



**For everyone's safety, in-person public access to this Regular Toho Water Authority Board Meeting will be limited. This meeting will also be available virtually.**

**The Toho Water Authority (TohoWater) Board of Supervisors will hold a regular Board meeting at 5 p.m. on Wednesday, August 9, 2023.**

**Due to social distancing practices in response to the COVID-19 pandemic, limited seating will be available for the public. Social distancing and safety measures will be enforced. Board Room audience seating will be limited to approximately twenty socially distanced seats. Public seating in the Board Room will be subject to reservations made at least 24-hours in advance of the meeting, with additional seating available in the lobby on a first-come, first-serve basis. Those wishing to request a reservation for in-person attendance at the Board meeting, please email a request to [tohoattend@tohowater.com](mailto:tohoattend@tohowater.com) with your name and phone number or contact and leave a message with the Executive Office at (407-944-5130).**

**Additional seating shall be subject to approved capacity. In addition to in-person attendance, members of the public may also attend this meeting by telephone or virtually through the Internet. Those attending in-person who wish to address the Board must submit a completed Hear the Audience Form. Those attending remotely will not be able to participate in any public hearings, or make public comment. To make public comment or to participate in a public hearing, if any, requires attending the meeting in-person.**

**Those interested in attending by phone can do so by dialing 1-650-429-3300 then entering the access code: 2633 220 7189.**

**Instructions to attend via the Internet shall be as set forth below.**

When it's time, join your **Webex** meeting here.

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**Join from the meeting link**

<https://tohowater.webex.com/tohowater/j.php?MTID=ma3d05789307fe26792530c04cc155138>

**Join by meeting number**

Meeting number (access code): 2633 220 7189

Meeting password: 9qAJuT2M7pm

**Tap to join from a mobile device (attendees only)**

[+1-650-429-3300,,26332207189###](tel:+1-650-429-3300,26332207189###) Call-in toll number (US/Canada)

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**Join from a video system or application**

Dial [26332207189@tohowater.webex.com](tel:26332207189@tohowater.webex.com)

You can also dial 173.243.2.68 and enter your meeting number.

**Join using Microsoft Lync or Microsoft Skype for Business**

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## **Toho Water Board of Supervisors' Meeting**

**Date and Time: Wednesday, August 9, 2023 at 5:00PM**

### **Board Members and Executive Staff:**

Henry Thacker - Chair  
Hector Lizasuain - Vice Chair  
William "Bill" Land - Secretary  
Tom White - Supervisor  
John McAleenan – Supervisor  
Rayelynn Ketchum – Supervisor  
Dave Askew – Supervisor  
Cheryl Grieb - Ex-Officio Board Member - Osceola County  
Angela Eady - Ex-Officio Board Member - City of Kissimmee  
Kolby Urban – Ex-Officio Board Member – City of St. Cloud  
Rick Wilson - Ex-Officio Board Member - Polk County  
Todd P. Swingle - Executive Director  
Anthony Cotter - General Counsel

In accordance with Section 286.0105, Florida Statutes: Any person wishing to appeal any decision made by the Board of Supervisors with respect to any matter considered at such meeting or hearing will 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 Section 286.26, Florida Statutes: Any person needing assistance to participate in any of these proceedings should contact the office of the Executive Director at 407-944-5130 or via email at [tohoattend@tohowater.com](mailto:tohoattend@tohowater.com) prior to the meeting.

1. **Meeting called to order:**
2. **Moment of Silent Reflection and Pledge of Allegiance:**
3. **Approval of the Agenda:**
4. **Awards and Presentations:**
  - 4A. **CARIBBEAN AND FLORIDIAN ASSOCIATION (CAFA) AWARD PRESENTATION TO TOHO BOARD FOR SUPPORT TO THE CAFA ORGANIZATION.**  
No action required by the Board, for information only. (Cost: None) (Lanier).
  - 4B. **FWEA CONFERENCE AWARDS AND NACWA PEAK PERFORMANCE AWARDS RECEIVED BY TOHO'S WATER RECLAIM FACILITIES.**  
For Information only, no Action required by the Board. (Cost: None)(Vedner)
5. **Public Hearing:**
6. **Hear the Audience:**
7. **Consent Agenda:**

The Consent Agenda is a technique designed to expedite handling of routine and miscellaneous business of the Board of Supervisors. The Board of Supervisors in one motion may adopt the entire Agenda. The motion for adoption is non-debatable and must receive unanimous approval. By request of any individual member, any item may be removed from the Consent Agenda and placed upon the Regular Agenda for debate.

- 7A. **APPROVAL OF TOHO WATER AUTHORITY BOARD OF SUPERVISORS' REGULAR MEETING MINUTES OF JULY 16, 2023.**  
Staff recommends the approval of the Board Meeting minutes from July 16, 2023. (Cost: None) (Smith)
- 7B. **APPROVAL OF TWIN LAKES HOA CUSTOMER REIMBURSEMENT**  
Staff recommends approval of the proposed Twin Lakes HOA customer reimbursement. (Cost: Reimbursement in the amount of \$91,489.73)(Havey)

7C. **APPROVAL OF THE SELECTION OF HAZEN AND SAWYER TO PROVIDE ENGINEERING CONSULTING SERVICES FOR THE SANDHILL WATER RECLAMATION FACILITY ADVANCE WASTEWATER TREATMENT PROJECT AND TO AUTHORIZE THE EXECUTIVE DIRECTOR/CEO TO NEGOTIATE AND EXECUTE AN INITIAL AGREEMENT WITH HAZEN AND SAWYER FOR PRELIMINARY PROJECT TASKS IN AN AMOUNT NOT-TO-EXCEED \$250,000 (RFQU-23-095)**

Staff recommends Board approval of the selection of Hazen and Sawyer as the top ranked firm and authorization to initiate negotiation of an engineering consultant contract and scope of services with Hazen and Sawyer for the Sandhill WRF AWT project. Staff further recommends the Board authorize the Executive Director/CEO to negotiate and execute an initial agreement with Hazen and Sawyer for preliminary project tasks in a not-to-exceed amount of \$250,000. (Cost: Preliminary project task cost not-to-exceed amount of \$250,000 to be funded by budgeted FY2024 capital improvement project funds.) (Eversole)

7D. **APPROVAL OF THE FIRST AMENDMENT TO THE INTERLOCAL AGREEMENT BETWEEN OSCEOLA COUNTY, FLORIDA AND TOHO WATER AUTHORITY RELATING TO CONSTRUCTION OF NEOVATION WAY INCLUDING A TOTAL BASE AUTHORIZATION OF \$4,575,400 PLUS \$457,600 TOTAL CONTINGENCY FOR A TOTAL NOT-TO-EXCEED COST OF \$5,033,000, A TOTAL OF \$349,000 HIGHER THAN THE PREVIOUS AUTHORIZATION**

Staff requests approval of the First Amendment to the Interlocal Agreement between Osceola County, Florida and Toho Water Authority Relating to Construction of NeoVation Way. The existing approved Board authorization is \$4,684,000. Staff requests approval of this amendment to increase the total not-to-exceed authorization to \$5,033,000, based upon this additional authorization of \$349,000. This amendment includes a total base authorization of \$4,575,400 plus \$457,600 total contingency. Staff further requests authorization for the Executive Director/CEO to execute any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: This request for additional authorization of \$316,400 with a contingency of \$32,600, totaling \$349,000. The previously approved costs are: Base authorization of \$4,259,000 with a contingency of \$425,000 with the total previously approved being \$4,684,000. The new total not to exceed cost would be \$5,033,000. This project will be funded by budgeted funds, project number 113032.) (Eversole)

7E. **APPROVAL OF FOUR CONTINUING INVESTMENT BANKING FIRMS, BANK OF AMERICA SECURITIES, HILLTOP SECURITIES, RBC CAPITAL MARKETS, AND WELLS FARGO TO PROVIDE FINANCE-RELATED SERVICES**

Staff recommends the Board approve awarding RFQU-23-058 to of four continuing investment banking firms, Bank of America Securities, Hilltop Securities, RBC Capital Markets, and Wells Fargo, to provide finance related services to Toho. (Cost: None) (Henderson)

7F. **APPROVAL OF THE SIXTH AMENDMENT TO THE INTERLOCAL AGREEMENT BETWEEN THE WATER COOPERATIVE OF CENTRAL FLORIDA (WCCF) AND MEMBER UTILITIES (TOHO, POLK COUNTY, ORANGE COUNTY, CITY OF ST. CLOUD) TO PROVIDE FUNDING FOR CONSULTING, CONSTRUCTION, AND OTHER ANCILLARY WORK FOR THE CYPRESS LAKE ALTERNATIVE WATER SUPPLY PROJECT**

Staff recommends approval of the Sixth Amendment to the Cypress Lake Alternative Water Supply Project Interlocal Agreement; requests the Board of Supervisors sign the Sixth Amendment on behalf of Toho, and requests approval for the Executive Director/CEO to sign the Amendment as the agent for the City of St. Cloud pursuant to the St. Cloud/Toho Interlocal Agreement. (Cost: Work associated with the Sixth Amendment will be contracted in accordance with Toho's procurement policies. Contracts exceeding the Executive Director/CEO's approval authority will be submitted to the Board of Supervisors for approval. Total funding under this Sixth Amendment authorization will not exceed \$19,350,000 of which Toho's funding obligation is \$7,740,000.00 plus, by Agreement, Toho assumes the City of St. Cloud's obligation of \$3,225,645, and Reedy Creek Improvements District's obligation of \$644,355. Therefore, Toho's total maximum funding obligation: \$11,610,000. Toho's funding obligation will be funded by budgeted Cypress Lake Alternative Water Supply Project funds, Project #1130031.) (Beatty)

7G. Pulled

7H. **APPROVAL OF AGREEMENTS WITH CM ENGINEERING SERVICES FLORIDA, PLLC, AND ASPHALT 365 INC., FOR SIDEWALK, PAVEMENT, CURB, AND GUTTER REPAIR SERVICES (IFB-23-121)**

Staff recommends approval of IFB 23-121 for sidewalk, pavement, curb, and gutter repair services to Asphalt 365, Inc. and CM Engineering, to provide sidewalk, pavement, curb, and gutter repair services on an as-needed basis for a cumulative award not-to-exceed of \$4,200,000 for the two year term of the Agreement.

Additionally, staff requests the Board authorize the Executive Director to execute contract amendments as needed to manage the services within the total Board approved limit. (Cost: A combined total not to exceed the amount of \$2,100,000 annually with a total not to exceed cumulative amount not to exceed \$4,200,000 for the term of the Agreements.) (CWeber)

7I. **APPROVAL OF ADDENDUM 7 WITH WEBSTER ENVIRONMENTAL ASSOCIATES, INC. FOR FINAL ENGINEERING SERVICES FOR HYDROGEN SULFIDE REMOVAL IMPROVEMENTS AT THE PEABODY WATER TREATMENT PLANT INCLUDING A BASE AUTHORIZATION OF \$379,457 AND A CONTINGENCY OF \$38,000 FOR A TOTAL NOT-TO-EXCEED COST OF \$2,296,840**

The existing approved Board authorization is \$1,879,383. Staff requests approval of Addendum 7 in the amount of \$379,457 plus a \$38,000 contingency to increase the total not-to-exceed authorization to \$2,296,840. Staff requests authorization for the Executive Director/CEO to execute any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: **This request:** Addendum 7, Final engineering services for Peabody WTP \$ 379,457 with contingency\* \$38,000\* with a total request for \$417,457. The **Previous approval** was: Addenda 1 through 6 of \$1,766,052. With the remaining contingency\* of \$113,331\* and the existing approved Board authorization of \$1,879,383 gives a Total Contract Addendum Cost (excludes contingency) of \$2,145,509/Total Not-to-Exceed Cost (includes contingency) of \$2,296,840. \*Note: Requested and remaining contingencies are owner's contingencies requiring Executive Director/CEO approval to expend. These contingencies are not included in the engineering contract until any additional work is approved by the Executive Director/CEO and therefore not included in the total contract addendum cost. This project will be funded by account 122025. ) (Eversole)

7J. **APPROVAL OF A \$894,305 CONSTRUCTION CONTRACT WITH GARNEY COMPANIES, INC. FOR THE UTILITY RELOCATIONS FOR THE ORANGE BLOSSOM TRAIL AND OSCEOLA PARKWAY FDOT TRAFFIC SIGNALS PROJECT AND A \$89,000 CONSTRUCTION CONTINGENCY**

Staff requests approval of a total not-to-exceed authorization of \$983,305, which includes a base authorization of \$894,305 plus \$89,000 contingency. Staff requests authorization for the Executive Director/CEO to approve a bid and expenditure contingency and execute any such documents as are necessary to expend any

contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: Bid: \$894,305 with contingency of \$89,000 for a total this request of \$983,305.) (Pelham)

**7K. APPROVAL OF DELEGATION TO THE EXECUTIVE DIRECTOR/CEO THE NEGOTIATION AND EXECUTION OF A DEVELOPER'S SERVICE AGREEMENT FOR BALLPARK VILLAGE APARTMENTS AND INFIELD APARTMENTS PROJECTS**

Staff requests the Board rescind approval of the unexecuted DSA approved at the October 14, 2020 Board meeting. Staff further requests delegation of authority to the Executive Director/CEO to negotiate and execute a revised DSA attached hereto on behalf of the Board, allowing for all such changes approved by the General Counsel that remain in material compliance with the Board Approval of this item. (Cost: No costs associated with this item.) (Vargas)

**7L. APPROVAL OF A SUBMETERING AGREEMENT VARIANCE AND TO DELEGATE TO THE EXECUTIVE DIRECTOR/CEO THE NEGOTIATION OF SUBMETERING AGREEMENT FOR BALLPARK VILLAGE APARTMENTS**

Staff requests the Board approve the Submetering Agreement variance request based on the finding that requiring compliance with Section 7(c) of the Submetering Policy would cause undue hardship to the Owner and delegate the negotiation and execution of the Submetering Agreement to the Executive Director/CEO. (Cost: No costs associated with this item.) (Vargas)

**7M. APPROVAL OF STAFF'S RECOMMENDATION OF THREE (3) CONTINUING CONSULTANTS TO PROVIDE PERMITTING /COMPLIANCE, DATA MANAGEMENT AND ORGANIZATIONAL MANAGEMENT SERVICES TO TOHO.**

Staff recommends the Board approve the selection of Stantec Consulting Services, Inc., Carollo Engineers, Inc., and Arcadis US to provide continuing services to Toho subject to negotiation of acceptable contract terms and conditions. (Cost: None) (HWeber)

7N. Pulled

**7O. APPROVAL OF FOURTH AMENDMENTS FOR AGREEMENTS WITH NATIONAL WATER MAIN CLEANING AND ENGINEERED SPRAY SOLUTIONS, LLC FOR MANHOLE, WET WELL AND STRUCTURE SEALING, COATING AND LINING SERVICES (IFB-19-086)**



Staff recommends approval of the Fourth Amendments to Agreements with National Water Main Cleaning Company and Engineering Spray Solutions, LLC for manhole sealing, coating and lining services. Staff further requests the Board authorize the Executive Director/CEO to execute any addendums or other such documents with ESS and NWMC necessary to expend up to the total not-to-exceed limit of \$5,922,000 approved by the Board. (Cost: \$5,922,000 (Previously approved \$5,122,000 + this request for \$800,000) (CWeber)

7P. Pulled

7Q. **APPROVAL OF A SUBMETERING AGREEMENT VARIANCE AND TO DELEGATE TO THE EXECUTIVE DIRECTOR/CEO THE NEGOTIATION OF SUBMETERING AGREEMENTS FOR THE INFIELD APARTMENTS PROJECT**

Staff requests the Board approve the Submetering Agreement variance request based on the finding that requiring compliance with Section 7(c) of the Submetering Policy would cause undue hardship to the Owner and delegate the negotiation and execution of the Submetering Agreement to the Executive Director/CEO. (Cost: No costs associated with this item.) (Vargas)

7R. **APPROVAL OF CPH, LLC 's \$26,267.00 SCOPE OF SERVICES ADDENDUM FOR DESIGN AND CONSTRUCTION ADMINISTRATION SERVICES TO ADD THE BUENA VENTURA LAKES LIFT STATION #1 TO THE LIFT STATION BYPASS PUMPS (11 STATIONS) PROJECT AND A \$67,500 CONTINGENCY FOR TWO BYPASS PUMP DESIGNS AT WATER RECLAMATION FACILITIES FOR TOTAL OF \$93,767.**

The existing approved Board authorization is \$192,460.00. Staff requests approval of this addendum and contingency to increase the total not-to-exceed authorization to \$286,227.00, based upon this addendum of \$26,267.00 and contingency of \$67,500.00. Staff requests authorization for the CEO/Executive Director to execute the change order and any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: This request: Design Scope and Services \$26,267 and contingency of \$67,500 for a total this request of \$93,767. The previously approved requests were for design fee of \$184,960 and contingency of \$7,500 with a total previously approved of \$192,460. Amounting to a total not-to-exceed cost of \$286,227.) (Pelham)

7S. **THE BOARD IS REQUESTED TO APPROVE AMENDMENT #1 OF**

**INTERLOCAL AGREEMENT WITH OSCEOLA COUNTY FOR THE SIMPSON ROAD PHASES 2, 3, AND 4 (NORTH SEGMENT) IMPROVEMENTS PROJECT INCREASING THE PROJECT FUNDING BY \$4,819,241.76 TO A TOTAL OF \$27,447,607.88.**

The existing Board approved authorization is \$22,628,366.12. Staff requests approval of this ILA Amendment #1 that will increase the total not-to-exceed authorization to \$27,447,607.88. The ILA includes a bid of \$24,952,370.80 and construction contingency of \$2,495,237.08. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend any contingency and CEI funding, provided that the total contract expenditures remain within the total not to exceed contract limit approved by the Board. (Cost: This request is for additional construction funding of \$4,381,128.87 and additional construction contingency of \$438,112.89 for a total this request of \$4,819,241.76. The previously approved costs were for construction estimate of \$20,571,241.93 and contingency of \$2,057,124.19 totalling \$22,628,366.12. This gives a total not-to-exceed cost of \$27,447,607.88.) ( Pelham)

**7T. APPROVAL OF \$1,391,791.05 FOR ADDITIONAL FUNDING FOR THE FORTUNE ROAD/LAKESHORE BOULEVARD MULTI-USE TRAIL UTILITIES ADJUSTMENT PROJECT INCREASING THE TOTAL AUTHORIZATION TO \$8,234,556.05.**

The existing Board approved authorization is \$6,842,765.00. Staff requests approval to increase the approved authorized amount by \$1,391,791.05 to the new total not-to-exceed authorization to \$8,234,556.05 which includes an estimated \$1,937,925.00 for relocation work, \$37,925.00 for engineering fees, and a \$190,000 contingency. Staff further requests authorization for the CEO/Executive Director to execute the final change order, design contract, and any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: This request for additional construction and design fee of \$1,937,925.00 with contingency of \$190,000.00 which totals \$2,127,925.00. Less available funds of (\$736,133.95), the amount requested here is \$1,391,791.05. The previously approved (Toho service area original contract) was for the Bid at \$6,017,765.00 and construction contingency of 10% at \$825,000.00 which totaled \$6,842,765.00. With the new request, this now amounts to a not-to-exceed total of \$8,234,556.05.) (Pelham)

**7U. APPROVAL OF AMENDMENT #1 OF THE INTERLOCAL AGREEMENT WITH OSCEOLA COUNTY FOR THE FORTUNE ROAD/SIMPSON ROAD INTERSECTION PROJECT**

**INCREASING THE PROJECT FUNDING BY \$2,918,424.00 TO A TOTAL OF \$16,218,524.00**

The existing Board approved authorization is \$13,300,100.00. Staff requests approval of this ILA Amendment that will increase the total not-to-exceed authorization to \$16,218,524.00. The ILA Amendment includes a bid of \$14,480,825.00, construction contingency of \$1,448,082.50 and CEI funding of \$289,616.50. Staff further requests authorization for the CEO/Executive Director to execute any such documents as are necessary to expend any contingency and CEI funding, provided that the total contract expenditures remain within the total not to exceed contract limit approved by the Board. (Cost: This request for additional construction funding of \$2,389,825.00 with additional construction contingency of \$238,982.50 and CEI funding of \$289,616.50 which totals \$2,918,424.00. The previously approved costs were for construction estimate of \$12,091,000.00 and contingency of \$1,209,100.00 which totaled \$13,300,100.00. This new request brings the total requested not-to-exceed amount to \$16,218,524.00.) (Pelham)

**7V. APPROVAL OF THE AUTHORIZATION FOR THE EXECUTIVE DIRECTOR TO EXECUTE THE CONTRACT FOR THE SERALAGO EMERGENCY SERVICES**

Staff requests that the Board authorize the Executive Director to execute any such documents necessary to contract emergency services and notify the Board Chairman of the awarded contractor the bid amount and the contingency.) (Cost: Not yet determined) (Pelham)

**7W. APPROVAL OF THE CONSTRUCTION LOW BID OF \$1,330,005.00 FOR THE TOHO ADMINISTRATION BUILDING MODIFICATION AND UPS SYSTEM REPLACEMENT PROJECT AND A \$120,000 CONTINGENCY.**

Staff requests approval of a total not-to-exceed authorization of \$1,330,005.00, which includes a base authorization of \$1,210,005.00 plus \$120,000.00 contingency. Staff requests authorization for the Executive Director/CEO to execute the construction agreement any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board.) (Cost: Bid amount of \$1,210,005.00 with contingency of \$120,000.00 for a total-not-to-exceed amount of \$1,330,005.00) (Pelham)

**7X. APPROVAL OF \$641,293.08 FOR THE PURCHASE OF FURNITURE AND RELATED ITEMS FOR THE ADMINISTRATION BUILDING IMPROVEMENTS TO ACCOMMODATE STAFF**

**GROWTH AND A \$64,000 CONTINGENCY FOR A TOTAL NOT-TO-EXCEED REQUEST OF \$705,293.08**

Staff requests approval of a total not-to-exceed authorization of \$705,293.08, which includes a base authorization of \$641,293.08, plus \$64,000.00 contingency. Staff requests authorization for the Executive Director/CEO to execute the furniture and related items purchase agreement any such documents as are necessary to expend any contingency, provided that the total expenditures remain within the total not-to-exceed limit approved by the Board. (Cost: the quote amount of \$641,293.08 and contingency of \$64,000.00 for a Total This Request of \$705,293.08.) (Pelham)

7Y. **APPROVAL OF A \$470,717 CONSTRUCTION CONTRACT AWARD WITH VK JENSEN ENTERPRISES FOR THE TOHO-TOHO EAST (ST. CLOUD) INTERCONNECTION – CROSS PRAIRIE PARKWAY/MACY ISLAND ROAD PROJECT AND A \$50,000 CONSTRUCTION CONTINGENCY FOR A TOTAL REQUEST OF \$520,717.**

Staff recommends approval of the bid award to VK Jensen Enterprises. The existing Board approved authorization is \$363,000. Staff requests approval to increase the approved authorization amount by \$157,717 to the new total not-to-exceed authorization of \$520,717 which includes \$470,717 for the construction bid and a \$50,000 contingency. Staff further requests authorization for the CEO/Executive Director to execute the construction contract agreement any such documents as are necessary to expend any contingency provided that the total contract expenditures remain within the total not-to-exceed contract limit approved by the Board. (Cost: Request for Additional Funding of \$140,717 with Contingency of \$17,000 for a Total This Request of \$157,717. The Previously Approved amount, from April 12<sup>th</sup> 2023 Board was \$330,000 with Contingency of \$33,000 making a not-to-exceed total of \$520,717.) (Pelham)

8. **Informational presentations:**

8A. **QUARTERLY INVESTMENT REPORT BY PFM GROUP – QUARTER ENDING JUNE 30, 2023**

Informational only, no action required by the Board. (Cost: None) (Henderson)

8B. **QUARTERLY FINANCIAL SUMMARY – QUARTER ENDING JUNE 30 2023**

Informational only, no action required by the Board. (Cost: None) (Villarosa)

- 8C. **2022 CUSTOMER SERVICE SURVEY RESULTS UPDATE**  
Informational only, no action required by the Board. (Cost: None)  
(Havey)

9. **Unfinished business:** None.

10. **New business:**

- 10A. **TIMELINE FOR PUBLIC HEARING ON RATE ADJUSTMENTS**  
Staff recommends that the Board ratify the July 19, 2023 budget workshop direction to hold a public hearing on the rate plan to increase rates by 5% per year for the next 5 years, including closing the reclaimed water rates as a percentage of irrigation rates, starting in fiscal year 2024 and choose the public hearing date of September 9, 20 or October 11, 2023. (Cost: None) (Henderson)

11. **Staff reports:**

11A. Pulled.

- 11B. **WATER CONSERVATION REPORT - QUARTER 3 2023**  
Informational only, no action required by the Board. (Cost: None)  
(Tilley)

11C. Pulled

- 11D. **GRAVITY SEWER, FORCE MAIN, AND WATER MAIN EMERGENCY REPAIR STATUS**  
Information only – no action is required by the Board. (Cost: Report only, costs exceeding the Executive Director’s authorization are submitted to the Board for information if the Executive Director approves repairs as an emergency.) (Pelham)

12. **Comments:**

Board Officials  
Executive Director  
General Counsel

13. **Upcoming events:**

**August**

Water Quality Month

8/1/2023

US Victory Day	8/14/2023
Senior Citizen's Day	8/21/2023
Women's Equality Day	8/26/2023

**September**

Labor Day	9/4/2023
Patriot Day	9/11/2023
Grandparent's Day	9/10/2023
Hispanic Heritage Month	9/15/2023
City of Kissimmee Food Truck Fly-In Event	9/16/2023
Good Neighbor Day	9/28/2023