

City of Gainesville

*City Hall
200 East University Avenue
Gainesville, Florida 32601*



Meeting Agenda

August 28, 2018

5:30 PM

UAB Workshop - Modified Agenda

GRU Admin Building, Multipurpose Room, 301 SE 4th Ave

Utility Advisory Board

*Mary Alford
Michael Selvester
David Denslow
Wendell Porter
Wes Wheeler
Barry Jacobson*

Persons with disabilities who require assistance to participate in this meeting are requested to notify the Office of the Equal Opportunity at 334-5051 or call TDD phone line at 334-2069 at least two business days in advance.

CALL TO ORDER**ROLL CALL****ADOPTION OF THE AGENDA****CITIZEN COMMENT****DISCUSSION ITEMS**[180295.](#)**Discuss Results of GRU's Customer Relationship Survey (B)**

Explanation: At the August 9, 2018, regular UAB meeting, the subject of GRU's recent customer relationship survey campaign arose. For this campaign, which started on May 23, 2018, GRU partnered with Qualtrics, an industry leader in marketing platforms for customer experience strategy improvement. The surveys allow GRU to monitor, analyze, respond, and improve key moments along the customer journey and incorporate customer feedback and recommendations into every decision. The feedback received will help the organization gain a baseline for continuous improvement before beginning transactional surveys. The board asked staff to present the survey results for discussion at their next workshop.

Fiscal Note: None.

RECOMMENDATION

Hear a presentation from staff and discuss.

[180295 UAB Presentation Revised 20180828](#)

[180258.](#)**UAB Work Plan for Remainder of 2018 (NB)**

Explanation: Among the code revisions made in Ordinance Number 170808, which was approved by the City Commission on second reading at their August 2, 2018, regular meeting, is the requirement that the UAB draft a yearly work plan for approval by the City Commission. The board discussed the issue at their August 9, 2018, regular meeting and concluded that creation of an energy policy for the City should be a top priority. They agreed to discuss the workplan further at their August 28, 2018, workshop.

Fiscal Note: None

RECOMMENDATION

Continue the discussion of creation of a work plan for the remainder of CY18 and take any action deemed appropriate.

[180299.](#)

Energy Policy Benchmarking (NB)

Explanation: At their August 9, 2018, regular meeting, the Board discussed creation of a work plan and concluded that creation of an energy policy for the city should be their top priority. The members agreed that the best approach would be to start by benchmarking other cities' policies and directed staff to put the item on their August 28, 2018, workshop agenda for discussion.

Fiscal Note: None.

RECOMMENDATION

Discuss and devise a plan for benchmarking other cities' energy policies.

MEMBER COMMENT**CITIZEN COMMENT****NEXT MEETING DATE**

September 13, 2018

ADJOURNMENT