Toho Water Authority

**951 Martin Luther King Boulevard, Kissimmee, FL**
www.tohowater.com 407.944.5000

# Board of Supervisors
# Regular Meeting Minutes
# Wednesday July 16, 2025

| Present: | |
|---|---|
| Chairman - Henry Thacker<br>Vice Chairman – Rayelynne Ketchum<br>Secretary – Tom White<br>Supervisor - Hector Lizasuain<br>Supervisor – Dave Askew<br>Supervisor – Gary Phillips | Executive Director – Todd P. Swingle<br>General Counsel – Anthony Cotter<br><br>Ex Officio Board Member,<br>City of St Cloud - Kolby Urban |

**Absent:** Supervisor – John McAleenan
Ex Officio Board Members: Osceola County - Cheryl Grieb,
City of Kissimmee Angela Eady, Polk County – Becky Troutman.

1. **Meeting called to order by**: **Chairman Thacker at 5.00pm.**
   Swearing in of Gary Phillips, as Board Member representing Polk County, was completed by Kelly Shrieves.

2. **Moment of Silent Reflection and Pledge of Allegiance** led by **Chairman Thacker.**

3. **Approval of the Agenda**

   **CEO Swingle proposed to bring Section 10 New Business forward, to after Consent Agenda items, and also added item 10B Florida DEP Lake Okeechobee Basin Management Action Plan.**

   **Motion to approve the Agenda, with adjustments proposed by CEO Swingle, made by Vice Chair Ketchum. Motion seconded by Supervisor Askew. Motion passed 6-0.**

4. **Awards and Presentations:** None

5. **Public Hearing:** None

6. **Hear the Audience:**

   Meeting floor was opened for Hear the Audience. This item is for comments/questions relating to topics not listed on this meeting's Agenda. No further comments were received, and Hear the Audience was closed.

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## 7. Consent Agenda

7A. **REQUEST APPROVAL OF THE TOHO BOARD MEETING MINUTES OF JUNE 25, 2025** (Cost: None) (A. Smith)

7B. **APPROVAL AND EXECUTION OF THE SECOND AMENDMENT TO AGREEMENT WITH ODYSSEY MANUFACTURING, FOR CHEMICAL SYSTEM MAINTENANCE AND REPAIR (IFB-21-052)** (Cost: Total Authorized to Date: $1,693,230. This Approval Cost: $280,000. Cumulative Total: $1,973,230) (E. Williams)

7C. **APPROVAL AND EXECUTION OF BID WAIVER 25-008 AGREEMENT WITH AERZEN RENTAL USE, LLC, FOR BLOWER RENTALS.** (Cost: Total Authorized to Date: $0. This Approval Cost: $495,000. Cumulative Total $495,000) (D. Vedner)

7D. **APPROVAL AND EXECUTION OF IFB-25-020 AGREEMENT WITH PROFESSIONAL PIPING SERVICES INC. FOR POLY PIG PIPING SERVICES.** (Cost: Total Authorized to Date: $0. This Approval Cost: $1,326,000. Cumulative Total: $1,326,000) (J. Leslie)

7E. **APPROVAL AND EXECUTION OF THE 2ND Amendment to AGREEMENT WITH XYLEM DEWATERING AND THE 1ST AMENDMENT TO AGREEMENT WITH SYNERGY RENTS, FOR bypass pump rentals (IFB-22-069).** (Cost: Total Authorized to Date: $1,325,000. This Approval Cost: $450,000. Cumulative Total: $1,775,000) (J. Leslie)

7F. **THE APPROVAL AND EXECUTION OF A CONSTRUCTION CONTRACT WITH ACCURATE DRILLING SYSTEMS, INC. FOR THE CONSTRUCTION OF THE CYPRESS LAKE ALTERNATIVE WATER SUPPLY RAW WATER MAIN PROJECT.** (Cost: Total Authorized to Date: $0 This Approval Cost: $4,708,000. Cumulative Total: $4,708,000) (D. Beatty)

7G. **APPROVAL AND EXECUTION OF A DEVELOPER'S SERVICE AGREEMENT (DSA) WITH LAVENDER ON THE LAKE, INC. FOR LAVENDER ON THE LAKE PROJECT** (Cost: None) (C. Clough)

7H. **APPROVAL OF CHANGE ORDER 2 FOR SOUTH BERMUDA TO PARKWAY REUSE INTERCONNECT PROJECT (IFB-24-188)** (Cost: Total Authorized to date: $3,270,340. This Approval Cost: $1,350,725. Cumulative Total: $4,621,065) (P. Talavera)

7I. PULLED

7J. **APPROVAL AND EXECUTION OF A DESIGN SCOPE OF SERVICES ADDENDUM WITH TETRA TECH, INC. FOR THE JONES ROAD WASTEWATER IMPROVEMENTS PROJECT.** (Cost: Total Authorized to Date: $32,430. This Approval Cost: $740,214.

Cumulative Total: $772,644.) (K. Webster)

7K. **APPROVAL AND EXECUTION OF THE INTERLOCAL AGREEMENT (ILA) AMENDMENT #1 BETWEEN THE CITY OF KISSIMMEE AND TOHO WATER AUTHORITY FOR THE MIRADOR AT WOODSIDE APARTMENTS DRAINAGE PROJECT.** (Cost: Total Authorized to Date: $0. This Approval Cost: $7,714,000. Cumulative Total: $7,714,000) (K. Burgess)

7L. **APPROVAL AND EXECUTION OF DESIGN SCOPE OF SERVICES ADDENDUM AND DESIGN CONTINGENCY WITH TETRA TECH FOR THE OLD PLEASANT HILL/REEDY CREEK WATER MAIN CROSSING PROJECT.** (Cost: Total Authorized to Date: $217,400. This Approval Cost: $404,884. Cumulative Total: $622,284) (M. Smart)

7M. **APPROVAL AND EXECUTION OF PBA-25-012 AGREEMENT WITH DGR SYSTEMS LLC, FOR PROVISION OF FORTIGATE HARDWARE, EQUIPMENT, PRODUCTS, AND RELATED SERVICES** (Cost: Total Authorized to Date: $249,104. This Approval Cost: $1,700,000. Cumulative Total: $1,949,104) (J. Rodriguez)

7N. **APPROVAL AND EXECUTION OF PIGGYBACK AGREEMENT BETWEEN TOHO WATER AUTHORITY AND EPIC ENGINEERING & CONSULTING GROUP, LLC (EPIC) FOR SIMPLIFY i3® SOFTWARE-AS-A-SERVICE (SaaS) PLATFORM (PBA-25-018) AND TASK AUTHORIZATIONS ON A PER PROJECT BASIS** (Cost: Total Authorized to Date: $0.00 - GSA Pilot Phase was $150,000. This Approval Cost: N/A - Task Authorizations. Cumulative Total: $0.00) (M. Chavez)

7O. **APPROVAL AND EXECUTION OF SIMPLIFY i3® - ENHANCEMENTS FOR CIP DATA MANAGEMENT - TASK AUTHORIZATION # 1.** (Cost: Total Authorized to Date: $0.00 This Approval Cost: $295,490.00 - Task Authorization #1. Cumulative Total $295,490.00 (M. Chavez)

7P. **APPROVAL OF ADVANCED UTILITY SYSTEMS (AUS) LICENSES AND CIS INFINITY RENEWALS FOR TOHO EAST AND WEST** (Cost: Total Authorized to Date: $322,500. This Approved Cost of $395,825.45. Cumulative Total $718,325.45) (M. Aviles)

**Motion to approve Consent Agenda items, made by Secretary White. Motion was seconded by Vice Chair Ketchum. Motion passed 6-0.**

**10. New business:**

10A. **REQUEST BY THE NRP GROUP FOR A VARIANCE FROM TOHO EFFICIENCY PROGRAM REQUIREMENTS FOR THE OSCEOLA VILLAGE APARTMENTS DEVELOPMENT.** (Cost: None) (V. Vargas) This item was addressed before Section 8.

The developer installed 180 non-compliant washing machines in violation of Toho Efficiency Program (TEP) standards. Mr. Jonathan Finney, NRP Construction (the developer), of 6612 Hollow Drive, addressed the Board to acknowledged the error, accepted responsibility, and committed to future compliance. Staff proposed that this is a policy matter and Board can approve, deny or modify the proposal. The developer offered a payment of $20,000 and $15,000 donated to the TEP program; Board discussed and proposed $32,068.03 in additional SDCs, with the $15,000 donation to the TEP (increased from original $10,000 proposal) a total payment of $47,068.03.

**Motion for $32,068.03 donated by the developer, with an additional $15,000 donation to the TEP program, made by Vice Chair Ketchum, seconded from Supervisor Lizasuain. Motion carries 6-0.**

10B. **FDEP BAP EXTENSION FOR LAKE OKEECHOBEE BASIN PLAN.** FDEP Adoption of Lake Okeechobee BMAP has some language which is causing concern and, although Toho is anticipating that the adoption will be approved, if not, staff is requesting Board authorization to file for an extension of time in consultation with the Board Chair to comment and, if denied, file a petition for administrative hearing or declaratory statement.

**Motion approved by Secretary White, seconded by Supervisor Lizasuain. Motion carries 6-0.**

**8.** Informational presentations:

8A. **CUSTOMER SERVICE UPDATE / ISSUE IDENTIFICATION AND RESOLUTION** (Cost: None) (H. Havey)

Heather Havey, Chief Stakeholder Services, presented an update highlighting over 23,000 endpoints replaced since February; 54,000 manual reads completed. The annual customer survey will be discussed in more detail, in August. The proposed KPI was introduced to track percentage of error-free bills, focusing on field-to-office communication, work order management, training, and process improvements.

8B. **COMPUTERIZED MAINTENANCE MANAGEMENT SYSTEM UPDATE.** (Cost: None) (H. Weber) Hillary Weber, Chief Technical Services Officer, presented the evaluation of work order/asset tracking systems. Cityworks and Simplify i3 (EPIC) were the final options based on service, cost, and implementation timeline. Simplify i3 emerged as the preferred choice due to its faster implementation, lower cost, and proven success with peers like the City of Orlando and Orlando International Airport. EPIC offers a performance guarantee, requiring payment only for pilot and customer service components if Toho is satisfied. Staff plan to develop business processes and present a task authorization in August. CEO Swingle noted EPIC's flexible, purpose-built solutions. Funding will come from the upcoming fiscal year budget. The Board expressed consensus with no further comments.

9. **Unfinished business:** None

10. **New Business:**

10A. **REQUEST BY THE NRP GROUP FOR A VARIANCE FROM TOHO EFFICIENCY PROGRAM REQUIREMENTS FOR THE OSCEOLA VILLAGE APARTMENTS DEVELOPMENT.** (Cost: None) (V. Vargas) This item was addressed before Section 8.

11. **Staff reports:**

11A. **PUBLIC RELATIONS QUARTERLY REPORT FOR APRIL-JUNE 2025** (Cost: None) (M. Grayson)

11B. **INFRASTRUCTURE EMERGENCY REPAIR STATUS** (Cost: None) (L. Sheilds)

11C. **CUSTOMER CREDITS BETWEEN $10,000 AND $50,000** (Cost: One (1) adjustment for a total of $16,836.48.) (H. Havey)

11D. **MONTHLY FINANCIAL & STATISTICAL REPORT ENDING MAY 31, 2025** (Cost: None) (T. Villarosa)

11E. **ASSETS AND INFRASTRUCTURE CAPITAL PROJECT CONTINGENCY STATUS REPORT** (Cost: None) (R. Pelham)

12. **Comments:**

**Board Officials** – none
**Executive Director** – Supervisor Phillips was welcomed and Commissioner Becky Troutman, who was appointed as ex officio by Polk County. Marketing efforts to include Osceola Magic partnership was confirmed. Toho is recognized as "Utility of the Future Today" for the 8th year. $250,000 state appropriation recommended for a Poinciana utility project and a Board group photo scheduled before August meeting.

**General Counsel** – BMAP extension request is ready to be filed; further discussions pending. Supervisor Phillips will receive an updated Board Member handbook this evening and all Board Members were offered a refresh of their handbooks, if needed.

**13. Upcoming events:**

**Adjournment:**

There being no further business to come before the Board, the meeting was adjourned at 5.48 pm by Chairman Thacker.

**Approved:**

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**Henry Thacker, Chairman**

**Attest:**

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**Tom White, Secretary**