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SUMMARY

- Experienced Utility Executive and Leader with thirty-two years of utility experience. A proven record of leadership and achievement in utility operations from power generation, electric, gas, and water distribution and services, billing, customer service, revenue protection and collections.
- Highly competent decision maker with distinguished moral character, ethics, and integrity. Confident from the Control Room to the Board Room.

WORK EXPERIENCE

1983 - To present worked at Gainesville Regional Utilities in a variety of positions throughout the utility.

Gainesville Regional Utilities is a multi-service utility, providing electric generation, distribution, natural gas, water, wastewater and telecommunication services to approximately 90,000 retail and wholesale customers.

Utility Field Services Manager

1994 to present

- Manage Call Center emergency line
- Manage Meter Reading for electric, water and gas services
- Manage service crews for electric and water turn-ons and offs and dunning
- Manage Revenue Protection for electric, water and gas services

- Prepare budgets, including O&M, capital, and long term planning
- Directs the hiring, promotion, discipline, and discharge of employees
- Primary gas qualifying agent for GRU
- Serves as utility liaison with Alachua County Emergency Operations Center
- Media spokesperson
- Mutual aid assistance: Led teams to New Orleans/ Katrina and City of Leesburg
- Experienced leadership in recovery efforts for hurricanes, ice storm, and outages
- Past President of Southeast Utilities Revenue Protection Association

Added responsibilities 2013:

- Managed all areas of Energy Delivery, including the annual budget process, during absence of AGM. Departments included were: Systems Control, Gas and Electric Metering, Electric Transmission and Distribution, Gas Marketing, Substations and Relay, Electric and Gas Engineering, Gas Construction, GruCom telecommunications and Field Services.

Added responsibilities 2011:

- Line location responsibilities for all utilities were added to Field Services
- Manage locating responsibilities for all of GRU services including electric, water, wastewater, reclaimed water, chilled water and telecommunications.

Added responsibilities 2009:

- Serve as Utility Liaison Executive: Representing the utility during emergency operation events at the Emergency Operations Center/ County 911
- Work effectively with other agencies to facilitate resources and personnel in the coordination of restoring utility services to the service territory of GRU.

Corporate restructure 2008

- Field Services was reorganized from Customer and Administrative Services to Energy Delivery.
- Successfully transitioned operations to Energy Delivery, including budget allocations and all associated services and processes without interruption of service.

Added responsibilities 1998-2002

- President- Southeastern Utilities Revenue Protection Association (SURPA). SURPA is a collective of utilities in the southeastern United States which formed in collaboration to share best practices and methods of reducing utility losses and protecting revenue for utility companies. Progressively advanced responsibilities from Sargent at Arms, Treasurer, Vice President and then President of the SURPA organization.

Added responsibilities 1999-2000

- Interim Customer Service Manager along with the prior duties for Field Services
- Managed call center for Customer Service
- Managed team of Customer Service Representatives activating and deactivating customer accounts
- Managed collections, deposits, payment arrangements and authorized billing adjustments for all services

Added Responsibilities 1996 to present

- Gas service crews were added to Field Services
- Manage gas leaks and carbon monoxide investigations
- Primary gas qualifier for GRU
- Manage Operator Qualification programs and drug testing in accordance with Pipeline and Hazardous Material Administration
- Directed development of PTP training programs for cross training of staff
- Served on a team which successfully negotiated the consolidation of the International Chemical Workers (ICWU) Union and the

Communication Workers of America (CWA) Union (1996-1997)

- Enhanced service efficiency to include same day service guarantee

Certified Electric Meter Technician/ Electric T&D *1993 - 1994*

- Independently tests, calibrates, installs, and maintains revenue metering equipment
- Confirms the proper meter connections and billing using varied test equipment
- Worked with computer based records and billing systems
- Calibrated test electric boards using standards traceable to the National Institute of Standards and Technology
- Programs, tests and installs electric meters including single and three phase from 120 volts to 138KV
- Performs turn on and off activities as required
- Installed and tested current transformer and voltage transformer metering applications
- Prepared billing for accounts of 400kw and above

Electric Meter Technician *1991 - 1993*

- Assists with testing, calibrating, installing, and maintaining revenue metering equipment
- Assists with the confirmation of proper meter connections using varied test equipment
- Works with computer based records systems
- Programs electric meters
- Performed electric turn on and off activities as required
- Worked at elevated heights using aerial devices

Apprentice Electric Meter Technician *1990 - 1991*

- Assists with testing, calibrating, installing, and maintaining revenue metering equipment
- Assists with the confirmation of proper meter connections using varied test equipment
- Works with computer based records systems

- Programs electric meters
- Performed electric turn on and off activities as required
- Worked at elevated heights using aerial devices

Process Plant Operator 2

1986 - 1990

- Advanced to PPO2 and served as lead shift operator for water treatment facility (Plant is a zero discharge facility)
- Water treatment operations for cooling tower make up as well as boiler feed water make up systems
- Advanced operation of Brine concentrator, spray drier, and water treatment for both cooling tower and boiler feed water, spray drier, and landfill operation of waste product
- Performed maintenance activities during outages and through normal operational activities
- Seasoned and experienced operator in a 24/7 utility operation

Process Plant Operator 1

1985 - 1986

- Advanced to Process Plant Operator 1, assisted PPO2 with operation of water treatment facility
 - Assisted with water treatment operations for cooling tower make up as well as boiler feed water make up systems
- Assisted with operation of Brine concentrator, spray drier, and water treatment for both cooling tower and boiler feed water, spray drier, and landfill operation of waste product
- Performed plant maintenance during outages and through normal operational activities

Power Plant Operator 1

1984 - 1985

- Advanced to Power Plant Operator at Deerhaven Generating Station supporting the operation of generators, boilers and associated power plant equipment
- Worked rotating shift work and was on call for plant emergencies.

- Unloaded coal trains as needed, assisted with plant maintenance during outages
- Advanced to Power Plant Operator at Deerhaven Generating Station supporting the operation of generators, boilers and associated power plant equipment
- Worked rotating shift work and was on call for plant emergencies.
- Unloaded coal trains as needed, assisted with plant maintenance during outages

Power Plant Operator Trainee

1983 - 1984

- Performed steam turbine, generator, and boiler maintenance, and associated power plant equipment at Deerhaven Generating station
- Worked on boilers fueled with natural gas, number 2 and 6 fuel oils, as well as a coal fired unit
- Generator experience includes fast start combustion turbine units rated at 18 and 20 megawatts each, and two base load units rated at 75 megawatts and a 235 megawatt coal fired unit

College Part time help

January 1983

- Assisted with steam turbine, generator, and boiler maintenance, and associated power plant equipment at Deerhaven Generating station
- Assisted with work on boilers fueled with natural gas, number 2 and 6 fuel oils, as well as a coal fired unit

EDUCATION

Masters in Business Administration
 Concentration in Business Administration
 Saint Leo University - 2012

Bachelor of Arts in Business Administration
 Concentration in Management
 Saint Leo University - 1997

LICENSES and CERTIFICATIONS

- State Certified General Contractor CGC1509582
- State Certified Mechanical Contractor CMC 057031
- State Certified Plumbing Contractor, CFC 087338
- Master Gas Qualifier 601, Certification # 14834
 - Department of Homeland Security- Essentials of Community Cyber Security, 2013
 - Department of Homeland Security-The Emergency Operation Center's Role in Cyber Security, 2013
 - Division of Emergency Management- Building your strategy: Disaster Temporary housing, 2012
 - Department of Homeland Security/ FEMA- Threat and Risk Assessment, 2012
 - Department of Homeland Security/ FEMA- Enhanced Threat and Risk Assessment, 2012
 - Department of Homeland Security-NIMS ICS All Hazards Planning Chief, 2011
 - Division of Emergency Management- Planning Section Chief, 2011
 - Division of Emergency Management-Incident Command System/ Emergency Operations Center Interface/ 2011
 - FEMA- Senior Officials All-Hazards Planning Section Chief/ 2011
 - Department of Homeland Security- Senior Officials Workshop for All-Hazards Preparedness, 2009
 - FEMA/ National Incident Management System (NIMS):
 - ICS 100 - Incident Command System, 2006
 - ICS 200 - Single Resources and Initial Action Incidents, 2006
 - ICS 300 - Intermediate Command System for Expanding Incidents, 2008
 - ICS 400 – Advanced Incident Command System, 2008
 - ICS 700 - National Incident Management System, 2006
 - ICS 800 - National Response Plan, 2006