

## **A G E N D A**

REGULAR MEETING OF KISSIMMEE UTILITY AUTHORITY TO BE HELD WEDNESDAY, JUNE 9, 2010 AT 3:30 PM, BRINSON BOARD ROOM, ADMINISTRATION BUILDING, 1701 WEST CARROLL STREET, KISSIMMEE, FLORIDA

A. MEETING CALLED TO ORDER

B. PLEDGE OF ALLEGIANCE TO THE FLAG

C. AWARDS AND PRESENTATIONS

1. DEGREE RECOGNITION, CHRIS GENT, MPS, STRATEGIC PUBLIC RELATIONS
2. DEGREE RECOGNITION, SCOTT GRIEVES, ASSOCIATE IN ARTS
3. 5 -YEAR SERVICE AWARD – PAM ANDREWS, CUSTOMER SERVICE REPRESENTATIVE I, CUSTOMER SERVICE
4. 5 - YEAR SERVICE AWARD – JOANNE JOHNSON, CUSTOMER SERVICE SUPERVISOR, CUSTOMER SERVICE
5. 20 - YEAR SERVICE AWARD – PAM HOLLOWAY, UTILITY BILLING REPRESENTATIVE II, CUSTOMER SERVICE
6. 25 – YEAR SERVICE AWARD – LEEANN DORSEY, WRITE OFF & BANKRUPTCY SPECIALIST, CUSTOMER SERVICE
7. EMPLOYEE OF THE MONTH FOR JUNE – HENRY KURNICK, ENGINEERING TECHNICIAN, ENGINEERING & OPERATIONS

D. HEAR THE AUDIENCE

E. CONSENT AGENDA

1. APPROVAL OF MINUTES FOR MAY 5, 2010 REGULAR MEETING
2. APPROVAL OF MINUTES FOR MAY 12, 2010 SPECIAL MEETING
3. IFB #009-10 5 YEAR DISPOSAL OF SCRAP METALS
4. MICROSOFT SERVICE AGREEMENT RENEWAL

- F. PUBLIC HEARING – (None)
- G. INFORMATIONAL PRESENTATIONS (REQUIRING NO ACTION)
  - 1. 2010 CUSTOMER SATISFACTION SURVEY RESULTS
- H. OLD BUSINESS - (None)
- I. NEW BUSINESS
- J. STAFF REPORTS
  - 1. SEMI –ANNUAL REPORT BY HUMAN RESOURCES
- K. HEAR ATTORNEY, GENERAL MANAGER, DIRECTORS
- L. ADJOURNMENT

STATISTICAL REPORTS AND OTHER INFORMATIONAL ITEMS

- 1. CUSTOMER SERVICE REPORT
- 2. RELIABILITY REPORT
- 3. COPCA AND ELECTRIC SALES REPORT
- 4. LINE EXTENSIONS
- 5. PURCHASE ORDERS
- 6. RATE COMPARISON
- 7. BOARD CALENDAR

IN ACCORDANCE WITH FLORIDA STATUES 286.0105: ANY PERSON WISHING TO APPEAL ANY DECISION MADE BY THE KUA BOARD OF DIRECTORS WITH RESPECT TO ANY MATTER CONSIDERED AT SUCH MEETING OR HEARING WILL NEED A RECORD OF THE PROCEEDING, AND FOR SUCH PURPOSES MAY NEED TO ENSURE THAT VERBATIM RECORD OF THE PROCEEDINGS IS MADE, WHICH RECORD INCLUDES THE TESTIMONY AND EVIDENCE UPON WHICH THE APPEAL IS MADE.

IN ACCORDANCE WITH FLORIDA STATUTE 286.26, PERSONS NEEDING ASSISTANCE TO PARTICIPATE IN ANY OF THESE PROCEEDINGS SHOULD CONTACT THE OFFICE OF THE PRESIDENT, 1701 W. CARROLL STREET, KISSIMMEE, FLORIDA 34741, (407)933-7777, EXT. 1100.