITY CITY COMMISSION MEETING
CITY HALL COMMISSION CHAMBER
TUESDAY, FEBRUARY 22, 2022 - 6:00 PM

ROLL CALL:

PLEDGE OF ALLEGIANCE: led by Commissioner Christopher McVoy

AGENDA - Additions / Deletions / Reordering:

PUBLIC PARTICIPATION OF NON-AGENDAED ITEMS AND CONSENT AGENDA:

APPROVAL OF MINUTES:

A. [Electric Utility Meeting - January 25, 2022](#)

UNFINISHED BUSINESS:

- A. [Electric Utility Conservation Program](#)
- B. [Discussion of Draft In-City Community Solar RFP](#)

NEW BUSINESS:

A. [Utility Customer Service Overview](#)

ADJOURNMENT:

The City Commission has adopted Rules of Decorum for Citizen Participation (See Resolution No. 25-2021). The Rules of Decorum are posted within the City Hall Chambers, City Hall Conference Room, posted online at: <https://lakeworthbeachfl.gov/government/virtual-meetings/>, and available through the City Clerk's office. Compliance with the Rules of Decorum is expected and appreciated.

If a person decides to appeal any decision made by the board, agency or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. (F.S. 286.0105)

**MINUTES
CITY OF LAKE WORTH BEACH
ELECTRIC UTILITY CITY COMMISSION MEETING
CITY HALL COMMISSION CHAMBER
TUESDAY, JANUARY 25, 2022 - 6:00 PM**

The meeting was called to order by Mayor Resch on the above date at 6:09 PM in the City Commission Chamber located at City Hall, 7 North Dixie Highway, Lake Worth Beach, Florida.

ROLL CALL: (0:53) Present were Mayor Betty Resch, Vice Mayor Herman Robinson (arrived at 6:32 PM), Commissioners Sarah Malega (via Zoom), Christopher McVoy and Kimberly Stokes. Also present were City Manager Carmen Davis, City Attorney Christy L. Goddeau and Deputy City Clerk Shayla Ellis.

PLEDGE OF ALLEGIANCE: (1:19) led by Commissioner Sarah Malega.

AGENDA - Additions/Deletions/Reordering:

There were no changes to the agenda.

PUBLIC PARTICIPATION OF NON-AGENDAED ITEMS AND CONSENT AGENDA:

APPROVAL OF MINUTES: (2:21)

Action: Motion made by Commissioner Malega and seconded by Commissioner McVoy to approve the following minutes:

A. November 30, 2021

Vote: Voice vote showed: AYES: Mayor Resch and Commissioners Malega, McVoy and Stokes. NAYS: None. ABSENT: Vice Mayor Robinson.

CONSENT AGENDA: (public comment allowed during Public Participation of Non-Agendaed items)

There were no Consent Agenda items on the agenda.

UNFINISHED BUSINESS:

There were no Unfinished Business items on the agenda.

NEW BUSINESS: (2:39)

A. First Amendment with The Davey Tree Expert Company (2:40)

Action: Motion made by Commissioner McVoy and seconded by Commissioner Stokes to approve the Eighth Amendment to Professional Services Agreement with Vantage Services Consulting LLC.

Vote: Voice vote showed: AYES: Mayor Resch and Commissioners Malega, McVoy and Stokes. NAYS: None. ABSENT: Vice Mayor Robinson.

B. First Amendment to Task Order No. 3 with Power Engineers, Inc. to complete additional engineering design for the new 138kV Canal Switchyard. (7:08)

Action: Motion made by Commissioner McVoy and seconded by Commissioner Stokes to approve the First Amendment to Task Order No. 3 with Power Engineers, Inc.

Vote: Voice vote showed: AYES: Mayor Resch and Commissioners Malega, McVoy and Stokes. NAYS: None. ABSENT: Vice Mayor Robinson.

C. First Amendment with Precast Specialties, LLC (8:41)

Action: Motion made by Commissioner Stokes and seconded by Commissioner McVoy to approve the First Amendment with Precast Specialties, LLC.

Vote: Voice vote showed: AYES: Mayor Resch, Vice Mayor Robinson, and Commissioners Malega, McVoy and Stokes. NAYS: None.

D. Resolution No. 09-2022 – amending the Interconnection Rules for the Net Metering Program (10:33)

Action: Motion made by Commissioner McVoy and seconded by Commissioner Stokes to approve Resolution No. 09-2022 – amending the Interconnection Rules for the Net Metering Program with the following revision: on page 3, section 5 of the Rules and Regulations, add the bolded portion “The foregoing one and one-half percent (1.5%) limitation shall not apply to **systems which include sufficiently sized battery energy storage systems** or a new System to be interconnected if the new System includes a power exporting limiting device (PEL Device).

Vote: Voice vote showed: AYES: Mayor Resch, Vice Mayor Robinson, and Commissioners Malega, McVoy and Stokes. NAYS: None.

ADJOURNMENT: (1:21:00)

Action: Motion made by Commissioner Stokes and seconded by Vice Mayor Robinson to adjourn the meeting at 7:29 PM.

Vote: Voice vote showed: AYES: Mayor Resch, Vice Mayor Robinson, and Commissioners Malega, McVoy and Stokes. NAYS: None.

Betty Resch, Mayor

ATTEST:

Melissa Ann Coyne, City Clerk

Minutes Approved: February 22, 2022

Item time stamps refer to the recording of the meeting which is available on YouTube.

DRAFT

EXECUTIVE BRIEF ELECTRIC UTILITY MEETING

AGENDA DATE: February 22, 2022

TITLE:

Electric Utility Conservation Program

SUMMARY:

Update on progress by Electric Utility Advisory Board in developing program recommendations

BACKGROUND AND JUSTIFICATION:

Update by Electric Utility Advisory Board Chair on the advisory board's progress towards recommendations for program content and scope.

Items to be discussed include:

- Wish Lists
- Community Outreach
- Digging up the Past
- Holistic Approach
- Next Steps

MOTION:

N/A

ATTACHMENT(S):

Fiscal Impact Analysis- N/A

EXECUTIVE BRIEF ELECTRIC UTILITY MEETING

AGENDA DATE: February 22, 2022

TITLE:

Discussion of Draft In-City Community Solar RFP

SUMMARY:

Review and discussion of Draft Community Solar RFP.

BACKGROUND AND JUSTIFICATION:

The City Commission has previously requested that Staff prepare an RFP for In-City Community Solar. Staff will be providing the draft RFP to the City Commission for discussion and direction on next steps

MOTION:

N/A

ATTACHMENT(S):

Fiscal Impact Analysis- N/A
Draft In-City Community Solar RFP



REQUEST FOR PROPOSALS

RFP NO. 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM



Financial Services
7 North Dixie Highway
Lake Worth Beach, FL 33460
561.586.1770

RFP #22-203

**CITY OF LAKE WORTH BEACH
IN COMMUNITY SOLAR POWER PROGRAM**

The City of Lake Worth Beach, Florida, is requesting proposals from qualified entities to provide In Community Solar program that will install visibly-sited, grid-tied solar systems on City owned properties in prominent locations throughout the City of Lake Worth Beach. A complete scope of work is attached as **Exhibit "A"** and incorporated into this Request for Proposals ("RFP").

Time is of the essence and any proposal received after **3:00 PM, April 5, 2022**, whether by mail or otherwise may be rejected by the City. Proposals shall be placed in a sealed envelope, marked with the RFP number, title, and date and hour proposals are scheduled to be received. All persons or entities responding to the RFP (hereafter "Respondents") are responsible for insuring that their proposal is delivered to the City's Financial Services office address by the deadline indicated. The City reserves the right in its sole discretion to reject any or all proposals and/or to waive all nonmaterial irregularities on any and all proposals. All costs and expenses, including reasonable attorney's fees, incurred by any Respondent in preparing and/or responding to the RFP are the sole responsibility of the Respondent including without limitation any and all costs and fees related to a protest.

Interested persons or entities may obtain a copy of the RFP by contacting the Financial Services office at purchasing1@lakeworthbeachfl.gov or from lakeworthbeachfl.bidsandtenders.net. All Respondents shall have a Bidding System Vendor account and be registered as a Plan Taker for this RFP opportunity, which will enable the Respondents to download the Bid Call Document, to receive Addenda email notifications and download all documents without the watermark "preview" on them. To ensure receipt of the latest information and updates via email regarding this RFP, or if a Respondent has obtained this RFP Document from a third party, the onus is on the Respondent to create a Bidding System Vendor account and be register as a Plan Taker for the RFP opportunity.

All proposals must be mailed to:

**City of Lake Worth Beach
Financial Services/Procurement Division
7 North Dixie Highway, 2nd Floor
Lake Worth Beach, FL 33460**

ENVELOPE MUST BE IDENTIFIED AS RFP #22-203 COMMUNITY SOLAR POWER PROGRAM

PUBLISHED: February 27, 2022 Palm Beach Post and City's Website

GENERAL INFORMATION

1. BACKGROUND

The City's Municipal Electric Utility has taken major steps toward increasing energy production from carbon free and renewable energy resources, which include 22 megawatts of nuclear power, 1.7 megawatts of solar located on the City's closed landfill, and purchase power agreements for 36.55 megawatts of solar power from fields outside of the City and scheduled to become operational in late 2023 and early 2024. The City's electric utility is already on track to achieve a greater than 50% reduction in CO2 emissions by 2025 and will enjoy one of the highest ratios of solar watts per customer in the state of Florida by 2024.

The City of Lake Worth Beach seeks to visibly support and encourage further energy production from renewable sources and would like to implement a program that will provide rooftop solar on City-owned properties and solar shade structures over parking lots offer highly visible installations that demonstrate clean energy production together with battery energy storage.

2. PROJECT OBJECTIVE

The City of Lake Worth Beach, Florida, is requesting proposals from qualified entities to provide an In Community Solar program that will install visibly-sited, grid-tied solar systems on City owned properties in prominent locations throughout the City of Lake Worth Beach.

In Community solar program may include roof-top, ground mounted and parking lot shade structure solar installations or similar solar structures that include battery storage. The In Community solar program shall be offered with integrated educational website interfaces to include both existing and new in-city solar structures and battery storage. In Community Solar program must offer utility ratepayers the option of sourcing one-hundred percent renewable energy from locally sited renewable energy assets on City owned properties through a dedicated rate class or program subscription agreements. The program offered must provide a neutral or positive financial impact to the City's Utilities and City's program participants.

A complete scope of work is attached as **Exhibit "A"** and incorporated into this Request for Proposals ("RFP").

3. SUBMITTAL OF PROPOSALS

Interested Respondents are invited to submit a complete proposal for consideration. The proposal must address the items requested, clearly and concisely.

Time is of the essence and any proposal received after **3:00 PM, April 5, 2022**, whether by mail or otherwise may be rejected by the City. The City offices have limited access to the public at this time. **Courier deliveries SHALL NOT require signature for the receipt. Respondents may deliver proposals directly to City Hall during regular business hours 8 a.m. to 5 p.m. Monday through Friday. If proposals are delivered in person, visitors shall ring the bell at the City Hall front entrance and wait for assistance or by contacting Procurement Division at (561) 586 – 1770 in advance.** The City will in no way be responsible for delays caused by any occurrence. **Proposals shall not be submitted and will not be accepted by telephone,**

telegram, facsimile or e-mail. The time of receipt shall be determined by the time clock located in Financial Services. Proposals shall be placed in a sealed envelope, marked with the RFP number, title, and date and hour proposals are scheduled to be received. **Respondents are responsible for ensuring that their proposals are delivered to Financial Services address by the deadline indicated.**

The City reserves the right in its sole discretion to reject any or all proposals and/or to waive all nonmaterial irregularities on any and all proposals. All costs and expenses, including reasonable attorney's fees, incurred by any Respondent in preparing and responding to this RFP are the sole responsibility of the Respondent firm including without limitation any and all costs and fees related to a protest. The documents included or incorporated in this RFP constitute the complete set of instructions, scope, specification requirements and forms (unless supplemented by City issued addendum). It is the responsibility of the Respondent to ensure that all pages are included. Therefore, all Respondents are advised to closely examine this RFP. All proposals must be typed or written in ink, and must be signed in ink by an officer having authority to bind the Respondent. Signatures are required where indicated; failure to do so may be cause for rejection of a proposal.

4. CHANGES AND INTERPRETATIONS

Changes to this RFP will be made by written addendum. A written addendum is the only official method whereby interpretation, clarification or additional information can be given.

All questions regarding this RFP should be submitted in the bidding system at lakeworthbeachfl.bidsandtenders.net or in writing via e-mail to purchasing1@lakeworthbeachfl.gov and must be received by the date set forth below for questions from potential Respondents. Most questions will be answered via addenda; however, if a question is not answered, the Respondent should assume all relevant information is contained within this RFP or previous issued addendum (if any). The City will attempt to not issue an addendum within three (3) business days of the due date of proposals; however, the City reserves the right to extend the due date of proposals and issue any addenda at any time prior to the revised due date for proposals.

5. PROPERTY OF THE CITY

All materials submitted in response to this RFP become the property of the City. The City has the right to use any or all ideas presented in any response to this RFP, whether amended or not, and selection or rejection of a proposal does not affect this right. No variances to this provision shall be accepted.

6. VETERAN BUSINESS ENTERPRISE, SMALL BUSINESS AND LOCAL BUSINESS PREFERENCE

Section 2-117 of the City's Code of Ordinance shall govern the application of a Veteran Business Enterprise, Small Business and/or Local Business preference for this RFP. Documentation to support a Respondent as a Veteran Business Enterprise, Small Business and/or Local Business must be submitted with a bid in response to the RFP. Documentation submitted after the proposal deadline will be rejected.

The order and application of preferences is as follows: For all preferences set forth in this RFP, only one preference may be identified in a response to this solicitation. In an event of a tie, for the purpose of determining the best value in the award of an RFP where more than one Respondent identifies a preference, the Veteran Business Enterprise preference shall take precedence over

the Local Business preference, and the Local Business preference shall take precedence over the Small Business preference.

7. RFP TIMETABLE

The anticipated schedule for this RFP and contract approval is as follows:

- Questions from Potential Respondents Due March 15, 2022 - 3:00 PM
- Proposal Due Date and Time April 5, 2022 - 3:00 PM
- Minimum Requirement proposal evaluation April, 2022
- Presentations TBD, 2022
- Proposal Evaluation Meeting TBD, 2022
- Contract Negotiations TBD, 2022
- Contract Approval TBD, 2022

TBD – Date(s) and times of Presentations by selected respondents will be determined based the number of Presentations and Staff availability. Contract Negotiations and Contract Approval will follow accordingly.

The City reserves the right to amend the anticipated schedule as it deems necessary and may not award a Contract if mutually acceptable terms and conditions, as well as City Commission approval, are not achieved

8. CONE OF SILENCE

In accordance with the Palm Beach County Lobbyist Registration Ordinance and the City's procurement code, the City's procurement cone of silence will be in effect as of the deadline to submit a proposal in response to this RFP. A complete copy of the City's procurement code is available on-line at municode.com under the City's code of ordinances (sections 2-111 – 2-117). All Respondents are highly encouraged to review the same. In summary, the cone of silence prohibits communication between certain City officials, employees and agents and any entity or person seeking to be awarded a contract (including their lobbyists and potential subcontractors). The cone of silence terminates at the time of award, rejection of all proposals or some other action by the City to end the selection process.

9. ETHICS REQUIREMENT

This RFP is subject to the State of Florida Code of Ethics for Public Officers and Employees and the Palm Beach County Code of Ethics. Accordingly, there are prohibitions and limitations on the employment of City officials and employees and contractual relationships providing a benefit to the same. Respondents are highly encouraged to review both the Florida Code of Ethics and the Palm Beach County Code of Ethics in order to ensure compliance with the same.

Further, any Respondent coming before the City Commission for an award of a contract and who has made an election campaign contribution in an amount that is more than one hundred dollars (\$100.00) to any elected official of the City Commission, who is a current sitting member of the Commission, must disclose such election campaign contribution, verbally and in writing, in their responsive proposal to this RFP. Therefore, all Respondents shall complete the City's Campaign Contribution Statement attached to this RFP as Exhibit "C". Failure to complete will result in rejection of the Respondent's proposal.

10. DISCLOSURE AND DISCLAIMER

The information contained herein is provided solely for the convenience of the Respondents. It is the responsibility of each Respondent to assure itself that information contained herein is accurate and complete. Neither the City nor its agents provide any assurances as to the accuracy of any information in this RFP. Any reliance on the contents of this RFP, or on any communications with City representatives or agents, shall be at each Respondent's own risk. Respondents should rely exclusively on their own investigations, interpretations and analyses in connection with this matter. This RFP is being provided by the City without any warranty or representation, express or implied, as to its content, accuracy or completeness and no Respondent or other party shall have recourse to the City if any information herein contained shall be inaccurate or incomplete. No warranty or representation is made by the City that any proposal conforming to these requirements will be selected for consideration, negotiation or approval.

In its sole discretion, the City may withdraw this RFP either before or after receiving proposals, may accept or reject proposals, and may accept proposals which deviate from the non-material provisions of this RFP. Through its own investigation and in its sole discretion, the City may determine the qualifications, experience and acceptability of any Respondent submitting a proposal in response to this RFP. Following submission of a proposal, each Respondent agrees to promptly deliver such further details, information and assurances, including, but not limited to, financial and disclosure data, relating to the proposal and/or the Respondent, including the Respondent's affiliates, officers, directors, shareholders, partners and employees, as requested by the City. Any action taken by the City in response to proposals submitted in response to this RFP or in making any award or failure or refusal to make any award, or in any withdrawal or cancellation of this RFP, either before or after issuance of the notice of intent to make an award, shall be without any expense, liability or obligation on the part of the City, or their advisors.

Any recipient of this RFP who responds hereto fully acknowledges all the provisions of this Discloser and Disclaimer and agrees to be bound by the terms hereof. Any proposal submitted pursuant to this RFP is at the sole risk and responsibility of the party submitting such proposal.

11. CONTRACT AGREEMENT / COMPENSATION

The terms and conditions of the resulting contract will be negotiated with successful Respondent.

The City reserves the right to not award a Contract if mutually acceptable terms and conditions, as well as City Commission approval, are not achieved.

If the City and the successful Respondent cannot agree on the terms and conditions of the resulting contract, the City reserves the right to terminate negotiations with the successful Respondent and move to the next ranked Respondent to commence negotiations. Negotiations may continue in this process until the City is able to enter into a contract with a Respondent that best meets the needs of the City.

The City reserves the right to award to one or more than one Respondent if it is considered to be in the best interests of the City.

Awarded contracts which will cross fiscal-years are subject to the City's annual budget and appropriation process. If an awarded contract is not funded in whole or in part in a fiscal year, the City will have the right to terminate the contract without cause. The City need not include a lack of appropriations provision in the resulting contract to avail itself of such right.

12. INSURANCE REQUIREMENTS

Prior to execution of the resulting contract derived from this RFP, the selected Respondent shall obtain and maintain in force at all times during the term of the resulting contract insurance coverage as required herein. All insurance policies shall be issued by companies authorized to do business under the laws of the State of Florida. The Certificates shall clearly indicate that the selected Respondent has obtained insurance of the type, amount, and classification as required for strict compliance with this provision and that no material change or cancellation of the insurance shall be effective without thirty (30) days prior written notice to the City. Compliance with the foregoing requirements shall not relieve the selected Respondent of its liability and obligations under the resulting contract.

- A. General: The selected Respondent shall maintain, during the term of the contract, standard Professional Liability Insurance in the minimum amount of \$1,000,000.00 per occurrence **[if appropriate]**.
- B. Commercial: The selected Respondent shall maintain, during the life of the contract, commercial general liability, including public and contractual liability insurance in the amount of \$1,000,000.00 per occurrence (\$2,000,000.00 aggregate) to protect the Respondent from claims for damages for bodily and personal injury, including wrongful death, as well as from claims of property damages which may arise from any operations and completed operations under the resulting contract, whether such operations be by the Respondent or by anyone directly or indirectly employed by or contracting with the Respondent.
- C. Worker's Compensation: The selected Respondent shall carry Workers' Compensation Insurance and Employer's Liability Insurance for all employees as required by Florida Statutes.
- D. Automobile Liability: The selected Respondent shall maintain comprehensive automobile liability insurance in the minimum amount of \$1,000,000 combined single limit for bodily injury and property damages liability to protect from claims for damages for bodily and personal injury, including death, as well as from claims for property damage, which may arise from the ownership, use, or maintenance of owned and non-owned automobiles, including rented automobiles whether such operations be by the Respondent or by anyone directly or indirectly employed by the Respondent.

All insurance, other than Professional Liability and Workers' Compensation, to be maintained by the selected Respondent shall specifically include the CITY as an "Additional Insured" on a primary, non-contributing basis.

13. EVALUATION AND AWARD

The City may assemble an Evaluation Committee to evaluate the proposals or may have the proposals evaluated by a designated City official, employee or agent. If an Evaluation Committee is utilized, it will convene for a meeting to evaluate and rank the most advantageous proposals and make a recommendation for contract award to the City Commission with or without discussions. The Purchasing Division will advertise the Evaluation Committee meeting in the appropriate media as directed by law. The City Commission is not bound by the recommendation of the Evaluation Committee and the City Commission may deviate from the recommendation in determining the best overall responsive proposal which is most advantageous and in the best interest of the City consistent with the evaluation criteria in this RFP. The selected Respondent

will be notified in writing with an intent to award letter. Recommended awards will be made available for review by interested parties by Financial Services.

Each proposal will be initially evaluated to determine the compliance with the minimum RFP requirements as set forth in evaluation criteria. The City will not take into consideration any proposal that does not meet the minimum qualification requirements. Determination of meeting the minimum requirements is at the sole discretion of the City.

Each proposal will be evaluated individually and in the context of all other proposals. There is no obligation on the part of the City to award the proposal to the lowest priced Respondent, and the City reserves the right to award the contract to the Respondent submitting the best overall responsive proposal to a responsible Respondent which is most advantageous and in the best interest of the City consistent with the evaluation criteria. The City shall be the sole judge of the proposals that is in its best interests.

To be considered responsive, Respondent's response to this RFP shall substantially conform in all material respects to the requirements and criteria set forth in the RFP. This includes such aspects as following RFP instructions for proper submittal, completing all necessary forms included with the solicitation, providing information required by the solicitation, and complying with all terms, conditions, qualifications and specification requirements as enumerated in the solicitation. Except where specifically authorized in this solicitation, a proposal that deprives the City of the assurance that the contract will be entered into in accordance with its terms will be considered non-responsive.

To be considered responsible Respondent shall have the capability in all respects to fully perform the requirements identified in this RFP documents. Respondent shall have the experience, capacity, facilities, equipment, credit, sufficient qualified personnel, and record of timely and acceptable past performance that will assure good faith performance for a city project or purchase. The term responsibility is not limited in its meaning to financial resources and ability. The City reserves the right to make the determination if Respondent is responsible by taking into consideration the Respondent's past performance on any contract involving similar work and/or services; the Respondent's skill and business judgment; the Respondent's experience and facilities for carrying out its responsibilities, timely completion and responding to complaints; and, any other relevant information which the City may obtain relating to the Respondent's, its proposed personnel's and subcontractor's ability to perform the solicited work and/or services.

At its sole option, for larger or more complex studies or projects, the City may select the top three to five Respondents and require presentations from each Respondent before making the final selection. This requirement is at the sole discretion of the City.

While the City allows Respondents to specify any desired variances to the RFP terms, conditions, and specifications, the number and extent of variances specified will be considered in determining the Respondent who is most advantageous to the City.

Evaluation Criteria and Scoring:

When the City receives the initial proposals, the Procurement Division in coordination with internal and external subject matter experts shall determine whether each proposal meets the minimum qualifications requirement as set below:

Minimum Qualifications Requirement:

1. Respondent must provide an In Community Solar program with installation of visibly-sited, grid-tied solar systems such as rooftop, ground-mounted, and parking lot shade structure solar installations or similar structures on City owned properties in prominent locations throughout the City.
2. Respondents must provide solar system installations that include battery storage.
3. Respondents must provide options for integrated educational website interfaces to showcase both existing and new in-city solar options and battery storage.
4. Respondents must provide program policies able to offer City utility ratepayers the option of sourcing one-hundred percent renewable energy from locally sited renewable energy assets on City owned properties through a dedicated rate-class or program subscription agreement.
5. Respondents program offered shall have a neutral or positive financial impact to the City’s utility and program participants.

All Respondents whose proposals satisfy the minimum requirements will then be requested to provide a presentation to the City’s evaluation committee in a public meeting. After the presentations, Proposals will be evaluated by the City’s evaluation committee in a public meeting based on the below provided evaluation criteria.

Only Respondents that meet all of the minimum qualifications requirements will be considered for proceeding to the final evaluation process.

The evaluation of the qualified proposals will be conducted in accordance with the following provisions. Scoring is based on a 100-point scale. The following guidelines will be used for the evaluations (with associated weighting). **To be considered “Qualified”, a Respondent must receive a minimum aggregate average of 175 points.**

EVALUATION CRITERIA	Points Awarded
LEADERSHIP (Tab 1) <ul style="list-style-type: none">• Letter of Transmittal• Leadership Response• Relevant experience, accomplishments, and capabilities of key leadership team members• Statement confirming understanding of RFP and minimum requirements	0 – 10 points
EXPERIENCE OF THE FIRM (Tab 2) <ul style="list-style-type: none">• Qualification of Staff that would be assigned to the project (up to 10 points)	0 - 40 points

<ul style="list-style-type: none"> • Relevant experience, capabilities and proven success of the firm with similar projects and in community solar power projects (up to 25 points) 	
<p>PROJECT APPROACH (Tab 3)</p> <ol style="list-style-type: none"> 1. Project Development Approach (up to 10 points) 2. Description of achievement of Project minimum requirements is clearly identified and outlined with the details (up to 20 points) 3. Opportunities and challenges of project clearly defined and solutions provided (up to 20 points) 4. Project Plan is provided and clearly identifies all the activities required to successful implement the Project(up to 20 points) 5. Project and Operating plans clearly delineate responsibilities and expectations of the project proponent, the City, and customers (up to 35 points) 6. Operating plan has been provided and outlines details for operating and maintenance activities throughout the life of the Project (up to 20 points) 7. Proposed website (actual example preferred) meets the requirements for integration and educational purposes (up to 5 points) 	<p>0 - 130 points</p>
<p>FINANCIAL IMPACT & CAPABILITY (Tab 4 & 5)</p> <ul style="list-style-type: none"> • Respondents plan and ability to ensure a neutral or positive financial impact to the City's Utilities and City's program participants. 	<p>0 – 50 points</p>
<p>VETERAN BUSINESS ENTERPRISE, SMALL BUSINESS AND LOCAL BUSINESS PREFERENCE (Tab 5)</p> <ul style="list-style-type: none"> • Respondent has provided supporting documentation claiming veteran business enterprise, small business or local business preference 	<p>0 – 10 points</p>
<p>Default, Termination, Litigation, Debarment, etc. & Additional Information (Tab 6)</p> <ul style="list-style-type: none"> • Instances of a default under a similar project or contract; instances of litigation related to a similar project or contract; instances of on any debarment by a local, state or federal governmental entity (up to 3 points) 	<p>0 – 10 points</p>

<ul style="list-style-type: none"> • Unique resources, capabilities or assets which the respondent would bring to the Project (up to 2 points) 	
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Total

250 Points

In the event of a tie in the scoring, the City will provide a preference to the Respondent with a drug-free workplace policy.

14. PROPOSAL FORMAT

Each Respondent shall submit **ten (10) originals and one (1) electronic copy of their proposal**, in a clear, concise format, on 8 1/2" x 11" paper, in English. Electronic copy shall be provided on USB drive **maximum size of 10 Mb**.

Each proposal (and all copies) shall contain all the information required herein to be considered for award. Omission of required data may be cause for disqualification. Any other information thought to be relevant, but not applicable to the enumerated sections, should be provided as an appendix to the proposal. If publications are supplied by a Respondent to respond to a requirement, the response should include reference to the document number and page number. Proposals not providing this reference will be considered to have no reference materials included in the additional documents.

Proposals must be properly signed by the owner/principal having the authority to bind the Respondent in a resulting contract. **Signatures are required where indicated; failure to do so may be cause for rejection of proposal.**

Only one proposal may be submitted by each Respondent.

Proposals which do not contain or address key points or sufficiently document the requested information may be deemed non-responsive and rejected.

All proposals shall be submitted in the format identified below. Failure to submit the required documentation in the format identified may cause the proposal to be rejected.

COVER PAGE

Clearly indicate Respondent's name address, telephone number, name of contact person, date, and proposal name.

Table of Contents:

Tab 1 - Leadership (Maximum 10 points)

Letter of Transmittal and Leadership Response (not to exceed two pages)

This letter will summarize in a brief and concise manner the following:

- General summary of Respondent's business operation; how long in business; general approach to tasks and projects; and, why the Respondent should be selected including a summary of relevant experience, accomplishments, and capabilities.
- Respondent's understanding of the scope of services.

- The letter must name all persons or entities interested in the proposal as principals. Identify all of the persons authorized to make representations for the Respondent, including the titles, addresses, and telephone numbers of such persons.
- An authorized agent of the Respondent must sign the Letter of Transmittal and must indicate the agent's title or authority.
- The individual or firm identified on the Letter of Transmittal will be considered the primary firm.
- If more than one firm is named on the Letter of Transmittal, a legal document showing the partnership, joint venture, corporation, etc. shall be submitted showing the legality of such. Submittal for Joint Venture to include executed Joint Venture agreement and if state law requires that the Joint Venture be registered, filed, funded, or licensed prior to submission of the proposal, then same shall be completed prior to submittal. Respondents shall make their own independent evaluation of the requirements of the state law. The City will not consider submittals that identify a joint partnership to be formed.

Tab 2 – Experience of the Firm (Maximum 40 Points)

Qualification of Staff (limited to two pages plus resumes)

Respondents shall provide a two-page summary regarding their ability to develop In Community Solar Program as provided in the solicitation document, as proposed in a specific timeframe, including information regarding dedicated staff, and current workload should be provided.

Resumes of key personnel should also be included. Resumes should not exceed one-page per person. Resumes should include a description of:

- Training, education and degrees.
- Related experience and for whom.
- Professional certifications, licenses and affiliations.

Demonstrated Project Experience (limited to 30 pages)

Respondents shall provide a minimum of three (3) similar projects on the form provided (**Exhibit “D”**) and include whether the project was completed on time and within budget. The project description should include the size, location, start and completion date (or projected start/completion date), construction cost, role played, and financial interest. Provide relevant photos.

Respondents shall provide a minimum of three (3) references on the forms provided (**Exhibit “E”**) demonstrating their experience and/or skill with similar projects. Prior experience and skill with other Florida municipalities is desirable. Respondents are responsible for verifying correct phone numbers and contact information provided. Failure to provide accurate information may result in the reference not being obtained or considered.

Teaming (if applicable)

- Summarize the name and titles of the internal project team that will be assigned to this project, along with a brief biography.
- Summarize the key consultants that will support the project team, and a very brief listing of their relevant experience.

Tab 3 – Project Approach (Maximum 130 Points)

Respondent Approach

Provide written summary of your understanding and overall approach of the developing and executing In Community Solar Power project and discuss how will the project be achieved along with the challenges faced by the approach.

Respondent must provide details how they will provide In Community Solar program with installation of visibly-sited, grid-tied solar systems such as rooftop, ground-mounted, and parking lot shade structure solar installations or similar structures on City owned properties in prominent locations throughout the City.

Respondents must provide details of how solar system installations will include battery storage.

Respondents must provide sample of the program policies able to offer City utility ratepayers the option of sourcing one-hundred percent renewable energy from locally sited renewable energy assets on City owned properties through a dedicated rate-class or program subscription agreement.

Respondents shall describe in detail the proposed venture including without limitation location; necessary facilities; necessary personnel; necessary financial investment; use of any City properties and, the proposed methods to implement the project.

Respondents shall describe in detail expectations for support in as much detail as possible it will require from City staff in providing data, site access, site and building information, etc.

Project Plan

Provide detailed project plan to include project engineering, construction, permitting, and project execution with included timelines. Provide the details of any additional project related activities and potential project issues and delays. Project Plan shall include consideration for disposition of Respondent's equipment at end of term and restoration of City's property (if utilized).

Operating Plan

Provide detailed operating plan for the project top include details of how is Respondent planning to operate the project and provide details on continuing operations and maintenance as well as plans for customer enrollment and de-enrollment, customer billing, collections, and provisions for non-payment.

Respondents Proposed Website

Respondents must provide details of the planned educational website and how will the website interface with existing and new solar options and battery storage

Tab 4 & 5 – Financial Impact & Financial Capability (Maximum 50 Points)

Tab 4 – Financial Impact

Respondents shall provide details of their plan and ability to ensure a neutral or positive financial impact to the City's Utilities and City's program participants. Examples of items to be covered include forms of agreements anticipated to be utilized, consideration for use of City properties,

term of agreement(s), contractual relationship between respondent, City, and customers, default provisions, risks to City and customers, etc.

Tab – 5 Financial Capability

- A statement and evidence of financial capability, including the ability to fund all project development costs.
- The Respondent's financial statement, with notes, and not older than one (1) year, and should indicate the resources and the necessary working capital to assure financial stability through the completion of the project.
- Financial capability shall also include an examination of the financial and business plan to include ongoing and operating and maintenance costs
- Financial details outlining evidence of the neutral or positive financial impact to the City's utility and program participants.

Tab 6 – Veteran Business Enterprise, Small Business and Local Business Preference

Section 2-117 of the City's Procurement Code shall govern the application of a veteran business enterprise, small business and/or local business preference for this ITN. **Documentation to support a Respondent as a Veteran Owned Business, Small Business and/or Local Business must be submitted with a Proposals in response to the ITN.** Documentation submitted after the proposal deadline will be rejected.

Order and application of preferences. For all preferences set forth in this ITN, only one preference may be identified in a response to this solicitation.

Tab 7 – Additional Information (Maximum 5 Points)

DEFAULT, TERMINATION, LITIGATION, DEBARMENT, ETC.

Respondent will provide a summary of any default, termination, litigation, debarment against or which named the Respondent in the past five (5) years which is related to the goods and/or services sought in this ITN or that Respondent otherwise provides in the regular course of business. The summary shall state the nature of the default, termination, litigation, debarment and a brief description of the outcome or projected outcome, and the monetary amount involved. *If none, state as such and provide written statement in the document.*

ADDITIONAL CONSIDERATIONS

Additional Considerations: Identify any additional or unique resources, capabilities or assets which the respondent would bring to the project.

ALL COMPLETED FORMS

Include all completed forms listed as attachment.

PROOF OF LICENSES

Respondent will provide proof of required licenses for the firm and scope of services to be performed. This shall include:

- Proof of all applicable licenses for goods and/or services to be rendered (including registration with State of Florida Division of Corporations if applicable);
- Statement or proof of required insurance; and,
- Proof of Respondent's Business Tax Receipt (as applicable)

- Other Proof of Specific Qualifications.

Appendix

Other Relevant and Supporting Documentation (optional).

15. REPRESENTATIONS BY SUBMITTAL OF PROPOSALS

By submitting a proposal, the Respondent warrants, represents and declares that:

A. Person(s) designated as principal(s) of the Respondent is named and that no other person(s) other than the person(s) mentioned has (have) any interest in the proposal or in the resulting contract.

B. The proposal is made without connection, coordination or cooperation with any other persons, company, firm or party submitting another proposal, and that the proposal submitted is, in all respects, fair and in good faith without collusion or fraud.

C. The Respondent understands and agrees to all elements of the proposal unless otherwise indicated or negotiated, and that the proposal may become part of any contract entered into between the City and the Respondent.

D. By signing and submitting a proposal, Respondent certifies that Respondent and any parent corporations, affiliates, subsidiaries, members, shareholders, partners, officers, directors or executives thereof are not presently debarred, proposed for debarment or declared ineligible to bid or participate in any federal, state or local government agency projects.

E. Pursuant to 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted firm list maintained by the State of Florida may not submit a proposal to the City of Lake Worth Beach for 36 months following the date of being placed on the convicted firm list. Respondent certifies that submittal of its proposal does not violate this statute.

F. Respondent recognizes and agrees that the City will not be responsible or liable in any way for any losses that the Respondent may suffer from the disclosure or submittal of proposal information to third parties.

G. Respondent has carefully and to his/her full satisfaction examined the RFP, the attached Scope of Services and all required forms, and Respondent has received and read all addenda issued and has included their provisions in their proposal.

16. PROTESTS

Any actual Respondent who is aggrieved in connection with this RFP may protest such procurement. The protest must be filed with the City in accordance with the City's procurement code. A complete copy of the City's procurement code is available on-line at municode.com under the City's code of ordinances (sections 2-111 – 2-117). The protest procedures are set forth at section 2-115. There are strict deadlines for filing a protest. Failure to abide by the deadlines will result in a waiver of the protest.

17. EXHIBITS

This RFP consists of the following exhibits (which are incorporated herein by reference):

- | | |
|----------------|---|
| A. Exhibit "A" | Scope of Services |
| B. Exhibit "B" | City's Campaign Contribution Statement (submit with proposal) |
| C. Exhibit "C" | Respondent Information Form (submit with proposal) |
| D. Exhibit "D" | Similar Projects (submit with proposal) |
| E. Exhibit "E" | References (submit with proposal) |
| F. Exhibit "F" | Drug Free Workplace Form (submit with proposal) |
| G. Exhibit "G" | Scrutinized Companies Certification |

- H. Exhibit "H" Veteran Business Enterprise, Small Business and/or Local Business Preference Form
- I. Exhibit "I" List of City Owned available properties
- J. Exhibit "J" City of Lake Worth Beach Proposed Community Solar Resolution of Nov 30, 2021

18. COMPLIANCE

All proposals received in accordance with this RFP shall be subject to applicable Florida Statutes governing public records including without limitation Chapter 119, Florida Statutes. If any Respondent believes its proposal contains exempt or confidential information, the Respondent must identify the same at the time of submission of its proposal. Failure to do so may result in the waiver of such exemption or confidentiality.

19. PUBLIC ENTITY CRIMES.

Pursuant to section 287.133, Florida Statutes, a person or affiliate who has been placed on the convicted vendor list maintained by the State of Florida may not submit a bid to the City as agent for the ECR Board for 36 months following the date of being placed on the convicted vendor list.

20. SCRUTINIZED COMPANIES

A. Contractor certifies that it and its subcontractors are not on the Scrutinized Companies that Boycott Israel List and are not engaged in the boycott of Israel. Pursuant to section 287.135, Florida Statutes, the City may immediately terminate this Agreement at its sole option if the Contractor or any of its subcontractors are found to have submitted a false certification; or if the Contractor or any of its subcontractors, are placed on the Scrutinized Companies that Boycott Israel List or is engaged in the boycott of Israel during the term of this Agreement.

B. If this Agreement is for one million dollars or more, the Contractor certifies that it and its subcontractors are also not on the Scrutinized Companies with Activities in Sudan List, Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or engaged in business operations in Cuba or Syria as identified in Section 287.135, Florida Statutes. Pursuant to Section 287.135, the City may immediately terminate this Agreement at its sole option if the Contractor, or any of its subcontractors are found to have submitted a false certification; or if the Contractor or any of its subcontractors are placed on the Scrutinized Companies with Activities in Sudan List, or Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List, or are or have been engaged with business operations in Cuba or Syria during the term of this Agreement.

C. The Contractor agrees to observe the above requirements for applicable subcontracts entered into for the performance of work under this Agreement.

D. The Contractor agrees that the certifications in this section shall be effective and relied upon by the City for the term of this Agreement, including any and all renewals.

E. The Contractor agrees that if it or any of its subcontractors' status changes in regards to any certification herein, the Contractor shall immediately notify the City of the same.

F. As provided in Subsection 287.135(8), Florida Statutes, if federal law ceases to authorize the above-stated contracting prohibitions then they shall become inoperative.

21. E-VERIFY

Pursuant to Section 448.095(2), Florida Statutes, beginning on January 1, 2021, the Contractor shall:

- A. Register with and use the E-Verify system to verify the work authorization status of all newly hired employees and require all Contractors (providing services or receiving funding under this Agreement) to register with and use the E-Verify system to verify the work authorization status of all the Contractors' newly hired employees;
- B. Secure an affidavit from all Contractors (providing services or receiving funding under this Agreement) stating that the Contractor does not employ, contract with, or subcontract with an "unauthorized alien" as defined in Section 448.095(1)(k), Florida Statutes;
- C. Maintain copies of all Contractor affidavits for the duration of this Agreement and provide the same to the City upon request;
- D. Comply fully, and ensure all Contractor s comply fully, with Section 448.095, Florida Statutes;
- E. Be aware that a violation of Section 448.09, Florida Statutes (Unauthorized aliens; employment prohibited) shall be grounds for termination of this Agreement; and,
- F. Be aware that if the City terminates this Agreement under Section 448.095(2)(c), Florida Statutes, the Contractor may not be awarded a contract for at least 1 year after the date on which the Agreement is terminated and will be liable for any additional costs incurred by the City as a result of the termination of the Agreement

END OF RFP

RFP EXHIBITS FOLLOW

EXHIBIT "A"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

SCOPE OF WORK/SERVICES

Description of Existing Electric System

The City of Lake Worth Beach, located in Palm Beach County, Florida, operates a municipal utility system serving 27,300 customers with a net to system load of 474,427 MWh in 2021 and a system peak load of 95.7 MW in 2021, with an all-time peak of 97.2 MW experienced in 2019. Lake Worth Beach currently meets its load requirements using a variety of resources, including self-owned and self-operated on-site generation assets and off-site resources as a member of FMPA. As a participant in FMPA Projects Lake Worth Beach benefits from the associated capacity and energy ("Generation Entitlements") to meet its customers' load requirements.

The current Generation Entitlements consist of approximately 113.6 MWs of electric generation capability exclusive of solar projects and before transmission losses, from several generating units. Specifically, these entitlements consist of: 1) the St. Lucie Resource, 2) the Stanton I Resource, 3) the Lake Worth CC Resource, 4) the Lake Worth S3 Resource, and 5) the Lake Worth GT-1 Resource. Not included for capacity planning purposes but operating and producing energy is the Lake Worth Solar 1 Resource (1.7 MW), and the Lake Worth emergency/black start units M 1-5 Resources which total 10 MW. Lake Worth Beach does not currently use its solar resources in calculations of electric capacity for reserve requirement purposes, however it may do so in the future. Lake Worth Beach is also a participant in the FMPA Municipal Solar Projects I and II for a total of 36.55 MW and is anticipated to expand its take of future solar power in coming years. Wholesale power delivery to Lake Worth Beach is achieved via a single 138 KV radial transmission interconnection to FPL's Cedar 1 and Quantum circuits and associated transmission network service on FPL's system. A second transmission interconnection to the FPL 138KV transmission system is currently in design with construction expected to start in 2022. Lake Worth Beach is a network transmission service customer of FPL.

Project Objective

The City of Lake Worth Beach, Florida, is requesting proposals from qualified entities to provide an In Community Solar program that will install visibly-sited, grid-tied solar systems on City owned properties in prominent locations throughout the City of Lake Worth Beach.

In Community solar program may include roof-top, ground mounted and parking lot shade structure solar installations or similar solar structures that include battery storage. In Community solar program shall be offered with integrated educational website interfaces to include both existing and new in-city solar structures and battery storage. In Community Solar program must offer utility ratepayers the option of sourcing one-hundred percent renewable energy from locally sited renewable energy assets on City owned properties through a dedicated rate class or program subscription agreements. The program offered must provide a neutral or positive financial impact to the City's Utility and program participants.

Minimum Project Requirements:

1. Respondent must provide In Community Solar program with installation of visibly-sited, grid-tied solar systems such as rooftop, ground-mounted, and parking lot shade structure solar installations or similar structures on City owned properties in prominent locations throughout the City.
2. Respondents must provide solar system installations that include battery storage.
3. Respondents must provide options for integrated educational website interfaces to showcase both existing and new in-city solar options and battery storage.
4. Respondents must provide program policies able to offer City utility ratepayers the option of sourcing one-hundred percent renewable energy from locally sited renewable energy assets on City owned properties through a dedicated rate-class or program subscription agreement.
5. Respondents program offered shall have a neutral or positive financial impact to the City's utility and program participants.

*

END OF SCOPE OF WORK

EXHIBIT "B"

**RFP # 22-203
CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM**

CITY CAMPAIGN CONTRIBUTION STATEMENT

This RFP is subject to Section 2-101 of the City of Lake Worth Beach Code of Ordinances regarding campaign contributions which provides:

Sec. 2-101. - Additional and supplemental disclosures requirements.

- (a) Any elected official of the City of Lake Worth Beach, who is a current sitting member of the city commission and has accepted an election campaign contribution in an amount that is more than one hundred dollars (\$100.00) from an individual or business entity having an interest in a matter before the city commission in which the city commission will take action, must publically disclose, both verbally and in writing, such contribution prior to any discussion or vote on the matter. The written disclosure must be submitted to the city clerk.

- (b) Any applicant coming before the city commission for an award of a contract with the city and who has made an election campaign contribution in an amount that is more than one hundred dollars (\$100.00) to any elected official of the city commission, who is a current sitting member of the commission, **must disclose such election campaign contribution, verbally and in writing, during the application or bidding process and before the award of the contract.**

Respondent to complete: Check which statement applies, fill in the requested information, if applicable, and sign below.

[] Neither the undersigned business nor any of its owners or officers contributed more than \$100.00 to the campaign of a sitting City Commission member. [If you checked this statement, you are done and may sign below.]

[] The undersigned business or one or more of its owners or officers contributed more than \$100.00 to the campaign of a sitting City Commission member. All such contributions are listed below and on the attached sheet of paper (if more room is needed). [If you checked this statement, please fill in the information requested below and sign below.]

1. _____ contributed a total of \$_____ to the campaign of City Commission member _____.
2. _____ contributed a total of \$_____ to the campaign of City Commission member _____.
3. _____ contributed a total of \$_____ to the campaign of City Commission member _____.
4. _____ contributed a total of \$_____ to the campaign of City Commission member _____.

Signature:

I hereby certify that the above statements are true and correct to the best of my knowledge and I understand that a false or inaccurate statement may result in the rejection of this bid/proposal/submittal or the immediate termination of any resulting agreement with the City of Lake Worth Beach.

By: _____

Print Name: _____

Print Title: _____

Print Name of Business: _____

Commissioner/Mayor to complete: Check which statement applies, fill in the requested information, if applicable, and sign below.

[] Neither the above referenced business nor any of its owners or officers contributed more than \$100.00 to my campaign. [If you checked this statement, you are done and may sign below.]

[] The above referenced business or one or more of its owners or officers contributed more than \$100.00 to my campaign. All such contributions are listed below and on the attached sheet of paper (if more room is needed). [If you checked this statement, please fill in the information requested below and sign below.]

_____ contributed a total of \$ _____ to my campaign.
 _____ contributed a total of \$ _____ to my campaign.
 _____ contributed a total of \$ _____ to my campaign.
 _____ contributed a total of \$ _____ to my campaign.

Signature:

I hereby certify that the above statements are true and correct to the best of my knowledge and I understand that a false or inaccurate statement may result in the rejection of this bid/proposal/submittal or the immediate termination of any resulting agreement with the City of Lake Worth Beach.

By: _____

Print Name: _____

For City Clerk's Use Only.

THIS SECTION SHALL BE COMPLETED ONLY IF THERE IS A CAMPAIGN CONTRIBUTION LISTED ABOVE BY THE VENDOR OR COMMISSION MEMBER.

Applicable campaign contributions were disclosed in writing above, and prior to the award of the contract, the following statements were verbally made at the City Commission Meeting on the ____ day of _____, 202____.

Check all that apply.

_____ Commissioner/Mayor _____ verbally disclosed the campaign contribution(s) set forth above.

_____ Vendor, _____, verbally disclosed the campaign contribution(s) set forth above.

EXHIBIT "C"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

RESPONDENT INFORMATION PAGE

Company Name: _____

Authorized
Signature:

Signature

Print Name

Title:

Physical
Address:

Street

City

State

Zip Code

Telephone:

_____ Fax: _____

Email Address:

Website (if applicable):

Certification: Yes / No

If yes, Certification # _____ Expiration date _____

Federal Identification Number:

This is a requirement of every Respondent

EXHIBIT "D"

**RFP # 22-203
CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM**

SIMILAR PROJECTS

List three (3) similar projects successfully completed in the past five (5) years by the Respondents firm.

Completed Project #1:

Agency/company: _____

Current contact person at agency/company: _____

Telephone: _____ Fax: _____ E-mail: _____

Address of agency/company: _____

Name of project: _____

Description: _____

Project value: _____ Start date: _____ Completion date: _____

(month/year)

(month/year)

Name(s) of assigned personnel:

Project manager: _____

Others: _____

Completed Project #2:

Agency/company: _____

Current contact person at agency/company: _____

Telephone: _____ Fax: _____ E-mail: _____

Address of agency/company: _____

Name of project: _____

Description: _____

Project value: _____ Start date: _____ Completion date: _____

(month/year)

(month/year)

Name(s) of assigned personnel:

Project manager: _____

Others: _____

Completed Project #3:

Agency/company: _____
Current contact person at agency/company: _____
Telephone: _____ Fax: _____ E-mail: _____
Address of agency/company: _____
Name of project: _____
Description: _____

Project value: _____ Start date: _____ Completion date: _____
(month/year) (month/year)

Name(s) of assigned personnel:
Project manager: _____
Others: _____

DRAFT

EXHIBIT "E"

**RFP # 22-203
CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM**

REFERENCES

List below, or on an attached sheet, list references per RFP requirements for providing general maintenance services. Provide the name, addresses and telephone numbers of organizations, governmental or private, for whom you now are, or have **within the past five (5) years** provided services. This form may be copied.

REFERENCE #1

Name of Client: _____

Address: _____

Phone: (_____) _____ Fax: (_____) _____

Contact Person: _____ Title: _____

Description of services: _____

REFERENCE #2

Name of Client: _____

Address: _____

Phone: (_____) _____ Fax: (_____) _____

Contact Person: _____ Title: _____

Description of services: _____

REFERENCE #3

Name of Client: _____

Address: _____

Phone: (_____) _____ Fax: (_____) _____

Contact Person: _____ Title: _____

Description of services: _____

EXHIBIT "F"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

CONFIRMATION OF DRUG-FREE WORKPLACE

In accordance with Section 287.087, Florida Statutes, whenever two or more proposals are equal with respect to price, quality, and service which are received by any political subdivision for the procurement of commodities or contractual services, a proposal received from a business that certifies that it has implemented a drug-free workplace program shall be given preference in the award process. In order to have a drug-free workplace program, a business shall:

(1) Publish a statement notifying employees that the unlawful manufacture, distribution, dispensing, possession, or use of a controlled substance is prohibited in the workplace and specifying the actions that will be taken against employees for violations of such prohibition.

(2) Inform employees about the dangers of drug abuse in the workplace, the business's policy of maintaining a drug-free workplace, any available drug counseling, rehabilitation, and employee assistance programs, and the penalties that may be imposed upon employees for drug abuse violations.

(3) Give each employee engaged in providing the commodities or contractual services that are under proposal a copy of the statement specified in subsection (1).

(4) In the statement specified in subsection (1), notify the employees that, as a condition of working on the commodities or contractual services that are under proposal, the employee will abide by the terms of the statement and will notify the employer of any conviction of, or plea of guilty or nolo contendere to, any violation of chapter 893 or of any controlled substance law of the United States or any state, for a violation occurring in the workplace no later than 5 days after such conviction.

(5) Impose a sanction on, or require the satisfactory participation in a drug abuse assistance or rehabilitation program if such is available in the employee's community by, any employee who is so convicted.

(6) Make a good faith effort to continue to maintain a drug-free workplace through implementation of this section.

As the person authorized to sign this statement on behalf of _____, I certify that _____ complies fully with the above requirements.

Authorized Representative's Signature

Date

Print Name

Position

EXHIBIT "G"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

SCRUTINIZED COMPANIES CERTIFICATION FORM

By execution below, I, _____, on behalf of _____ (hereinafter, the "Contractor"), hereby swear or affirm to the following certifications:

The following certifications apply to all procurements:

1. The Contractor has reviewed section 215.4725, Florida Statutes, section 215.473, Florida Statutes and section 287.135, Florida Statutes, and understands the same.
2. The Contractor is not on the Scrutinized Companies that Boycott Israel List nor is the Contractor engaged in a boycott of Israel.
3. If awarded a contract, the Contractor agrees to require these certifications for applicable subcontracts entered into for the performance of work/services under this procurement.
4. If awarded a contract, the Contractor agrees that the certifications in this section shall be effective and relied upon by the City for the entire term of the contract, including any and all renewals.

If the contract awarded hereunder is for one million dollars or more, the following additional certifications apply:

1. The Contractor is not on the Scrutinized Companies with Activities in Sudan List.
2. The Contractor is not on the Scrutinized Companies with Activities in the Iran Petroleum Energy Sector List.
3. The Contractor is not engaged in business operations in Cuba or Syria.
5. If awarded a contract, the Contractor agrees to require these certifications for applicable subcontracts entered into for the performance of work/services under this procurement.
6. If awarded a contract, the Contractor agrees that the certifications in this section shall be effective and relied upon by the City for the entire term of the contract, including any and all renewals.

CONTRACTOR:

By:

Name: _____

Title: _____

Date: _____

STATE OF _____)
COUNTY OF _____)

THE FOREGOING instrument was acknowledged before me by means of • physical presence or • online notarization on this ____ day of _____ 2022, by _____, as the _____ [title] of _____ [vendor's name], a _____ [corporate description], who is personally known to me or who has produced _____ as identification, and who did take an oath that he or she is duly authorized to execute the foregoing instrument and bind the CONTRACTOR to the same.

Notary Public Signature

Notary Seal:

EXHIBIT "H"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

VETERAN BUSINESS ENTERPRISE, SMALL BUSINESS AND

LOCAL BUSINESS PREFERENCE FORM

Section 2-117 of the City's Code of Ordinances shall govern the application of a Veteran Business Enterprise, Small Business and/or Local Business preference for this IFB.

The undersigned Bidder, hereby claims the following preference:

- Veteran Business Enterprise
- Small Business
- Local Business

Documentation to support a Bidder as a Veteran Business Enterprise, Small Business and/or Local Business must be submitted with a bid in response to the IFB and attached to this form. Documentation submitted after the bid deadline will be rejected.

Signature:

I hereby certify that the above statements are true and correct to the best of my knowledge and I understand that a false or inaccurate statement may result in the rejection of this bid/proposal/submittal or the immediate termination of any resulting agreement with the City of Lake Worth Beach.

By: _____

Print Name: _____

Print Title: _____

Print Name of Business: _____

EXHIBIT "I"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

List of City Owned available properties

DRAFT

EXHIBIT "J"

RFP # 22-203

CITY OF LAKE WORTH BEACH IN COMMUNITY SOLAR POWER PROGRAM

City of Lake Worth Beach Proposed Community Solar Resolution of Nov 30, 2021

DRAFT

EXECUTIVE BRIEF ELECTRIC UTILITY MEETING

AGENDA DATE: February 22, 2022

TITLE:

Utility Customer Service Overview

SUMMARY:

Overview of Utility Customer Service.

BACKGROUND AND JUSTIFICATION:

Presentation by Staff about the Utility Customer Service function, organization, and software technology implementation underway and planned.

MOTION:

N/A

ATTACHMENT(S):

Fiscal Impact Analysis- N/A
Presentation – Customer Service Organization
Presentation – Electric Utility Software
Significant Items Report

WHAT WE DO

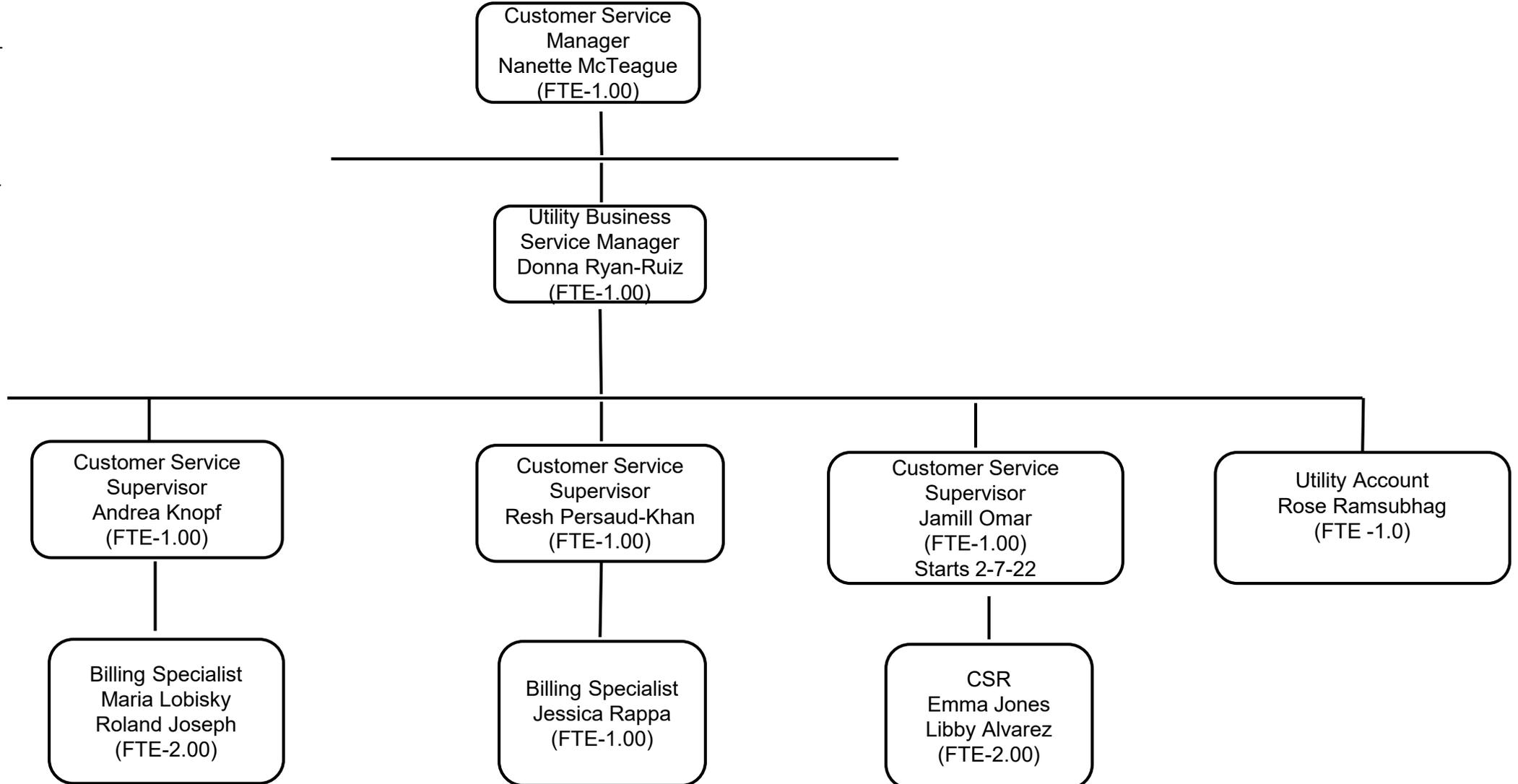
- Service and bill 27,168 electric accounts and 13,997 water accounts monthly
- Answer all incoming calls which average 57 calls a day.
- Answer and reply to all incoming Emails (which include setting up new service).
- Process Utility payments and deposits.
- Set up or terminate accounts
- Handle all customer complaints
- Explain billing charges to customers
- Daily Revenue Report for reconciliation by Finance

Customer Service



Total Headcount – 11
Managers – 2
Supervisors – 3
Billing Specialist – 3
CSR’s - 2
Utility Accountant – 1

Open Positions
Supervisor - 1
CSR - 2





ATT IVR and ENCO IVR

ATT IVR First point of contact (December deployment)

- Customer has 7 options (in 3 languages)
 - Power Outage
 - Sewer/Water Emergency
 - Payment
 - Disconnected/Non Payment
 - Billing Questions
 - New Service/Change Service
 - Other

ENCO IVR

Billing Questions/Extensions

- Terminate services/Reconnects
- General Inquiries

English/Spanish/Creole
561-533-7300

Customer Service Type Call

3. Make a Payment
4. Shut Off or Disconnect Service
5. Billing Questions
6. New Service/Stop Service
7. Other

Make a Payment Option 3 Automated Message Instructions

- I. Pay Deposit for N/S press 1
 - I. Pay Deposit for N/S Deposit for New Service customer receives email (click on link in email) pay on line.
 - II. If No Email received, press 1 call is sent to LWB call Center
- II. Hear Balance press 2
- III. Make a billing payment press 3

Bill Questions Option 5 (ENCO)

- I. Billing Questions press 1
- II. Copy of Bill press 2
- III. Bill Amount to High press 3
- IV. Auto Pay press 4
- V. Extension to Pay press 5
- VI. Billed Deposit press 6
- VII. Other press 7

New Service / Stop Service Option 6

- I. Apply on line press 1
- II. Stop/Transfer/Reinstate press 2
- III. Pay Deposit press 3
- IV. All Other press 4

Shut Off or Disconnect Non-Payment Option 4

- I. Pay in Full – Reconnect Charge \$35 1st time, \$90 thereafter
- II. Once Paid turn off circuit breakers, call 561-7300 (ENCO) service restored in 3 hrs.

Other Option 7

- I. All other city departments press 1
 - I. Bldg. Dept press 1
 - II. Code Enforcement press 2
 - III. Trash press 3
 - IV. Roads press 4
 - V. Leisure Services /Special Events press 5
 - VI. Parking press 6
 - VII. City Clerk press 7
 - VIII. Utilities press 8
- II. Gas press 2

English/Spanish/Creole
561-533-7300

IVR Interactive Voice Response

1. Power Outage
2. Sewer Backup/Water Emergency
3. Make a Payment
4. Shut Off or Disconnected
5. Billing Questions
6. New Service/Stop Service
7. All Other

**Customer
Service Type
Call**
Items 3,4,5,6,7

**SYS Ops Type
Call**
Items 1,2

- 1. Power Outage**
- I. No Need to call we are aware service restored within 3 hrs
 - II. After 3 hrs. call 561-586-1695 (ENCO)
 - III. Or Report on Line, no need to call

- 2. Sewer**
- I. Call is transferred to Call Center (ENCO) 561-586-1695

Customer Service



Lake Worth Beach

- Inbound Calls
- Outbound Calls
- Emails
- Word Press (new service applications)
- Web Inquires
- Deposits
- Walk in's

ENCO

- Inbound Calls
- Call Backs

Lake Worth Beach – 2 FTE CSR's

Average Calls Monthly – 1135
Average call per Day per CSR - 28

ENCO – 6 CSR's

Average Calls Monthly – 4539
Average Calls per Day per CSR – 25



Lake Worth Beach Call Center

Average Incoming calls from All Customers - 9601 Monthly

Lake Worth Beach Customer Service Handled in December

- 393 emails
- 307 New Applications
- 225 Web Inquiries
- 1360 Inbound Calls
- 344 Foot Traffic (parking ticket, billing questions, payments)
- LWB handled 13% of Total Calls
- ENCO handled 48% of Total Calls

Lake Worth Beach Customer Service Handled in January

- 614 emails – 56% increase MOM
- 306 New Applications – Flat MOM
- 276 Web Inquiries – 23% increase MOM
- 910 Inbound Calls
- 515 Foot Traffic (parking ticket, billing questions, payments) – 50% increase MOM
- LWB handled 10% of Total Calls
- ENCO handled 46% of Total Calls

Lake Worth Beach Customer Service 2 Month Average

- 503 emails
- 307 New Applications
- 250 Web Inquiries
- 1135 Inbound Calls
- 430 Foot Traffic (parking ticket, billing questions, payments)
- LWB handled 12% of Total Calls
- Enco handled 47% of Total Calls



ENCO Call Center Cost of Doing Business

ENCO Annual Cost

- ENCO Annual 2022 Budget \$400K (Sys Ops/Customer Service)
- ENCO Actual 2021 Paid \$452K
- ENCO Average 2021 Monthly \$38K

Enco Call Charge per call \$5.60

- $9601 \text{ calls} \times \$5.60 = \$53,766$ Average 2 month Fee

Adding (CSR's FTE 6.0) handle 6K calls Monthly in house at the Annex

- With and increase of 6 CSR that would bring us to 10 CSR's
- $10 \text{ CSR's} \times 30 \text{ (calls @ day)} \times 20 \text{ days} = 6000 \text{ Calls}$
- $10 \text{ CSR's Annual Loaded Salary} = \$436K$

Average Salary by city for CSR

Boynton Beach	\$17.18
West Palm Beach	\$16.30
Lake Worth	\$15.58

ENCO 6 CSR's down 2 CSR's December/January (COVID)

- Enco Average Wait time prior to December was 2 minutes. Average Wait time December & January 7 minutes
- Longest wait time in January 1 hour 40 minutes (by adding additional CSR's the goal is to drive down calls, thus reducing wait time. Once we are staffed appropriately we can use ENCO for overflow and afterhours.)



Overview of Electric Utility New Software Solutions

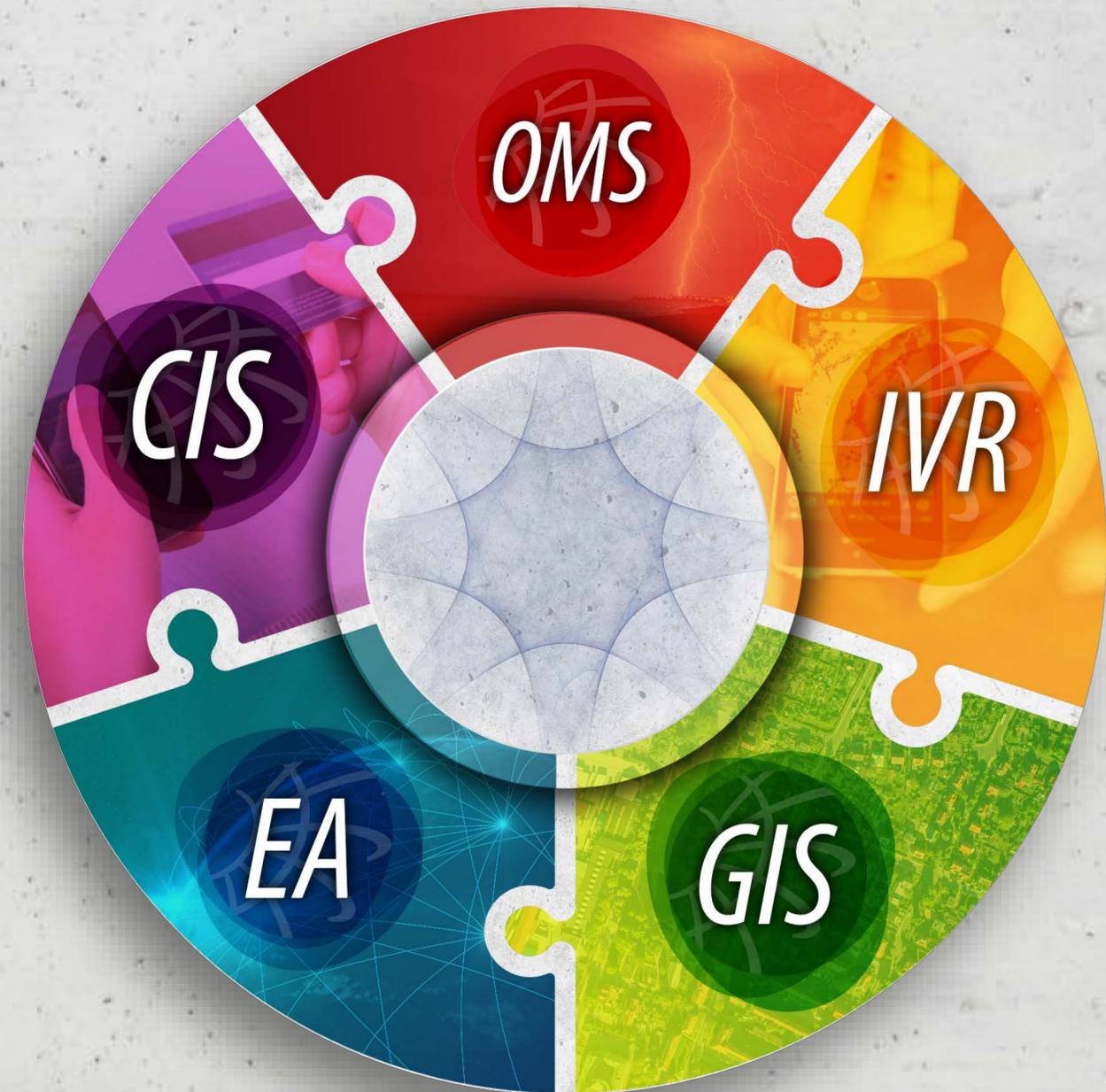
One Platform: Several Integrated Solutions

Already Purchased

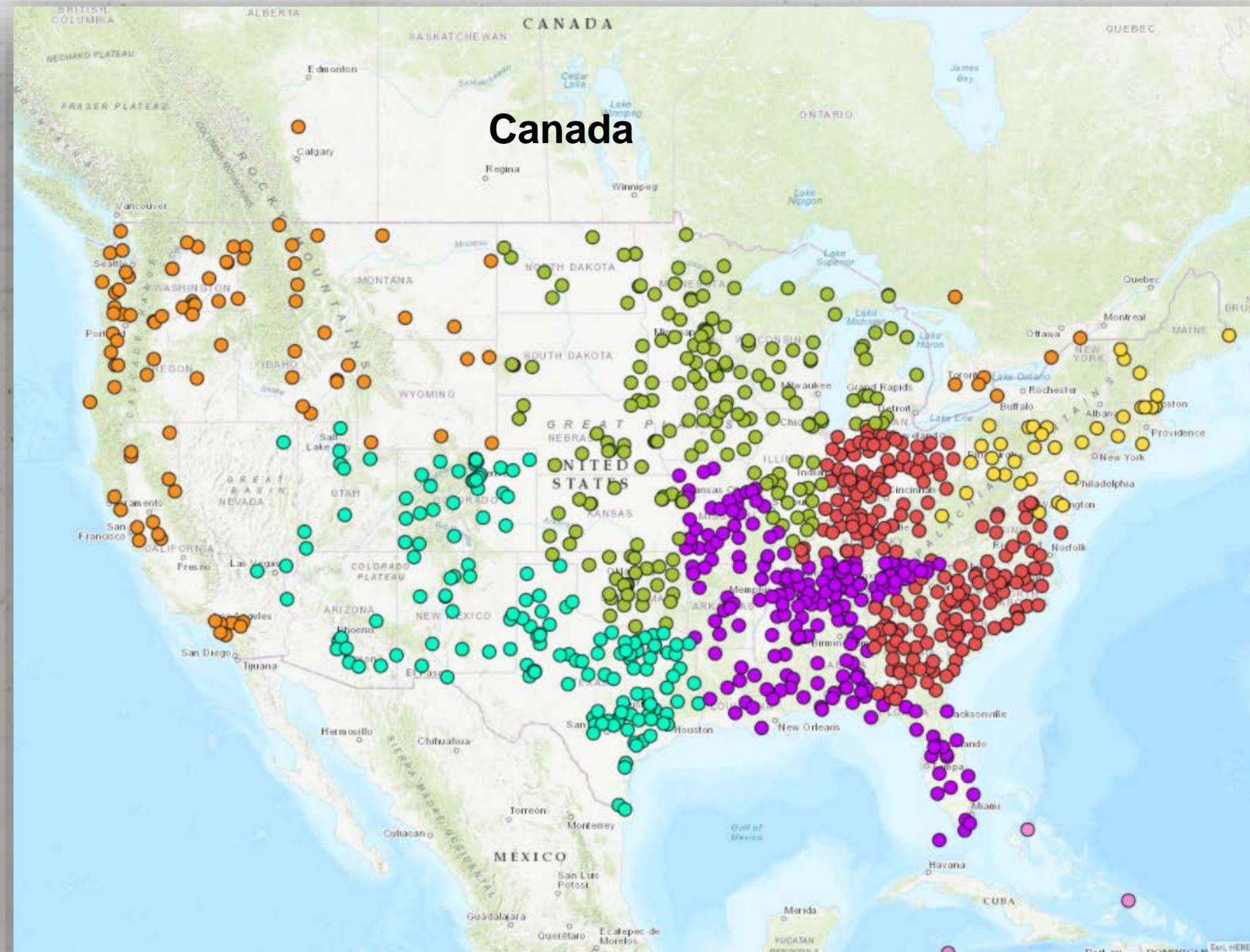
- **OMS** (Outage Mgmt. Software)
- **EA** (Engineering Analysis software)
- **GIS** (Geographical Information System software)
- **IVR** (Interactive Voice Response system)

Future Purchase

- **CIS** (Utility Billing System)



Over 900 Utilities Currently Use Milsoft Electric Utility Software Solutions



Our Primary Software Solutions

Engineering Analysis



First commercially available **Detailed Circuit Model** software package becomes the choice of hundreds of utilities nation wide.

Outage Management System



First commercially available **Outage Management System** that leverages the power of the detailed circuit model to respond to outages.

Communications (IVR)



Fully integrated communications platform designed to leverage outage situations.

Geographic Information System



First **GIS** fully integrated with detailed Circuit model with Field Engineering software.

(future implementation)

Utility Billing



Solution includes Utility Billing (CIS), Work Order System, automated PrePaid Electric billing and Community Solar Billing capabilities.

Year 1989

2001

2003

2006

2019

Customers **832**

238

219

209

65

*Why use the latest Software Solutions to
manage our Electric Utility*

Utilities Must Operate Efficiently, Effectively, and Safely



Our Utility Customers Expect More

More Of

Value
Responsiveness
Involvement
Consideration
Dependability
Flexibility



Less Of

Aggravation
Rigidity
Bureaucracy
Excuses
Lack of Integration

What
Customers
Really Want

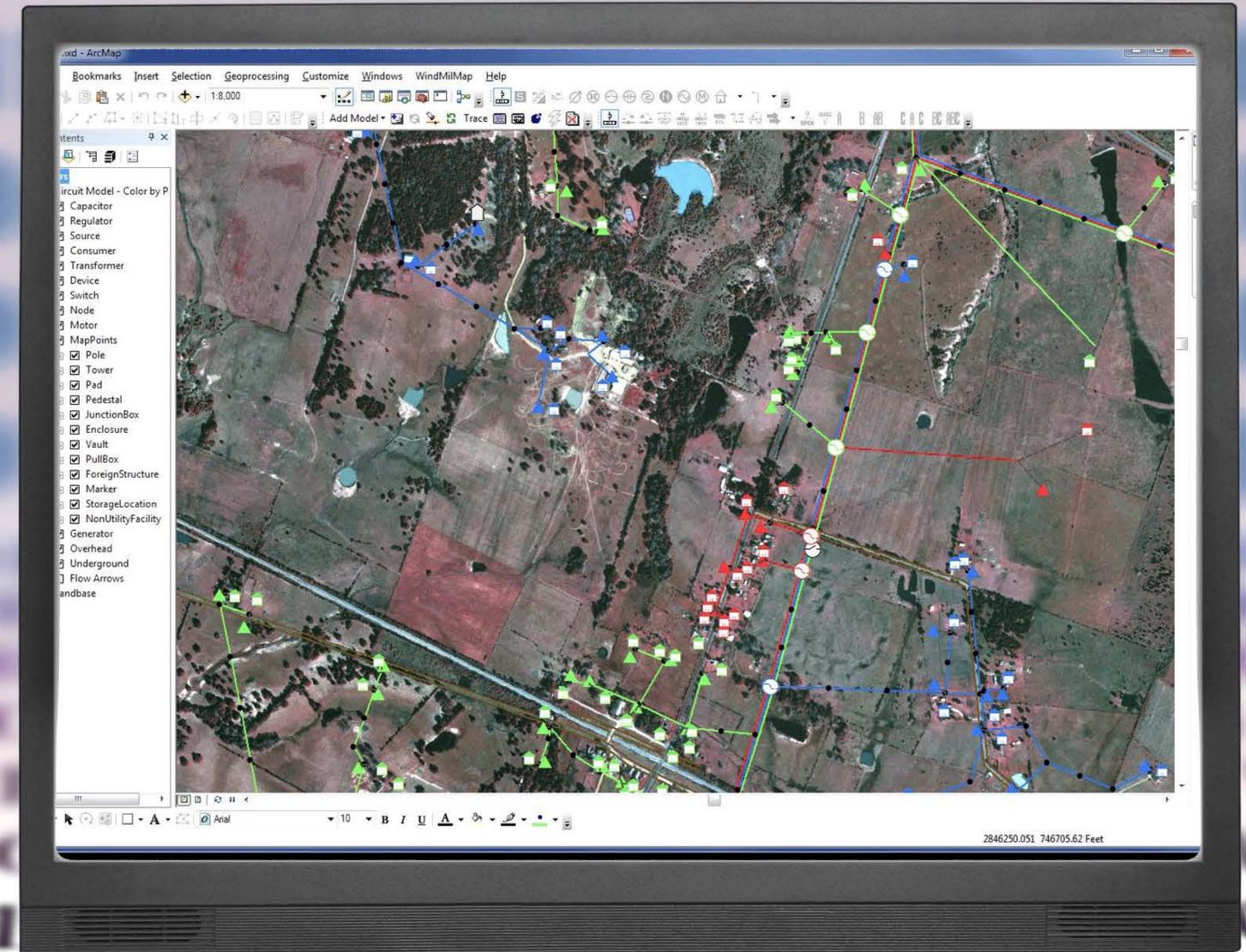
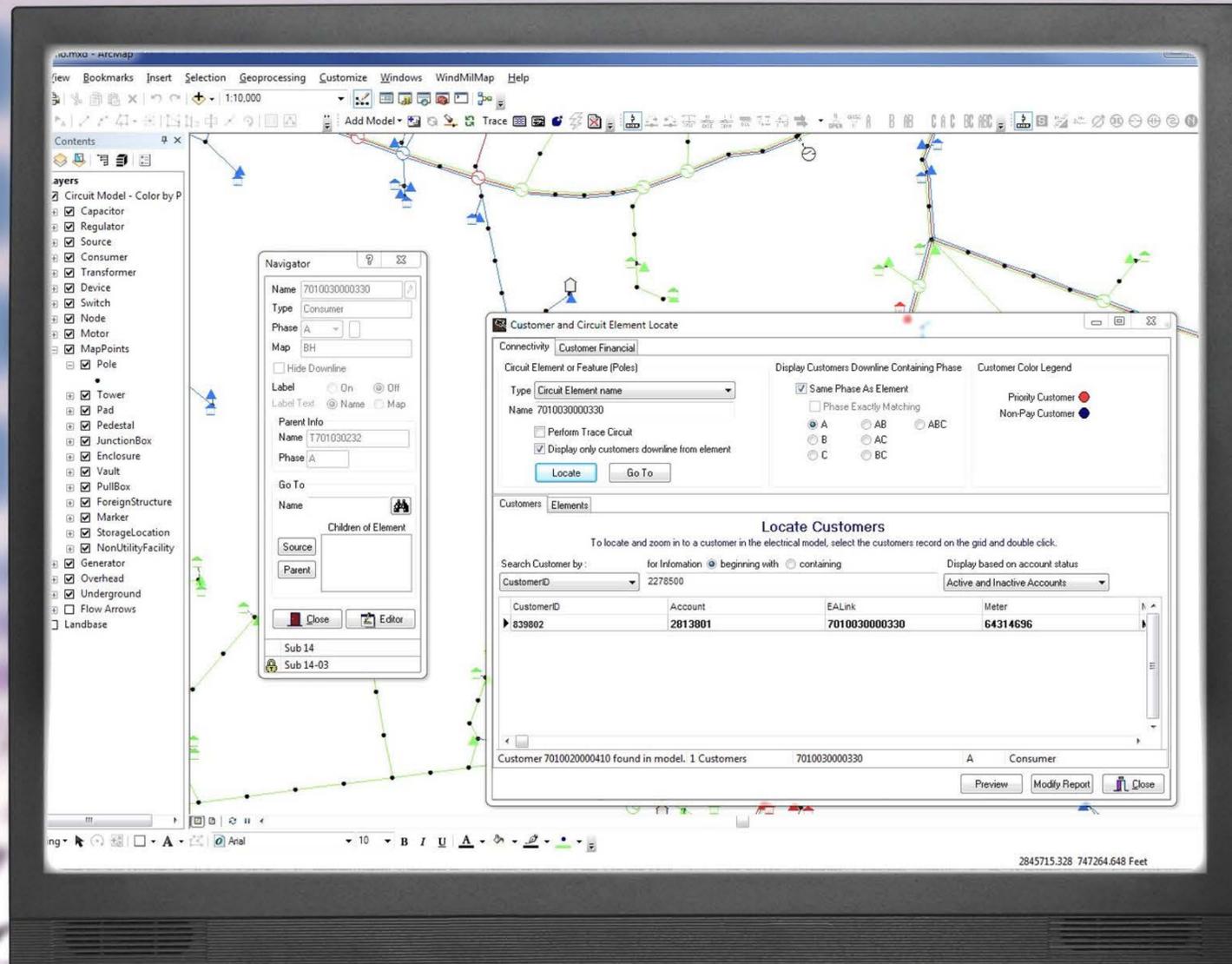
Employees Want to be More Efficient with Their Time

- **Employees want to learn new skills and become more efficient**
- **Employees need accurate data faster**
- **Employees need access to that data wherever they are**



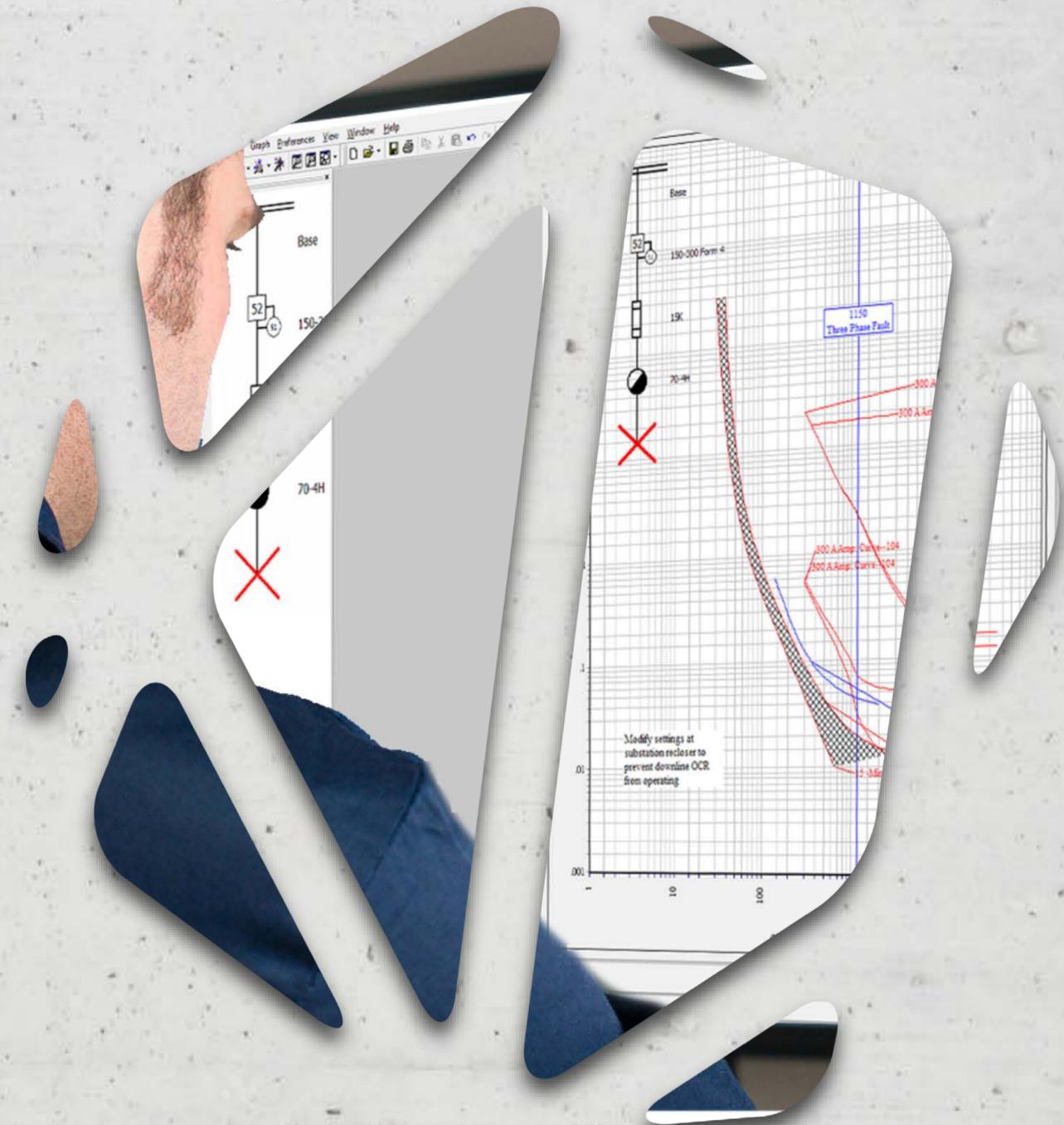
Our New Software Solutions

Engineering Analysis (EA)



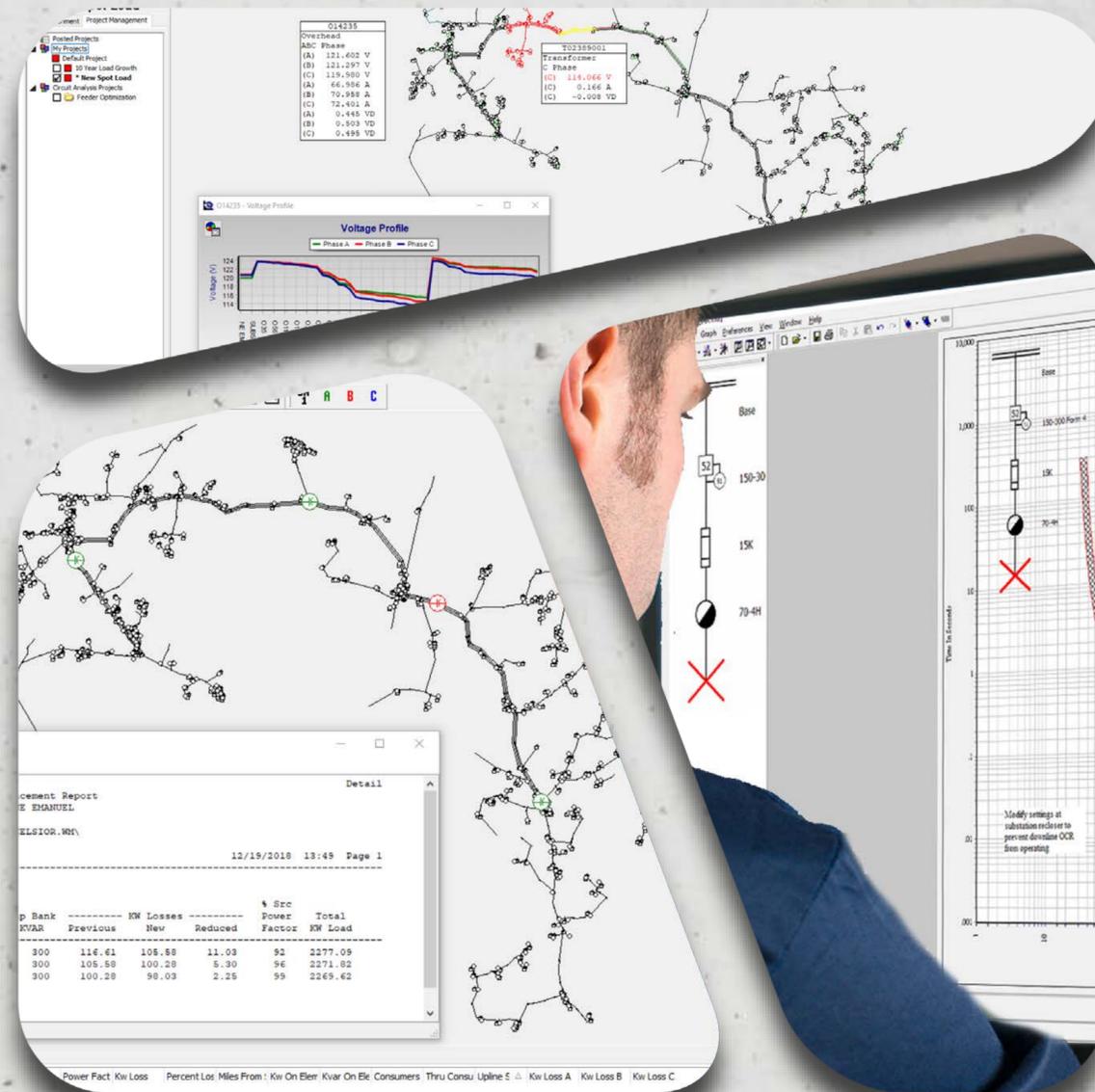
EA is a Transformative Game Changer

- **Improve Quality**
- **Increase Reliability**
- **Improve Safety**
- **Increase Efficiency**
- **Cornerstone of the OMS/GIS/IVR Systems**



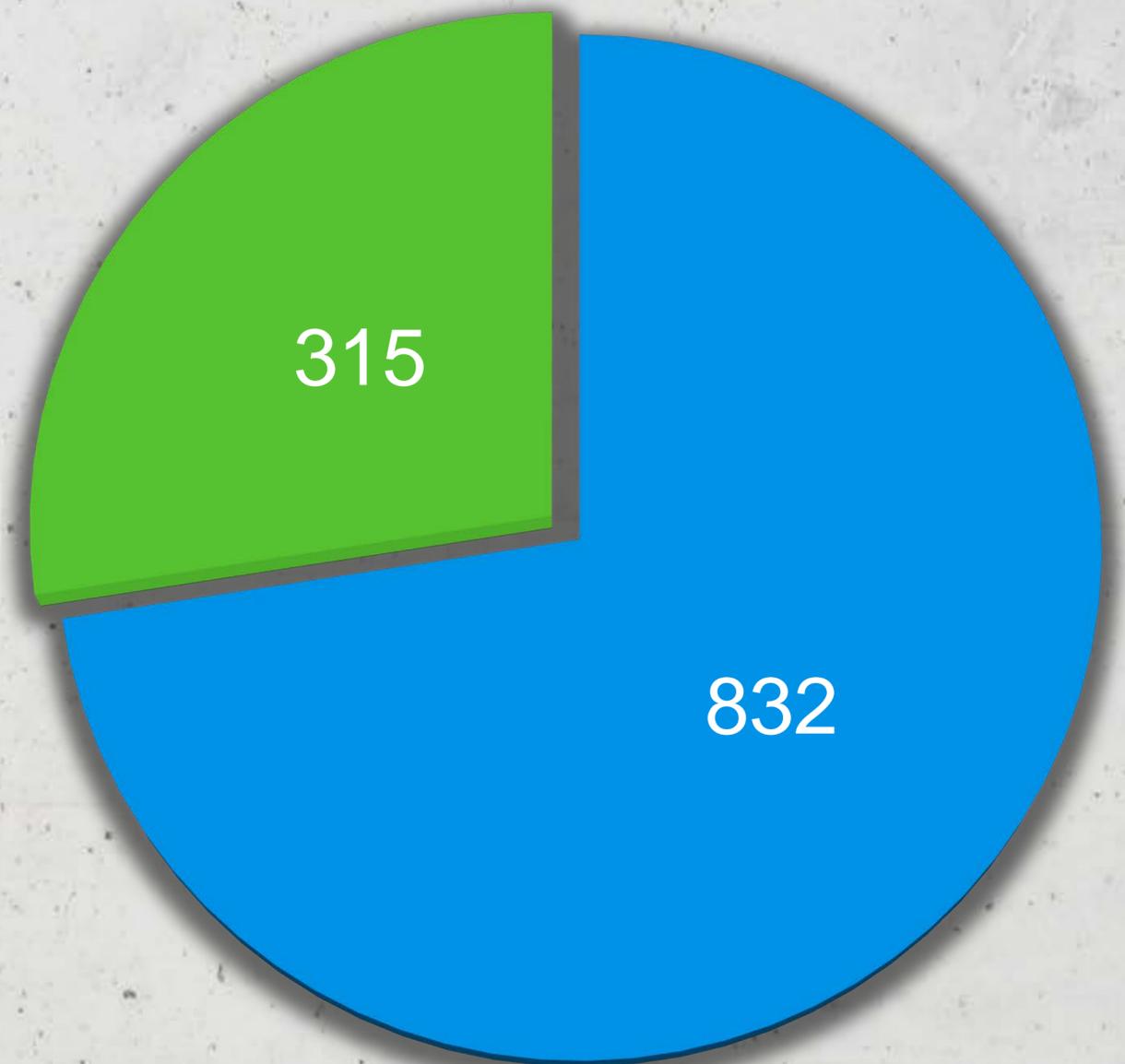
Key Features

- **Optimization Analysis for Loss Reduction (Capacitor Placement, Feeder Optimization & Load Balance)**
- **Protective Device Coordination Studies**
- **Arc Flash Hazard Analysis (IEEE 1584 Standards)**
- **Represent Any Number of Elements at Any Voltage Level**
- **Robust Planning Tools Including Load Forecasting and Project Management**



Since 1989, EA has led the industry in electric modeling

- **832 Active Utilities Using EA**
- **315 Utilities use EA and OMS, GIS, and IVR Systems**



Outage Management System (OMS)



Invaluable Regardless of Weather

- **Reduce durations associated with power outages**
- **Streamline workflows in response to outages**
- **Efficiently dispatch resources to where they are needed most**
- **Provides Situational Awareness to Employees and Customers**
- **Can be used effectively for planned outages as well (Event Management)**



Outage Management System

- **Reduce Outage Times**
- **Fault Location**
- **Mobile Tools**
- **Data Collection for reporting**



Keep People Informed

- **Analytical Reporting**
- **Web Outage Viewer**
- **Employee Notifications of Outages**
- **Proactive Customer Outage Alerts via email and texts**
- **Statewide Outage Reporting**

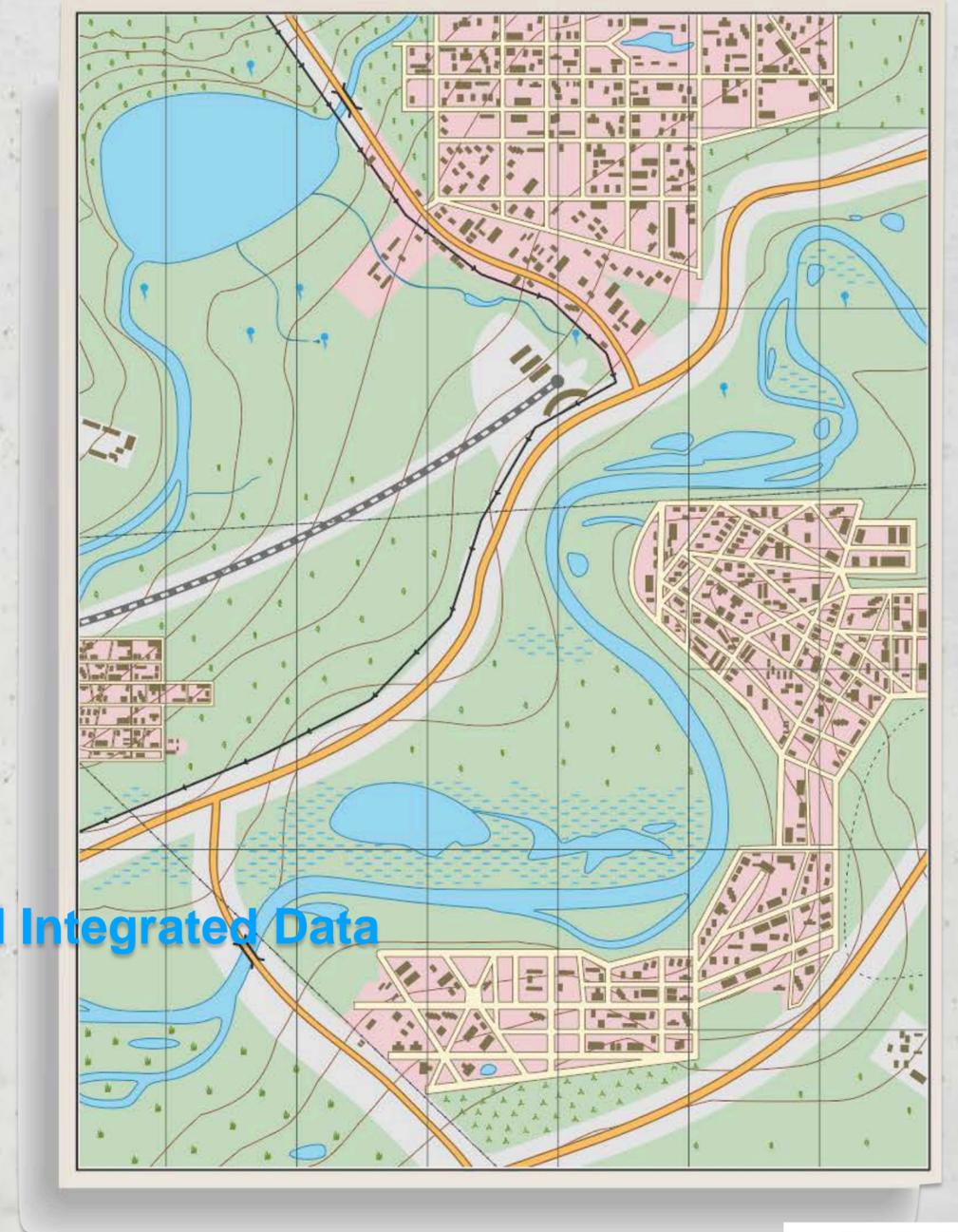
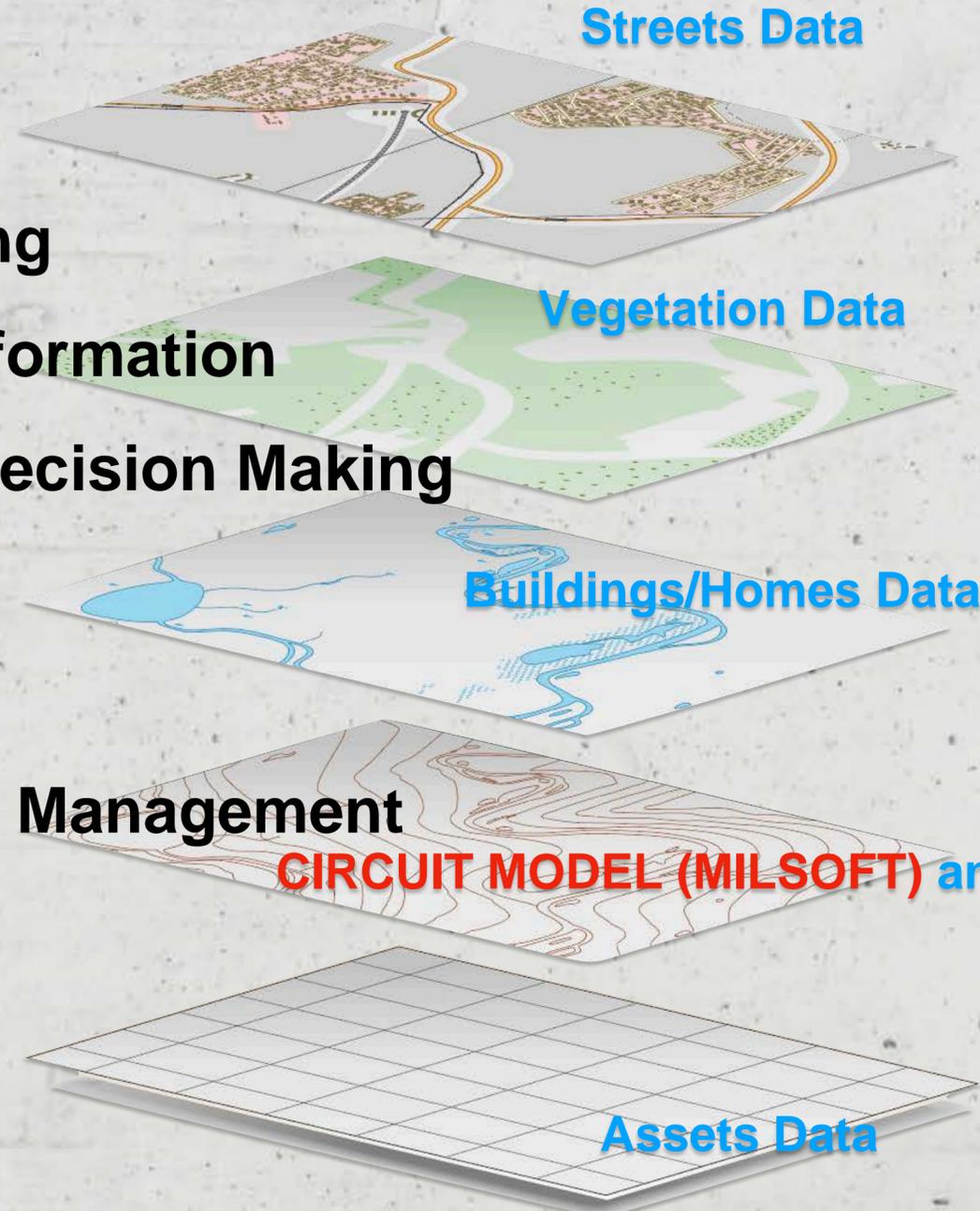


Geographic Information System (GIS)



GIS *PLUS* Electric Model Combined

- Facilitates Operational Planning
- Offers Real Time Access to Information
- Improves Transparency and Decision Making
- Reduces Costs
- Enhances Responsiveness
- Improves Resource and Asset Management



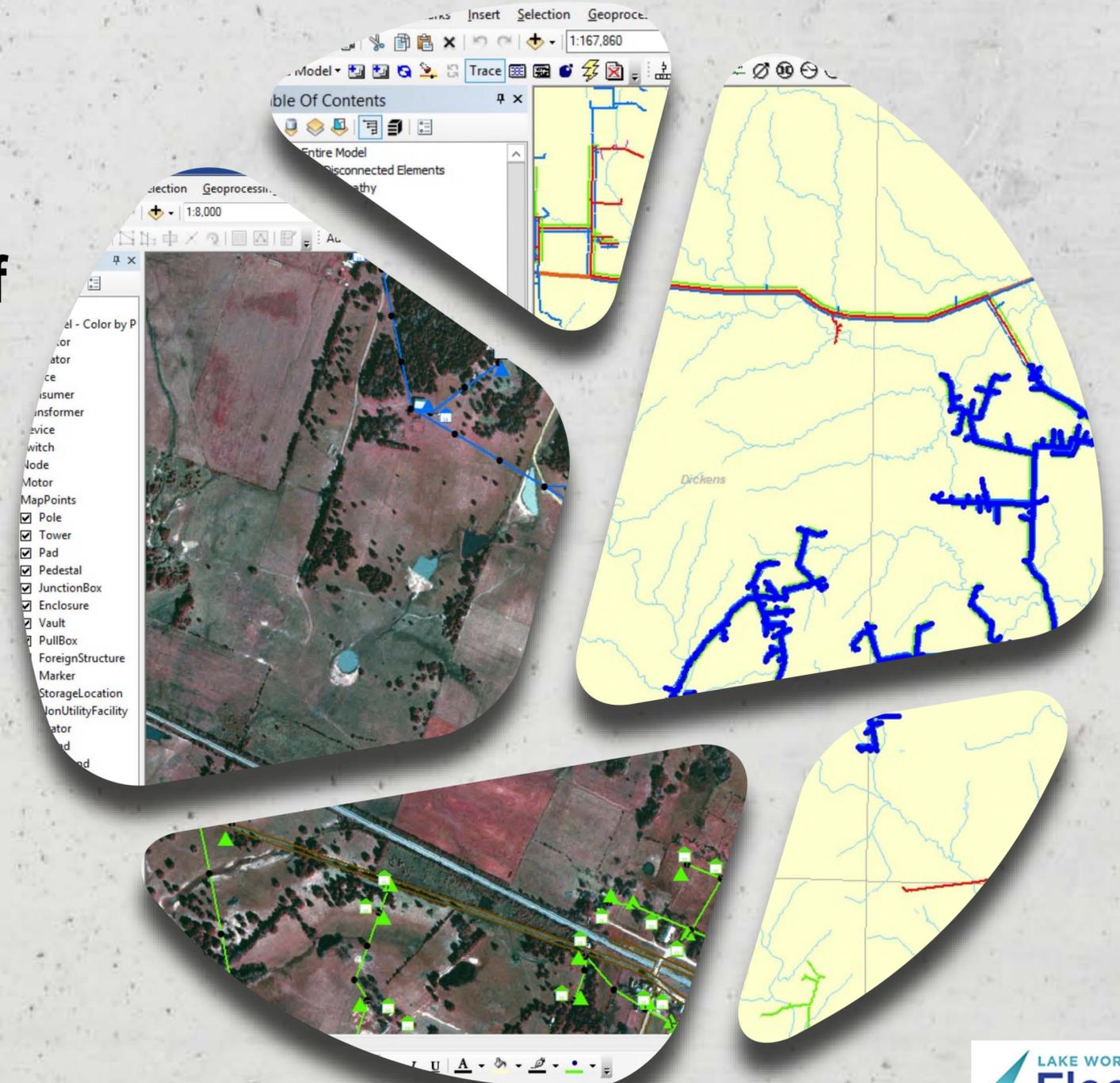
Powerful - Informative - Fast

- **Map Viewing (In house or in field)**
- **Engineering Validated**
- **Map Publication**
- **Replaces Paper**
- **Facilitates Infrastructure Planning**
- **Integrations to AMI**
- **Asset Inventory**



The ONLY GIS that is Validated by the Engineering Circuit Model

- **Electric Modeling Tools**
- **Tools Provided for Accurate Modeling of Electric Equipment Attributes**
- **Real Time Data Validation**
- **Phase Verification**
- **Circuit Tracing**
- **Dynamic Editors**



Proactive Communications (IVR)



Information that Customers Appreciate

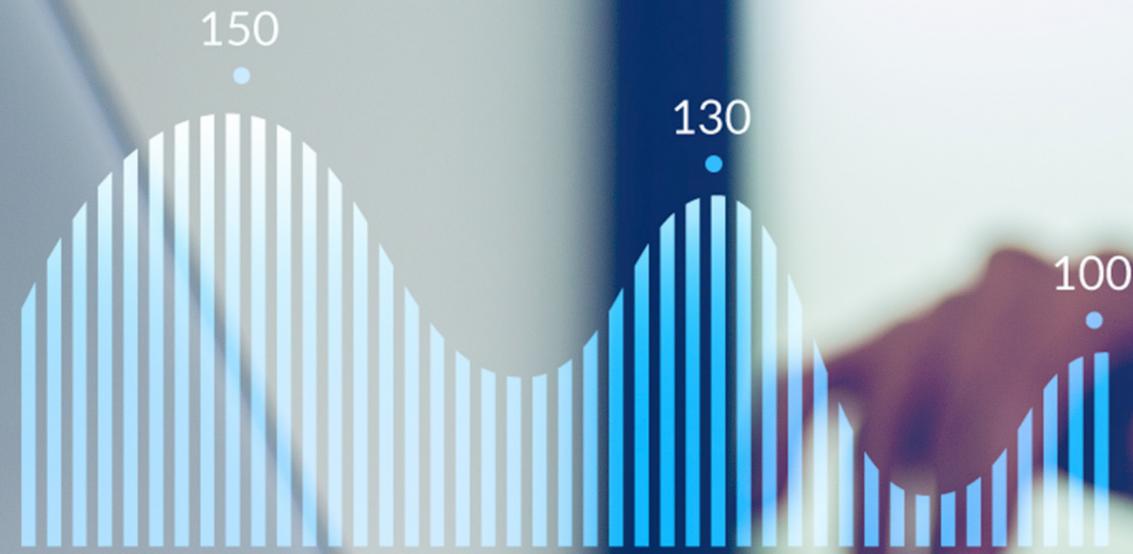
- Provides critical support for busy times and disasters
- Intelligent call routing
- Improves the customer experience
- Measure customer satisfaction
- Eliminates several mundane tasks
- Reduces costs
- Fully Integrated to OMS system
- Eliminate Busy Signals
- Provide 24/7 Outage Call Reporting
- Customer Notifications Via Phone or Text for Outages



Future Software Purchase

Utiling Billing System (CIS)

1 2 3 4 5 6 7 8 9



68%

50%

1

Features of a New Utility Billing System (CIS)

- **Proactive Customer Notifications**
- **Multi-Service Capability**
- **Community Solar Billing**
- **Budget Billing**
- **Prepaid Billing Included**
- **Customer Self-Service Portal**



Benefits of a Fully Integrated System

- **Save Time and Costs**
- **Increases Financial Visibility**
- **Minimizes Errors**
- **Improves Asset & Inventory Management**
- **Provides Real Time Data**
- **Enhances Decision-Making Processes**
- **Gives High Flexibility**
- **Pre-integrated with Engineering and Operations software**



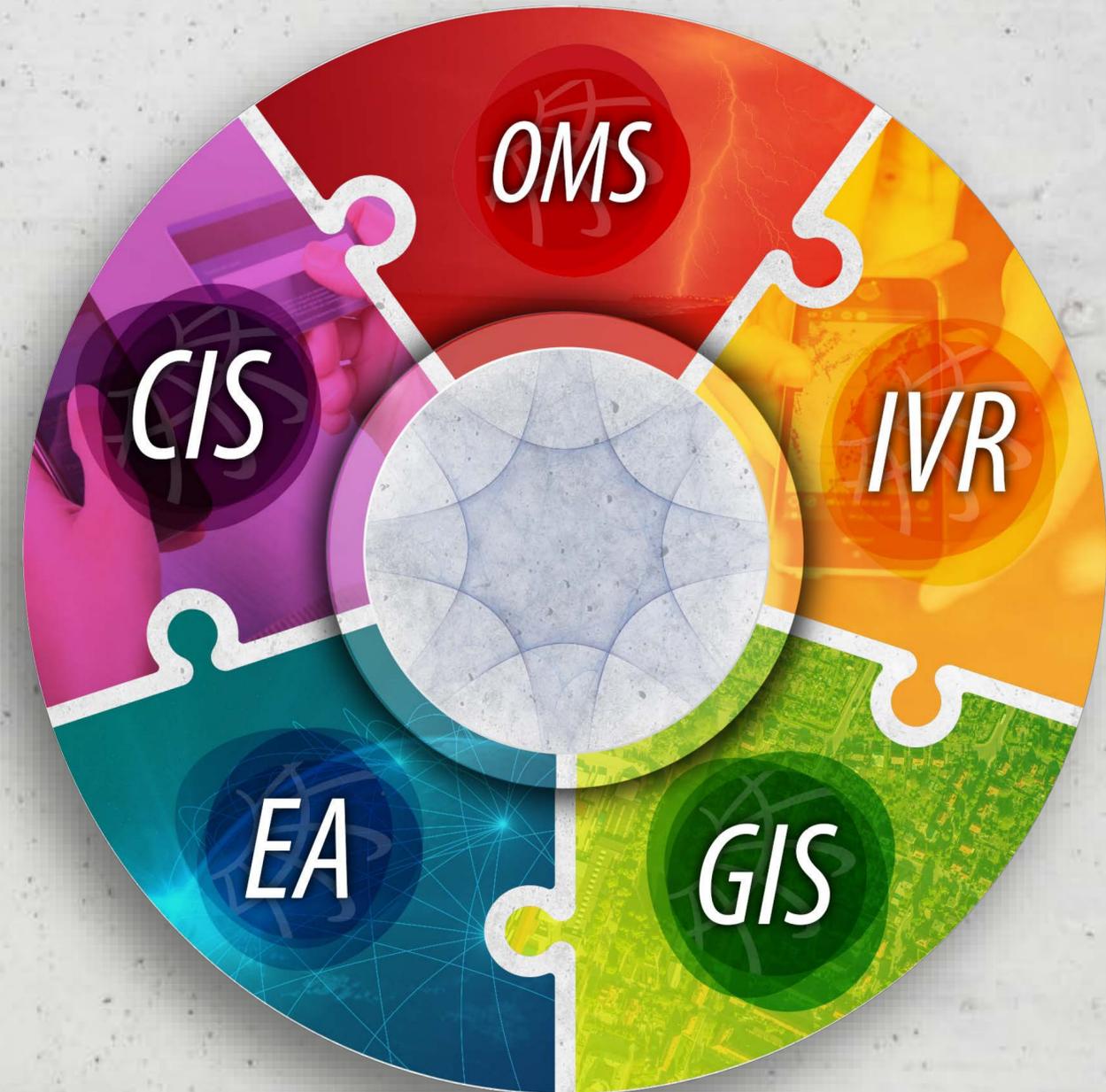
SUMMARY - One Platform: Several Integrated Solutions

Already Purchased

- **OMS** (Outage Mgmt. Software)
- **EA** (Engineering Analysis software)
- **GIS** (Geographical Information System software)
- **IVR** (Interactive Voice Response system)

Future Purchase

- **CIS** (Utility Billing System)





Significant Items Report
Customer Service

February 8, 2022

1. OFFSITE CASH PAYMENTS (offsite Cash payments @ CVS, 7-Eleven & Family Dollar) **WalMart - coming soon (NO ETA yet)

		JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	TOTALS	AVERAGE
2022	# of Payments	2,297												2,297	2,297
	\$ of Payments	\$394,738												\$394,738	\$394,738
2021	# of Payments	2,242	2,124	2,384	2,099	2,164	2,248	2,240	2,322	2,196	2,245	2,309	2,278	26,851	2,238
	\$ of Payments	\$406,873	\$342,331	\$353,186	\$347,167	\$367,592	\$417,534	\$455,703	\$478,605	\$474,925	\$496,124	\$470,701	\$417,142	\$5,027,883	\$418,990
2020	# of Payments	2,349	2,241	2,320	1,856	1,876	1,934	2,060	1,984	2,061	2,253	2,186	2,283	25,403	2,117
	\$ of Payments	\$433,080	\$371,311	\$359,226	\$319,725	\$357,607	\$389,226	\$440,407	\$443,361	\$449,560	\$513,619	\$452,304	\$442,868	\$4,972,294	\$414,358

2. COLLECTIONS - (monthly files sent to agency - 60 day delay)

YEAR	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	Total:
2022	end of MAR	end of APR	end of MAY	end of JUN	end of JUL	end of AUG	end of SEP	end of OCT	end of NOV	end of DEC	end of JAN	end of FEB	\$0
2021	\$43,225	\$19,827	\$21,291	\$12,467	\$14,950	\$34,155	\$22,775	\$29,927	\$21,141	\$33,484	end of JAN	end of FEB	\$253,242
2020	\$10,702	\$16,419	\$6,961	\$4,694	\$14,840	\$29,212	\$22,303	\$33,762	\$36,389	\$67,804	\$72,564	\$51,874	\$367,524
2019	\$13,615	\$8,532	\$8,236	\$10,523	\$9,985	\$12,911	\$21,058	\$25,435	\$22,649	\$47,700	\$29,752	\$14,114	\$224,511

3. RECEIVABLES AGING REPORT - (NET amount Excluding taxes + fees + misc.services)

	Feb. '22			Dec. '21	Oct. '21	Sep. '21	Aug. '21	2020	2019
AGING REPORT	>30	>60	30+60	30+60	30+60	30+60	30+60	30+60	30+60
Total Commercial EL (excl. taxes-fees-misc.)	\$9,315 0.9%	\$959 0.1%	\$10,274 1.0%	\$35,919 4.3%	\$44,220 3.4%	\$39,995 2.9%	\$37,197 3.4%	\$85,183 9.9%	\$25,619 2.1%
Total Residential EL (excl. taxes-fees-misc.)	\$43,827 2.7%	\$10,886 0.7%	\$54,713 3.4%	\$136,517 7.9%	\$178,298 6.6%	\$178,039 5.9%	\$154,527 6.3%	\$292,956 12.6%	\$106,243 6.0%
Total EL Res & Comm (excl. taxes-fees-misc.)	\$53,142 2.0%	\$11,845 0.4%	\$66,987 2.4%	\$172,436 6.8%	\$222,518 5.5%	\$218,034 5.0%	\$191,724 5.4%	\$378,138 11.9%	\$131,862 4.5%
Total Water&Sewer (excl. taxes-fees-misc.)	\$31,088 1.8%	\$4,731 0.3%	\$35,819 2.1%	\$86,572 5.2%	\$103,496 6.0%	\$96,323 5.3%	\$88,585 5.2%	\$219,168 11.1%	\$42,250 2.9%
Grand Total EL/WA/SW (excl. taxes-fees-misc.)	\$545,216 1.7%	\$578,675 0.4%	\$311,889 2.1%	\$326,864 6.5%	\$398,393 5.8%	\$390,984 5.3%	\$350,866 5.6%	\$778,641 11.9%	\$216,770 4.1%

TRIAL BALANCE SUMMARY (GROSS amounts Including taxes + fees + misc.services)

Days	DEC-20	JAN-21	FEB-21	MAR-21	APR-21	MAY-21	JUN-21	JUL-21	AUG-21	SEP-21	OCT-21	NOV-21	DEC-21	JAN-22	FEB-22
> 30	391,225	475,813	244,470	339,186	333,716	283,202	231,918	310,206	334,428	355,910	369,176	368,072	358,515	174,332	109,538
> 60	\$153,991	\$102,862	\$67,419	\$47,602	\$46,334	\$21,227	\$22,144	\$40,659	\$29,128	\$35,073	\$29,215	\$39,964	\$41,119	\$34,943	\$23,139
30+60	\$545,216	\$578,675	\$311,889	\$386,788	\$380,050	\$304,429	\$254,062	\$350,865	\$363,556	\$390,983	\$398,391	\$408,036	\$399,634	\$209,275	\$132,677
> 90	3,413,678	3,450,829	3,418,929	3,391,389	3,300,926	3,253,235	3,154,193	3,111,695	3,095,874	3,093,288	3,087,555	3,069,323	3,079,932	3,098,961	3,100,925

4. PAYMENT PLANS - Payments Received

Date	COMBINED TOTALS					RESIDENTIAL				COMMERCIAL				PAST DUE						
	TOTAL # of Plans	TOTAL AMOUNT	UNPAID \$ Amount	PAID \$ AMOUNT	% of \$ PAID	# of Plans	TOTAL AMOUNT	UNPAID \$ Amount	AMOUNT PAID	% of \$ PAID	# of Plans	TOTAL AMOUNT	UNPAID \$ Amount	AMOUNT PAID	% of \$ PAID	# of ACCOUNTS PAST DUE	% of # ACCOUNTS PAST DUE	TOTAL % of \$\$ PAST DUE	RESIDENTIAL % of \$\$ PAST DUE	COMMERCIAL % of \$\$ PAST DUE
as of 10/31/2021	1193	\$986,996	\$137,191	\$849,252	86%	1116	\$844,439	\$94,048	\$749,838	89%	77	\$142,557	\$43,142	\$99,414	70%	241	20%	19%	95%	5%
as of 11/30/2021	1193	\$986,443	\$126,912	\$859,530	87%	1116	\$843,886	\$87,100	\$756,786	90%	77	\$142,557	\$39,812	\$102,744	72%	232	19%	21%	86%	14%
as of 12/31/2021	1193	\$986,443	\$119,862	\$866,580	88%	1116	\$843,886	\$84,492	\$759,394	90%	77	\$142,557	\$35,370	\$107,186	75%	199	17%	18%	89%	11%
as of 1/31/2022	1193	\$986,443	\$115,813	\$870,629	88%	1116	\$843,886	\$83,438	\$760,448	90%	77	\$142,557	\$32,375	\$110,181	77%	198	17%	19%	79%	21%

Date	COMBINED TOTALS					RESIDENTIAL				COMMERCIAL				PAST DUE						
	TOTAL # of Plans	TOTAL AMOUNT	UNPAID \$ Amount	PAID \$ AMOUNT	% of \$ PAID	# of Plans	TOTAL AMOUNT	UNPAID \$ Amount	AMOUNT PAID	% of \$ PAID	# of Plans	TOTAL AMOUNT	UNPAID \$ Amount	AMOUNT PAID	% of \$ PAID	# of ACCOUNTS PAST DUE	% of # ACCOUNTS PAST DUE	TOTAL % of \$\$ PAST DUE	RESIDENTIAL % of \$\$ PAST DUE	COMMERCIAL % of \$\$ PAST DUE
as of 10/31/2021	1193	\$986,996	\$137,191	\$849,252	86%	1116	\$844,439	\$94,048	\$749,838	89%	77	\$142,557	\$43,142	\$99,414	70%	241	20%	19%	95%	5%
as of 11/30/2021	1193	\$986,443	\$126,912	\$859,530	87%	1116	\$843,886	\$87,100	\$756,786	90%	77	\$142,557	\$39,812	\$102,744	72%	232	19%	21%	86%	14%
as of 12/31/2021	1193	\$986,443	\$119,862	\$866,580	88%	1116	\$843,886	\$84,492	\$759,394	90%	77	\$142,557	\$35,370	\$107,186	75%	199	17%	18%	89%	11%
as of 1/31/2022	773	\$671,859	\$30,312	\$641,547	95%	715	\$551,279	\$2,974	\$548,304	99%	58	\$120,580	\$27,338	\$93,243	77%	14	2%	5%	3%	97%

5. CUSTOMER SERVICE IVR - calls received into 561.533.7300

CALL VOLUME REPORT	NOV	DEC	JAN	FEB
Total Calls into the IVR	1,536	9,586	10,490	1,694