

TAUNTON MUNICIPAL LIGHTING PLANT

MINUTES OF MEETING

TIME: Tuesday, October 15, 2024 4:00 PM – 4:36 PM

PLACE: Office of the Commission

PRESENT: Chairman Strojny (Absent), Commissioner Corr, Commissioner DeMelo, Manager Holmes, Mr. Christopher Pollart (KP Law), Ms. Ready, Mr. Frank, Mr. Melanson, Mr. Parrotta, Ms. Graca, Mr. Medeiros, Mr. Worthington, Mr. Mizejeski, Mr. Sousa, Mr. Mitchell Corr, Mr. Matt Brennan (Collective Sun)

Commissioner DeMelo called the meeting to order.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to appoint Commissioner DeMelo as acting Chairman Pro Tem for this meeting in the absence of Chairman Strojny. Motion carried.

24-133

Commissioner DeMelo called for a roll call.

Present

Absent

Commissioner DeMelo
Commissioner Corr

Chairman Strojny

MINUTES OF SEPTEMBER 16, 2024

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve. Motion carried.

24-134

REGULAR WARRANT OF SEPTEMBER 19, 2024

REGULAR WARRANT OF SEPTEMBER 26, 2024

REGULAR WARRANT OF OCTOBER 3, 2024

REGULAR WARRANT OF OCTOBER 10, 2024

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve. Motion carried.

24-135

AUTHORIZATION TO ADVERTISE FOR SEALED BIDS AND/OR PROPOSALS:

Request for Sealed Bids for 500 kVA 277/480v Pad-Mounted Transformers

Manager Holmes read the memo into the record:

The TMLP Engineering Department is requesting to send out sealed bids for 500 kVA 277/480v pad-mounted transformers. The last time we purchased this size and voltage was in 2022 and we are expected to exhaust our inventory in the next twelve months. The estimated cost is \$50,000 each. This order should last roughly two years but is dependent on electric vehicle charging projects.

Commissioner DeMelo asked how many are we getting.

Manager Holmes stated so I don't recall how many we ordered the last time but we left is somewhat open-ended depending on the pricing. Sometimes they price in batches and you can get a lower price. The Commission would ultimately award the bid when it comes in and we would identify exactly how many we are purchasing at that time.

Motion by Commissioner Corr, seconded by Commissioner DeMelo approve the request for sealed bids for 500 kVA 277/480v pad-mounted transformers. Motion carried. 24-136

AWARD OF SEALED BIDS AND/OR PROPOSALS

Award of Sealed Bid for IFB 24-18R Unit 9 Boiler Parts

Manager Holmes read the following bid evaluation into the record:

| IFB 24-18R UNIT 9 BOILER PARTS | | | | |
|--|------------|------------|--------------|----------|
| TMLP COMMISSION AWARD RECOMMENDATION | | | | |
| Bidders | Meets Spec | Unit Price | Total Price* | Comments |
| Helfrich Brothers Boiler Works, Inc. Lawrence, MA | Yes | 1,295 | \$85,470.00 | |
| O'Connor Corporation Canton, MA | Yes | 1,385 | \$92,183.00 | |
| *Includes Freight Cost | | | | |

Recommendation:

Based upon the above, the TMLP Power Production Project Team recommends the TMLP Commission award IFB 24-18R Unit 9 Boiler Parts to Helfrich Brothers Boiler Works for a total price of \$85,470.00.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to award the bid for IFB 24-18R Unit 9 Boilers Parts to Helfrich Brothers Boiler Works for a total price of \$85,470.00 per the recommendation of the Power Production Project Team. Motion carried. 24-137

COMMUNICATIONS:

Major Project Request – City of Taunton Municipal Area Network Upgrade

Manager Holmes read the following Major Project Request into the record:

Project Title: *City of Taunton Municipal Area Network Upgrade*

Project Description: *Replace the City of Taunton’s Wide Area Network (WAN) equipment. The current routers were installed in 2014 and support is set to expire in December 2024. The project will be reimbursed by the City over a ten-year contract.*

Project Justification: *Upgrading the City of Taunton’s WAN equipment:*

1. *The City of Taunton signed a new contract that will reimburse this expenditure throughout a 10-year agreement.*
2. *Existing equipment from the manufacturer is nearing the end of support in December 2024.*
3. *Existing infrastructure only support 10 Gbps, not the required 25 Gbps bandwidth.*
4. *Replacing 10-year old equipment.*

Alternates Considered:

1. *Maintain existing end-of-life and non-supported routers until failure.*
2. *Acquire used equipment to support and maintain an outdated system.*

Budget Estimate: *Project Start Year: 2025*
 Total Amount Requested: \$300,000.00

Commissioner DeMelo asked so when we talk the City of Taunton are we talking specifically City Hall.

Mr. Thomas Worthington was invited to the table.

Mr. Worthington stated so the network we are supporting for the City of Taunton connects a whole bunch of municipalities of the City (i.e. Police and Fire, water and schools).

Commissioner DeMelo stated schools of course because I serve on the School Committee and we had some issues there and I just wanted to make sure that it is covered and it is. Thank you so much for explaining that and it is critical that we definitely do the upgrade.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve the Major Project Request for the City of Taunton Municipal Area Network Upgrade for a Budget Estimate of \$300,000.00. Motion carried. 24-138

Major Project Request – Internet Core Router Replacement

Manager Holmes read the following Major Project Request into the record:

Project Title: *Internet Core Router Replacement*

Project Description: *Replace the Internet Services Group (ISG) core router to support the Internet Services customers. The current routers were installed in 2008 and support is set to expire in June 2025.*

Project Justification:

Upgrading the Internet core routers to support:

- 1. New Internet routing protocols and requirements, which include 2 million routes.*
- 2. Existing router are nearing the end of support from the manufacturer in June.*
- 3. It supports 100 Gbps optics and 1 Tbps total throughput.*
- 4. Replace 16 year old equipment.*
- 5. Incorporate Distributed Denial of Service (DDoS) suppression features locally.*

Alternates Considered:

- 1. Maintain existing products until bandwidth and hardware failure.*
- 2. Acquire spare equipment to support and maintain an outdated system.*

Budget Estimate: *Project Start Year: 2024*
 Total Amount Requested: \$360,000.00

Commissioner DeMelo asked what the timeline is to implement all this stuff.

Mr. Worthington responded these are actually pretty quick. It will take some professional services that we will have to evaluate when we go to implement them, but really that is two pieces of equipment. It will be the bottle-neck of our network that is going to keep us from buying higher bandwidths from our upstream provider and this year we have actually set the foundation a layer below that can handle higher bandwidths than our actual top router so this is to get rid of our bottle-neck. It is pretty quick and the reason why we came here now for these projects in 2025 is because CISCO has very aggressive pricing for the end of 2024, we want to take advantage of the best price we can get to save the customers money.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to approve the Major Project Request for the Internet Core Router Replacement for a budget estimate of \$360,000.00. Motion carried.

24-139

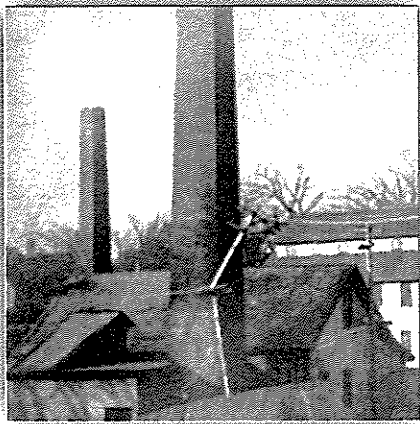
Presentation – Unit 9 Update Summer 2024

The Commission invited Mr. Zachary Sousa to the table to do the following presentation.

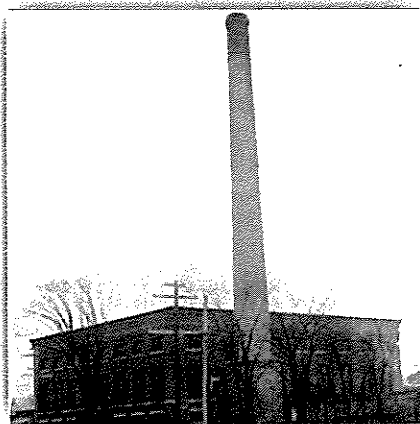
SLIDE #1: Unit 9 Update – Summer 2024

SLIDE #2: TMLP Generation History

1886: Taunton Electric Company (Purchased by the City of Taunton in 1897)

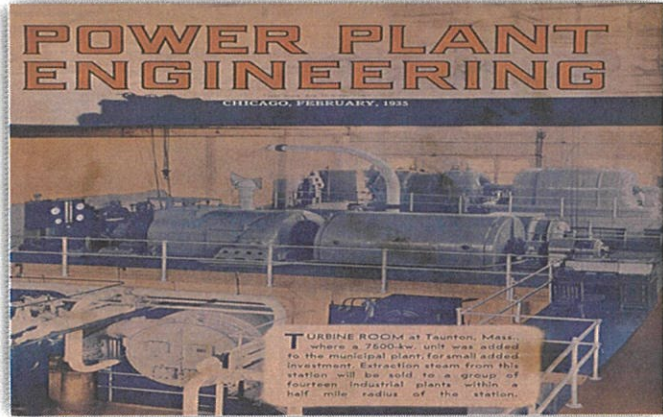


1898: TMLP buys property on West Water Street to build a new plant



SLIDE #3: TMLP Generation History

1902 – 1976: Units 2, 3, 4, 5, 6 and 7 at West Water Street

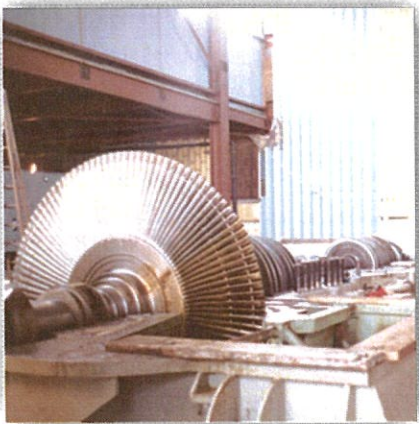


SLIDE #4: TMLP Generation History

1965: Cleary Station Unit 8



1975: Cleary Station Unit 9



SLIDE #5: TMLP Generation Today

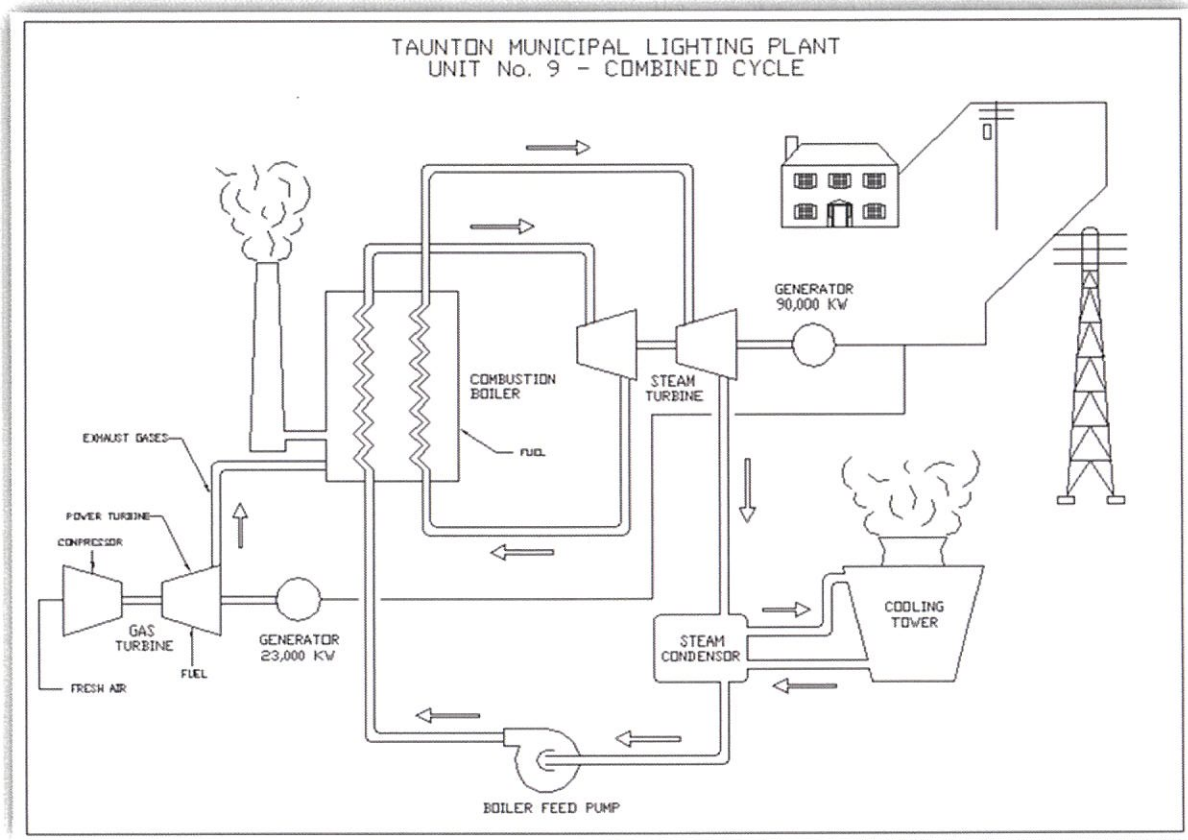
Cleary Station

- Unit 9: 110 MW, oil/gas fired, combined cycle, operational in 1975
- Battery Energy Storage System (BESS): 3 MW/6 MWh, operational in 2020

West Water Street

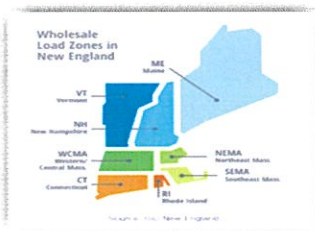
- 10 MW, diesel engines, operational in 2017

SLIDE #6: Unit 9

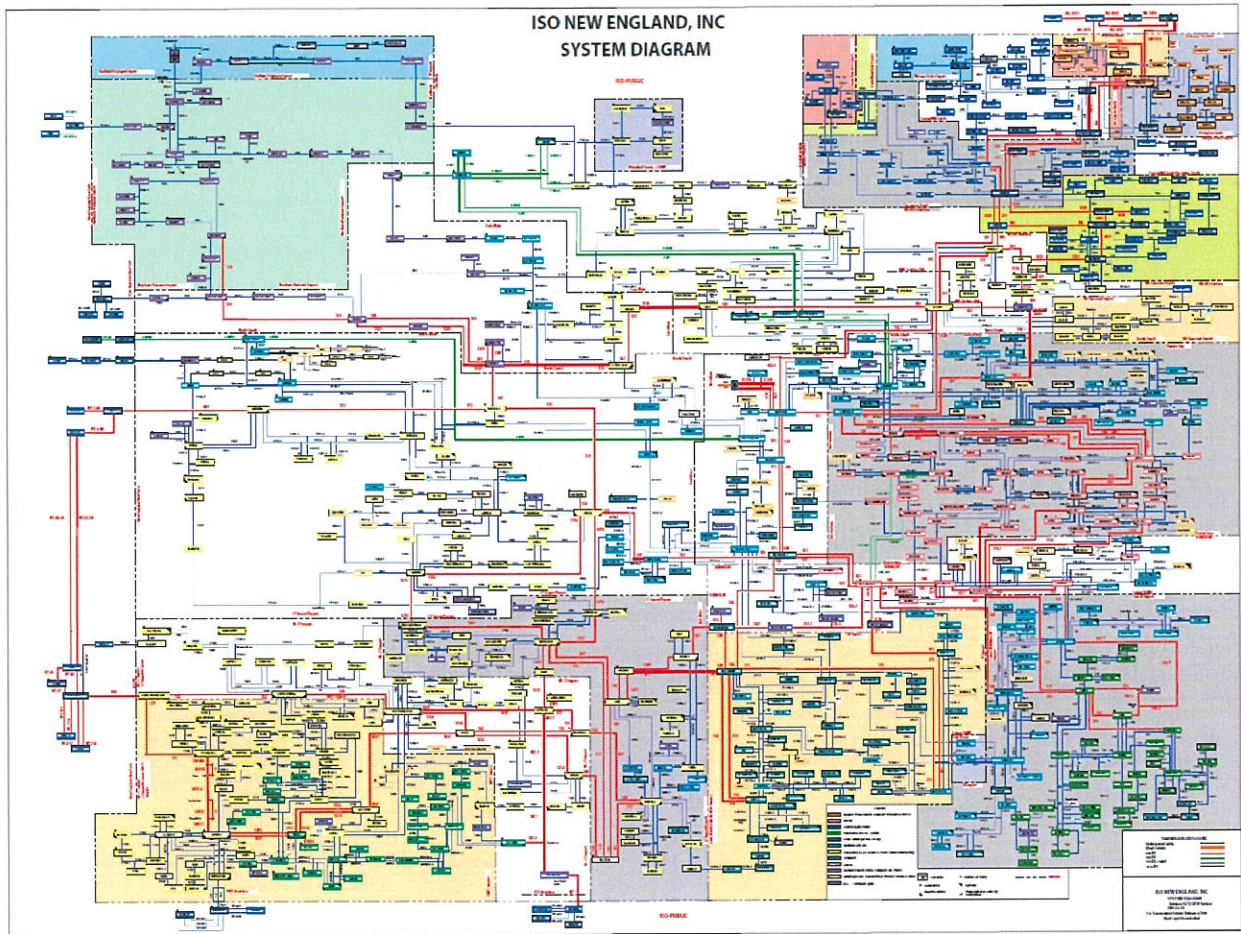


SLIDE #7: ISO – New England

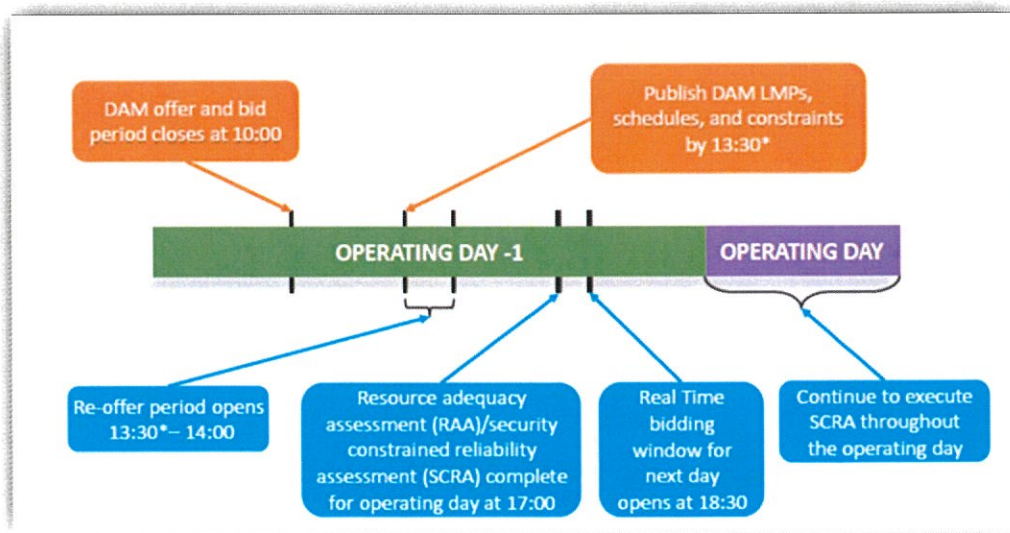
ISO-NE is responsible for keeping electricity flowing across the six New England states and ensuring that the region has reliable, competitively priced electricity.



SLIDE #8: ISO New England System Diagram



SLIDE #9: Unit 9

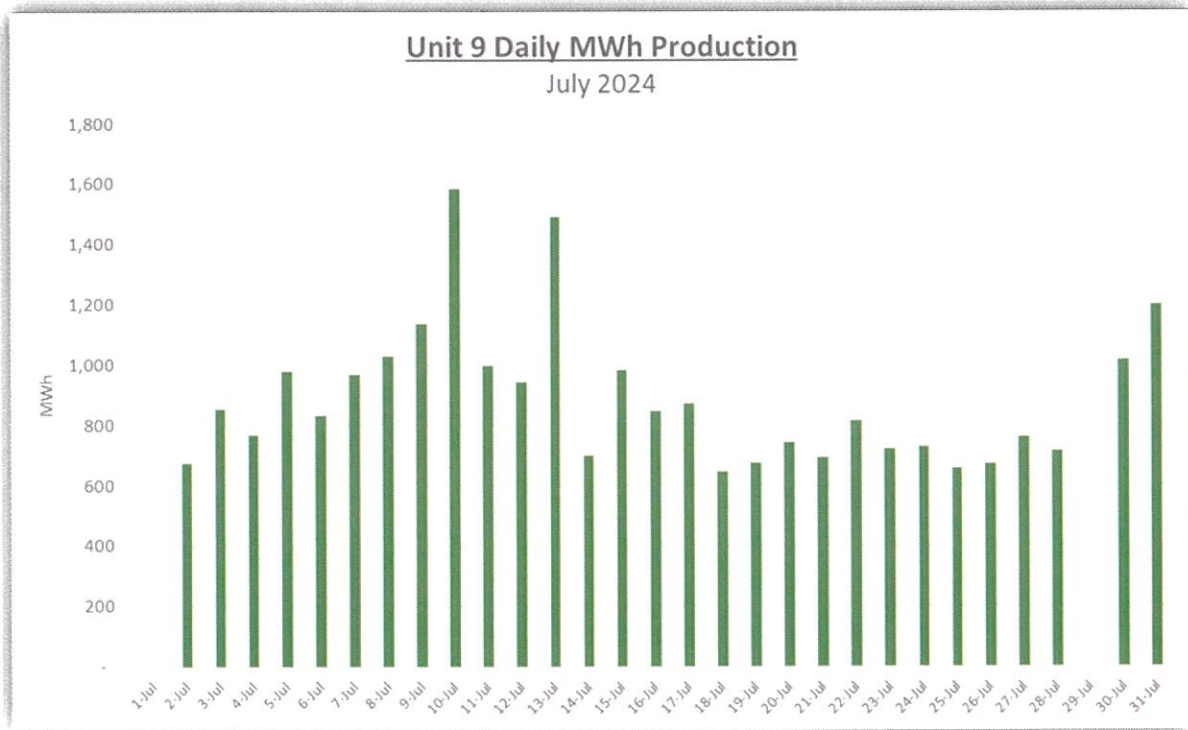


- Unit 9 participates in ISO New England’s Forward Capacity, Day-Ahead and Real-Time Energy Markets.
 - Each morning, Unit 9 is bid into the Day-Ahead market.
 - Bid price is based primarily on the price of natural gas and oil.
 - In the afternoon, next-day market results are available, and Unit 9’s schedule for the following day is determined.

SLIDE #10: July 2024 Run Streak

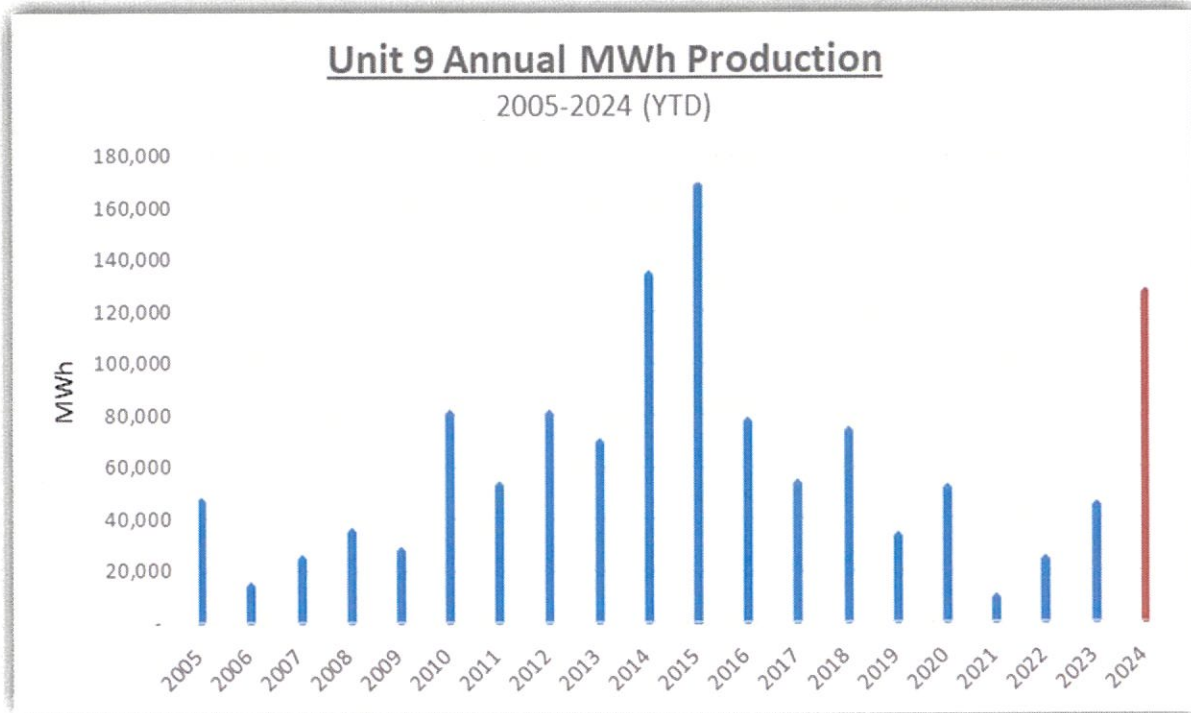
Unit 9 Daily MWh Production

July 2024



Unit 9 successfully ran for 27 consecutive days from July 2 to July 28, 2024. This was the longest streak dating back to 1996 and broke the previous record of 26 runs in September 2002.

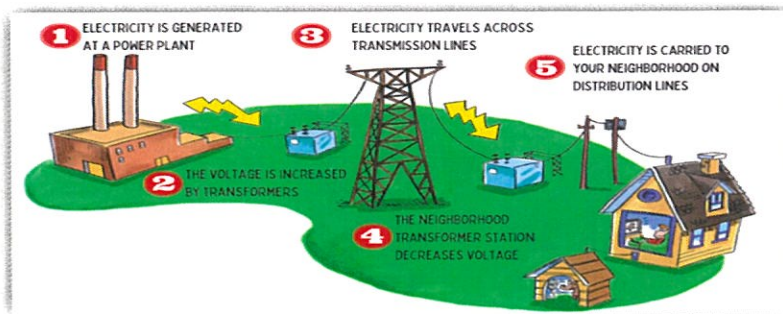
SLIDE #11: Annual MWh Production



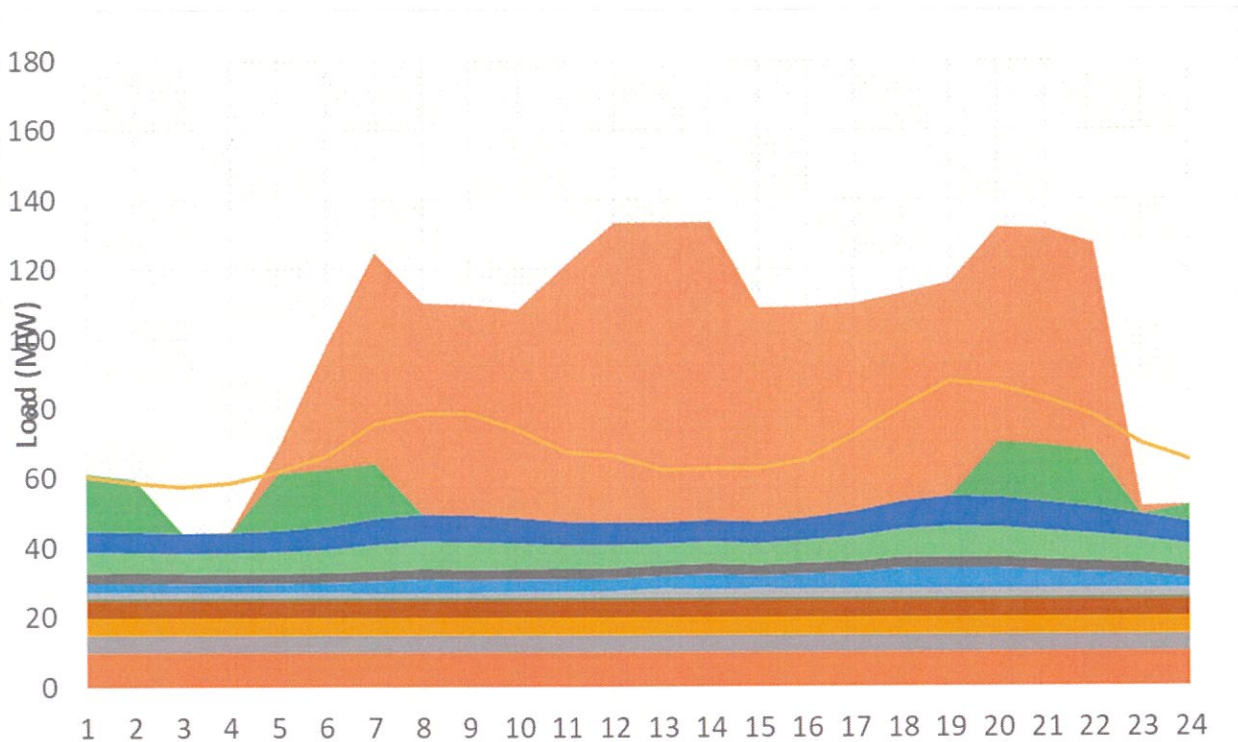
- Through the end of September, Unit 9 is on pace for the most runtime since 2015.
- In July, August and September, Unit 9 ran 79 out of 92 days (86%).

SLIDE #12: Protecting the Rate Payer

- Having local power generation is like having an insurance policy on your power supply.
- When Cleary runs, TMLP uses the power generated to supply our customers rather than have to purchase the power from the volatile real-time market. This helps reduce the overall cost to TMLP and the rate payers.
- TMLP's power generating capabilities continue to shield rate payers from price spikes in the energy market.



SLIDE #13: Power Portfolio



SLIDE #14: Additional Community Benefits

Provide training facility for the Bristol County Technical Rescue Team



Coordination with the DPW for potential future processing of city wastewater. Allowing economic growth for the City of Taunton.



SLIDE #15: Additional Community Benefits

Our skilled Cleary Station staff regularly provide electrical safety presentation at schools and...



...provide demonstrations and tours to the public.



SLIDE #16: Collaborated Effort

Unit's 9 continued success is made possible by all TMLP departments working together for its safe, reliable and efficient operation.



QUESTIONS & COMMENTS:

Commissioner DeMelo stated so I understand everyone is doing the same thing. Is there a succession plan so that anyone can take over at any point, someone gets sick, is everyone cross-trained.

Mr. Sousa responded there is quite a bit of cross-training so that is the benefit of being a smaller company and people wear a lot of hats so when certain scenarios arise, because of the size of the plant and complexity of the equipment, even for people who have been here for 20-30 years there is always something new to learn. When it comes to getting a piece of equipment back online and available, so in certain scenarios when things get really hectic it can be all hands on deck and so quite of bit of that goes on.

Commission thanked Mr. Sousa for the presentation.

Update for the Customer Service Module

The Commission invited Ms. Jennifer Ready to the table to give an update.

Ms. Ready stated on Monday 9/23/2024 Customer Care went live with the CSM module from Cogsdale. We knew there would be bumps in the road because we are transitioning from our customer base system to a location base system. SAP, our previous system, was pretty much customer base, in other words the customer held the primary information and everything went down from there. CSM, the new system, is

location based so the location is a primary holder of information and then the customer's information is added. Because of this change we had to change every customer's account number which has been a challenge. Many customers have had the same account number since 2001 when we went with SAP. So people are calling and emailing worried about their discounts and late payments and because of this we are obviously taken that into consideration. We are not penalizing anyone if they don't have their new account number or make a late payment or they missed their discount by a few days, we are allowing for all of that. With the new software came a new payment portal so people had to sign up with their new account number for the payment portal. This has many new features that the customer will be able to use. The thing that we really appreciated about it is it lets the customer update their own auto pay information. In the past that was something that was held internal and now it is all available on the payment portal so if a customer needs to make a change they don't have to make a call, they can just go online and log in themselves and update it. It also lets them schedule payments so if a customer wants to schedule a payment on a certain day instead of just the due date or just make a single payment they can schedule it whenever they want to. We are encouraging our customers to go paperless, the option for that is there as well. Outage maps and texting communications are coming soon, they are not ready yet. We are trying to get through this hump of everyone getting their new account numbers and getting logged in first. We knew there would be some issues with 42,000 services, we knew that our conversion would not be 100% but we are getting closer to that every day. The new functionality available to the CSR's and the customers, I think the new system is going to work well for all of us.

Commissioner DeMelo stated he received a call from a customer stating that the bill wasn't transparent as far as the usage was concerned, the bar graph or something.

Ms. Ready responded as the months go along, again it is brand new, it does not have historical data and as the months go along that will update and they will be able to see that better. We had to start everything as far as the payment portal goes from scratch so it is starting from month one.

Commissioner Corr stated I had some questions but you answered them. The big one was people concerned about the discount.

Ms. Ready responded absolutely. We knew that was going to be an issue because we are changing the account numbers so if they received a bill in the old system and it was within the 10 days of the new system they did not have the new account number so we actually adjusted for that going forward so that they would not have to worry about it and if for some strange reason they did lose the discount they can always just call us or there is a Contact Us on the website which is a great way to get in touch if the phones are busy because we do have people dedicated to answering those emails as well.

Commissioner DeMelo asked if there is a reasonable time where people can anticipate the struggles of getting a new account can we extend this out to let's say to the end of the year, is that realistic.

Manager Holmes stated I did not understand the question.

Commissioner DeMelo stated like for example the struggles of getting a new account and not being able to take advantage of the discount can we stretch that out to November 30th.

Manager Holmes stated we can look into it. Some of it is defined to the way the system is set up for the bills but obviously we always try to work with the customer whenever something comes up. I think part of the issue is people were calling day one looking for the account number. Once everyone gets their first cycle billing that account number is going to be on the bill so as soon as they receive that bill they will be able to go in or logged on or pay by check.

Commissioner DeMelo stated so people at home can relax.

Ms. Ready stated yes. The way the new system works differently than the old system is that we have to trigger the discount to go away so that is something we have to do manually right now, it is an automated process but we have not turned it on yet so no one is losing the discount right now. We are hoping for after the first month of billing where everyone has the opportunity to get a new invoice and next month we will probably launch that but at this point we have not started that.

Manager Holmes stated I just want to say a big thank you to Jenn and her team. I mean the amount of calls they have been handling and the hard work that came in putting this all together to begin with and MIS and of their staff it has really been a tremendous effort. It took a little bit longer than expected so to be able to hang in and be engaged for that long is just incredible, so thank you.

Commissioner DeMelo asked out of the 42,000 customers are we at 80%, 90%.

Mr. Ready responded everything is billing properly. The bill presentment is the problem, the actual of how the bill looks is what the issue is right now. The budgets are a little strange. There is about 700 budget customers and their bill is coming out a little funky and the solar customers as well. It is calculating properly but it is not displaying properly on the bill so it is causing some confusion so we are not billing them so they are calling because it is delayed because we do not want to send them a bill that is confusing. We are more than 80%, I'd say we are 92%.

Commission thanked Ms. Ready for the update.

Request for Donation for the Congregation Agudath Achim

Commissioner DeMelo stated it is time sensitive so I'm assure we will get that to them as soon as possible.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to send this request to Management so they can review the policy we have and go from there. Motion carried.

24-140

ITEMS NOT REASONABLY ANTICIPATED 48 HOURS IN ADVANCE:

None.

ANNOUNCEMENTS:

Commissioner DeMelo announced that the next Commission meeting is scheduled to be held on Tuesday, November 19, 2024 at 4:00 PM.

Commissioner DeMelo stated that the next order of business is Executive Session for Competitive Advantage and Contract Negotiations.

Manager Holmes stated that no votes are expected and we will be adjourning in Executive Session.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to go into Executive Session for Competitive Advantage and Contract Negotiations. Motion carried. (4:30 PM)

24-141

MINUTES OF OCTOBER 15, 2024

The Commission was recorded in a roll call vote to go into executive session as follows:

In Favor

Commissioner DeMelo
Commissioner Corr

Absent

Chairman Strojny

Executive Session discussion.

Pro Temp

SECRETARY

dmt

APPROVED: BY VOTE OF
TAUNTON MUNICIPAL
LIGHTING PLANT COMMISSION
Kimberly Adams 12/3/04
GENERAL MANAGER

EXECUTIVE SESSION

Competitive Advantage

Manager Holmes and the Commission discussed numerous topics on this subject.

Contract Negotiations

Manager Holmes and the Commission discussed numerous topics on this subject.

Motion by Commissioner Corr, seconded by Commissioner DeMelo to adjourn. Motion carried. (4:36 PM)

24-142