Wednesday, November 18, 2026, 5:30 PM
GRU Administration Building
301 SE 4th Avenue
Gainesville, FL 32601

Directors
Vice-Chair David Haslam
Director Doug Beck
Director Clark Futch
Director Jack Jacobs

If you have a disability and need accommodation in order to participate in this meeting, please call (352) 334-5051 at least two business days in advance. TTY (Text Telephone Telecommunication Device) users please call 711 (Florida Relay Service). For Speech to Speech (STS) relay, please call 1-877-955-5334. For STS Spanish relay, please call 1-877-955-8773. For STS French Creole relay, please call 1-877-955-8707.

A. Call to Order

Agenda Statement: The Gainesville Regional Utilities Authority encourages civil public speech. The Gainesville Regional Utilities Authority expects each person entering this chamber to treat others with respect and courtesy. Speakers are expected to focus on agenda items under discussion. Signs, props, posters, food, and drinks should be left outside the auditorium.

B. Roll Call

C. Invocation

D. Pledge of Allegiance

E. Administrative Items

1. 751-2026 Oath of Office for Authority Members

Department: Gainesville Regional Utilities

Description: In accordance with Florida House Bill 1645, which became law on July 1, 2023, each member of the Gainesville Regional Utilities Authority will be given an oath or affirmation by the Gainesville City Mayor or his designee, similar to the oath or affirmation required of a member of the City Commission.

Fiscal Note: None

Recommendation: The City of Gainesville Mayor, or their designee, administer the oath or affirmation to each Authority member individually.

Attachments:
1. 751-2026A_752-2026A Oath, Election and Logistics_Presentation 20261118

2. 752-2026 Election of Officers (B)

Department: Gainesville Regional Utilities

Description: In accordance with Florida House Bill 1645, which became law on July 1, 2023, the Authority members must elect a chair and vice-chair as their first act of official business. To aid in making the election process efficient, each board member will introduce themselves and give a short biography. The CEO, or their designee, will then call for nominations from the members and guide them through the election process.

Fiscal Note: None

Recommendation: The CEO, or their designee, assist the Authority members in electing a chair and vice-chair.

Attachments:
1. 751-2026A_752-2026A Oath, Election and Logistics_Presentation 20261118

F. Adoption of the Agenda

Includes Consent and Regular Agenda Items.

G. Approval of the Minutes

1. 644-2026 Approval of Minutes from October 14, 2026, meeting (B)

Recommendation: The GRU Authority approve the minutes from the October 14, 2026, meeting.

Attachments:
1. GRUA Minutes Oct. 14, 2026

H. Chair Comments

I. Director Comments

J. Consent Agenda

1. 645-2026 State of the Utility – September 2026 (B)

Department: Gainesville Regional Utilities

Description: GRU will be providing a monthly update to Authority members to ensure they are aware of the important projects and relevant utility measurements and benchmarks. This report provides information from September 2026.

Fiscal Note: None.

Recommendation: The GRU Authority review this information.

Attachments:

1. 645-2026A State of the Utility_FY26_Sept 2 20261118

2. 646-2026 Ongoing Business

Department: Gainesville Regional Utilities

Description: **Ongoing Business**

Cross Creek Mobile Home Park

- On September 10, 2025, Agenda Item No. M.4, the Authority authorized GRU staff to initiate and conduct a competitive process for the potential sale of the CCMHP water and wastewater systems.
- Between September 2025 and May 2026, internal interdepartmental discussions regarding solicitation and sale of CCMHP water and wastewater systems took place.
- GRU procurement, water/wastewater, and legal staff met on June 1st, June 9th, and June 23rd, 2026. Staff subsequently substantially completed an invitation to negotiate.
- The solicitation was posted on September 3, 2026 and closed without any bids on November 3, 2026. Staff is actively discussing next steps and options.

Variable Billing

- At its June 10, 2026 meeting, the Authority discussed variable billing with staff after receiving community questions and feedback. GRU follows standard municipal industry practices of using variable billing between 28-33 days per billing cycle. Discussions included whether GRU could reduce the variable billing spread or just use 30 days.
- GRU staff forecasted a 30–31-day billing cycle and provided the dynamic scheduling data to its billing software vendor. The vendor independently verified the dynamic scheduling calculations for incorporating into GRU's system.
- Dynamic Schedule was updated and fully integrated into billing as of October 1, 2026.

Fiscal Note: None.

Recommendation: The GRU Authority accept this Ongoing Business Agenda Item.

Attachments: None

K. CEO Comments

L. Attorney Comments

M. Resolutions (Roll Call Required)

N. Business Discussion Items

1. 790-2026 GRU Review - November 2026

Department: Gainesville Regional Utilities

Description: The GRU Review is intended to provide the Board with a concise update on the most significant and meaningful events since the last Board meeting, supplementing—not replacing—the more comprehensive detail provided in the State of the Utility. It is designed to be a transparent and evolving report that can be refined over time to meet the Board's needs and expectations.

To support this effort, the GRU Executive Team has developed a Balanced Scorecard that provides a consistent way to measure and communicate the organization's progress in fulfilling its vision, mission, and culture. The scorecard is organized around four key objectives of GRU's strategic vision: enhanced Financial Resiliency, an expanded Customer First Experience, continued Operational Evolution, and a positive Workplace Culture. These objectives are measured through 15 Key Performance Indicators (KPIs) that provide meaningful insight into GRU's performance and progress in these focused areas.

For example, the Debt to Capitalization metric provides an indication of progress under GRU's Debt Reduction Plan. Since the Authority was seated, this measure has improved from 86% to 78%, reflecting a reduction in debt leverage.

For this month, the GRU Review will serve as the Board's Balanced Scorecard, providing a concise and transparent snapshot of the organization's performance, priorities, and progress across the four strategic objectives. The format and content may continue to evolve over time based on the Board's needs and expectations.

Fiscal Note: None.

Recommendation: The GRU Authority hear the presentation from the CEO.

Attachments:
1. 790-2026 GRU Review - Nov 26 20261118

O. General Public Comment

(for items not on the agenda, not to exceed 30 minutes total)

P. Director Comments

Q. Adjournment

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **751-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **751-2026 Oath of Office for Authority Members**

Description:
In accordance with Florida House Bill 1645, which became law on July 1, 2023, each member of the Gainesville Regional Utilities Authority will be given an oath or affirmation by the Gainesville City Mayor or his designee, similar to the oath or affirmation required of a member of the City Commission.

Fiscal Note:
None

Recommendation:
The City of Gainesville Mayor, or their designee, administer the oath or affirmation to each Authority member individually.

Attachments:
1. 751-2026A_752-2026A Oath, Election and Logistics_Presentation 20261118

GRU Authority

Nov. 18, 2026

CUSTOMER FIRST

ONE UTILITY. ONE GOAL.

Oath of Office

"I do solemnly swear that I will support, honor, protect and defend the constitution and government of the United States and of the state of Florida, that I am duly qualified to hold office under the constitution of the state and under the charter of the city of Gainesville and that I will well and faithfully perform the duties of a member of the Gainesville Regional Utilities Authority upon which I am now about to enter, so help me God."

Chair Election

Chair Responsibilities

- Preside over all meetings
- Preserve order and decorum
- Sign approved documents
- Discuss and vote on topics
- Set agenda topics and priorities with general manager

Restrictions

- Designate alternate to motion or second motion

Vice-Chair Responsibilities

- Carry out duties in Chair's absence

Nomination Process

Voting Procedures

- Any member can nominate another member
- Members can nominate themselves
- Following a nomination, another member must second it
- Each nomination receives a vote
- A successful nomination requires three votes
- Vote for Vice-Chair follows same rules

Meeting Logistics

Time and Place

- Meeting Frequency: Second Wednesday, monthly
- Meeting Location: GRU Administration Multipurpose Room
- Meeting Time: 5:30 p.m.

Up Next

- Wednesday, December 9th, 2026

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **752-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **752-2026 Election of Officers (B)**

Description:
In accordance with Florida House Bill 1645, which became law on July 1, 2023, the Authority members must elect a chair and vice-chair as their first act of official business. To aid in making the election process efficient, each board member will introduce themselves and give a short biography. The CEO, or their designee, will then call for nominations from the members and guide them through the election process.

Fiscal Note:
None

Recommendation:
The CEO, or their designee, assist the Authority members in electing a chair and vice-chair.

Attachments:
1. 751-2026A_752-2026A Oath, Election and Logistics_Presentation 20261118

GRU Authority

Nov. 18, 2026

CUSTOMER FIRST

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"I do solemnly swear that I will support, honor, protect and defend the constitution and government of the United States and of the state of Florida, that I am duly qualified to hold office under the constitution of the state and under the charter of the city of Gainesville and that I will well and faithfully perform the duties of a member of the Gainesville Regional Utilities Authority upon which I am now about to enter, so help me God."

Chair Election

Chair Responsibilities

- Preside over all meetings
- Preserve order and decorum
- Sign approved documents
- Discuss and vote on topics
- Set agenda topics and priorities with general manager

Restrictions

- Designate alternate to motion or second motion

Vice-Chair Responsibilities

- Carry out duties in Chair's absence

Nomination Process

Voting Procedures

- Any member can nominate another member
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- Vote for Vice-Chair follows same rules

Meeting Logistics

Time and Place

- Meeting Frequency: Second Wednesday, monthly
- Meeting Location: GRU Administration Multipurpose Room
- Meeting Time: 5:30 p.m.

Up Next

- Wednesday, December 9th, 2026

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **644-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **644-2026 Approval of Minutes from October 14, 2026, meeting (B)**

Description:
Minutes from GRU Authority meeting held on October 14, 2026.

Fiscal Note:
None

Recommendation:
The GRU Authority approve the minutes from the October 14, 2026, meeting.

Attachments:
1. GRUA Minutes Oct. 14, 2026

Wednesday, October 14, 2026, 5:30 PM
GRU Administration Building
301 SE 4th Avenue
Gainesville, FL 32601

A. Call to Order

Meeting called to order at 05:30 PM

Members Present:
David Haslam, Jack Jacobs, Eric Lawson, Robert Skinner

B. Roll Call

C. Invocation

Given by Vice Chair Haslam

D. Pledge of Allegiance

E. Adoption of the Agenda

Public Comment: Jim Konish

Moved by	Robert Skinner
Seconded by	David Haslam

Motion: Approve

Aye (4): Eric Lawson, David Haslam, Robert Skinner, Jack Jacobs
No (0): None

Passed (Yes 4, No 0, Abstained 0)

F. Approval of Minutes

Public Comment: Jim Konish

Moved by	Robert Skinner
Seconded by	Jack Jacobs

Motion: Approve as Recommended

Aye (4): Eric Lawson, Robert Skinner, David Haslam, Jack Jacobs
No (0): None

Passed (Yes 4, No 0, Abstained 0)

1. **410-2026 Gainesville Regional Utilities Authority approve the minutes from the September 9, 2026, meeting (B)**

G. Chair Comments

Chair Lawson offered his congratulations and thanked the legal team and GRU leadership for their hard-fought efforts and well-crafted arguments. He also celebrated the recent Court of Appeals victory and expressed his enthusiasm for the future and for continuing to move forward from this success.

H. Director Comments

Director Jacobs also congratulated GRU and noted that, given his familiarity with legal proceedings, he believed this case was a clear decision for the courts. He expressed hope that the City would choose not to pursue any further appeals, stating that doing so would only result in additional unnecessary spending of taxpayer dollars.

Vice Chair Haslam had no comments.

Director Skinner responded to a comment made by Mr. Konish during Public Comment on the agenda item "Approval of Minutes." He stated that he began the process of contacting the Governor before his term expired and noted that it is permissible for him to continue serving as a board director until a successor is appointed.

I. Consent Agenda

Public comment: Chuck Ross

Moved by David Haslam
Seconded by Robert Skinner

Motion: Approve on Consent

Aye (0): None
No (0): None

Passed (Yes 0, No 0, Abstained 0)

1. **411-2026 State of the Utility - August 2026 (B)**

2. **412-2026 Ongoing Business**

J. CEO Comments

CEO Bielarski provided key updates on GRU's rates, including how they compare with other utilities across Florida, and he also shared progress on the utility's ongoing debt-reduction efforts.

K. Attorney Comments

Scott Walker of Folds Walker provided an update on GRU's ongoing legal matters and outlined potential future developments related to the litigation with the City of Gainesville.

Kirsten Ballou of Folds Walker offered additional updates.

Derek Perry had no further updates but expressed his appreciation for the opportunity to work with Folds Walker, the other attorneys, and GRU.

L. Resolutions – (Roll Call Required)

M. Business Discussion Items

1. 414-2026 GRU Review — October 2026

CEO Bielarski provided updates on several major GRU initiatives, including the recent ruling by the First District Court of Appeal, the status of the fuel adjustment, JR Kelly's return to service following the recent outage, the transition to 30–31 day customer billing cycles, the FY27 IT Statement of Services, a new water agreement with UF, and GRU's lowest employee vacancy rate since 2020. He noted that GRU plans to present a Balanced Scorecard to the Board in November and is currently developing key performance indicators, aiming to keep the framework to approximately 10-points.

He also thanked Cheryl McBride, Chief People Officer, for her hard work in transitioning GRU from the General Government side with respect to HR responsibilities, noting that she has done an outstanding job. Ms. McBride is set to retire at the end of the year, and Mr. Bielarski expressed his appreciation for her dedication and contributions throughout her tenure.

Director Skinner shared that during their one-on-one meeting, he was informed that Kelly is currently generating more power than needed, and Mr. Bielarski confirmed that this is accurate.

HEARD

2. 415-2026 Chief Executive Officer Performance Evaluation

Chief People Officer, Cheryl McBride presented the performance evaluation completed by each board member, noting an overall score of 4.4 out of 5.

Chair Lawson requested that the agenda item be divided into two parts: Mr. Bielarski's performance and the market analysis.

Director Jacobs expressed a desire for increased communication regarding significant developments at GRU. Chair Lawson clarified that if the board were to approve an annual merit increase, the market adjustment would not apply; conversely, if the board chose the market rate adjustment, the merit increase would not be added. Chair Lawson voiced support for a 3% merit increase, and Director Skinner agreed. Vice Chair Haslam stated that he believes Mr. Bielarski is at least due the market rate adjustment, consistent with what GRU employees receive. Director Jacobs noted that all employees are currently being evaluated and did not feel that the same adjustment was necessary for the CEO at this

time.

Regarding the market adjustment, Chair Lawson explained that when Mr. Bielarski was rehired approximately three years ago, HR reviewed his previous GRU salary because the market study had not been updated in six years. To approximate what his salary might have been had he remained employed, they applied a 3% annual increase. Last year, the GRU Authority requested a new market study. Chair Lawson stated that he would like an independent study to determine what compensation GRU would need to offer if hiring a new CEO today, emphasizing that an external review would be beneficial.

Vice Chair Haslam supported this approach and asked about the timeline for completing an independent study, how any resulting adjustment would be implemented, and whether it would be retroactive. Chair Lawson responded that such decisions would rest with the board. Additional discussion followed regarding the previous Korn Ferry study. Director Jacobs voiced support for a new independent study, noting that although the prior study was adequate, he would like to see a broader set of comparable organizations included. GRU is currently conducting a market study for all employees as part of a three-year cycle that reviews one-third of positions each year. He highlighted the importance of retention and maintaining GRU as a desirable place to work. With a new CPO arriving soon and Ms. McBride retiring in December, he expressed interest in involving the incoming CPO in leading the study. Ms. McBride noted that the last organizational pay study was completed in 2018.

Director Skinner stated his support for conducting an independent study and revisiting the CEO compensation discussion at the end of 2028, once the organization-wide market analysis is complete. He also expressed support for approving the 3 percent merit increase now. Directors Jacobs and Skinner both noted that waiting for the full study to conclude would help with overall employee morale. Vice Chair Haslam asked whether all employees receive the same 3% increase; Chair Lawson clarified that the process is complex and varies, and that the board's specific responsibility is the CEO's compensation.

The board agreed that the independent study should be completed by the end of 2028 to align with the completion of the organization-wide market analysis.

Chair Lawson then asked whether the board wished to proceed with approving the 3% merit increase. Director Skinner made the motion, and Director Jacobs seconded it.

Public Comment: Angela Casteel, Chuck Ross, Jim Konish, and Armando Grundy-Gomez.

Chair Lawson concluded by recognizing Chief People Officer, Cheryl McBride, thanking her for returning from retirement to assist GRU and commending her for her exemplary service. He wished her well in her upcoming retirement.

Moved by	Robert Skinner
Seconded by	Jack Jacobs

Motion: Approve

Aye (4): Eric Lawson, Jack Jacobs, David Haslam, Robert Skinner
No (0): None

Passed (Yes 4, No 0, Abstained 0)

N. General Public Comment

Public Comment: Melanie Barr, Chuck Ross, Jim Konish, Larry Hamilton, Armando Grundy-Gomez, Ed Nagy

O. Director Comments

Director Skinner commented on the potential demolition of the Power District and the future plans for that area. He said he looks forward to receiving a report on the remaining life of the power plants. He also asked whether, when GRU purchases power from other utilities such as FPL, those utilities provide any indication of how much of that power is generated by solar. Mr. Bielarski provided clarification on that question.

Mr. Edward Nagy, Director of Technology for the City of Gainesville, then presented information on the IT SLA/Statement of Services. A discussion followed between the board and Mr. Nagy, after which Mr. Bielarski offered additional clarification on the data and information presented.

P. Adjournment

Adjourned at 6:59pm

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **645-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **645-2026 State of the Utility – September 2026 (B)**

Description:
GRU will be providing a monthly update to Authority members to ensure they are aware of the important projects and relevant utility measurements and benchmarks. This report provides information from September 2026.

Fiscal Note:
None.

Recommendation:
The GRU Authority review this information.

Attachments:
1. 645-2026A State of the Utility_FY26_Sept 2 20261118

State of the Utility

FY26
September



Report covers business activities conducted between Sept. 1 - 30.

Energy Supply

Major Figures & Achievements





YTD





Environmental & NERC Compliance

- There are no outstanding environmental or electric regulatory compliance issues at this time.

Deerhaven (DH)

Deerhaven Unit 1 (DH1)

- Unit was online until Sept. 25 when loads decreased and then it was cycled off for economic dispatch.

Deerhaven Unit 2 (DH2)

- Unit was online most of the month of September. It was taken offline briefly to perform maintenance on turbine lead seals and repair a leak on a hydraulic line.

Deerhaven Combustion Turbines

- Units fully available.

Deerhaven Renewable (DHR)

- Unit remained online.

Energy Supply

Kelly Generating Station (JRK)

JCC1 (Combined Cycle)

- The unit remained in an extended planned outage until Sept. 17. when CT4 generated power again for the first time since the outage began. It was fully released after testing and tuning on Sept. 23.

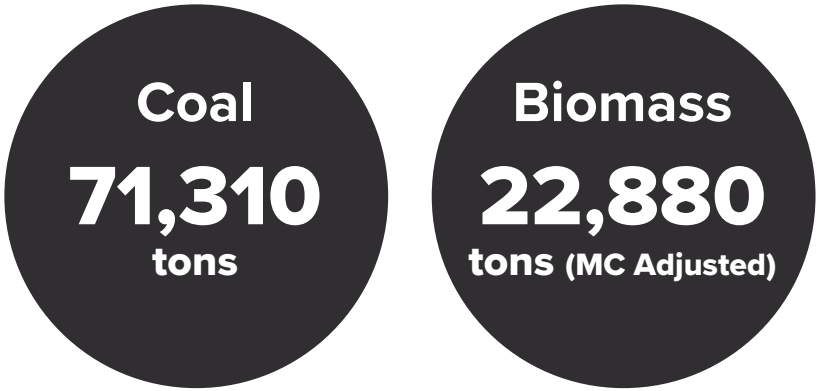
South Energy Center (SEC)

- **Wärtsilä Engine** – Online for most of the month. A planned short outage fore preventative maintenance ocurred Aug. 30 to Sept. 3.
- **SOLAR Engine** – Solar engine-was in standby most of the month. It ran Sept. 25 to 28 for steam generation while the auxiliary boiler was down for repair.

Energy Supply

Fuels Management

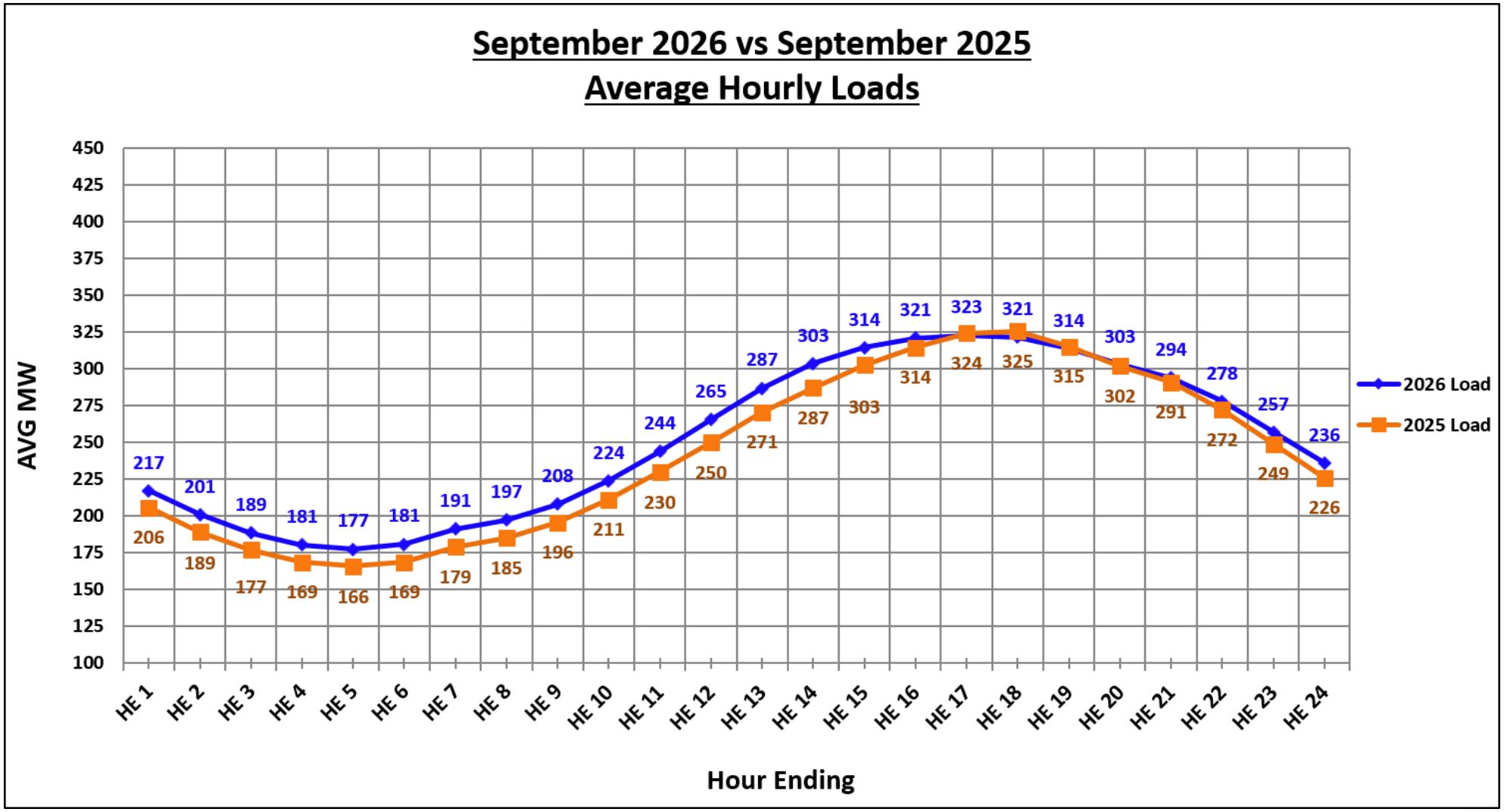
Inventory



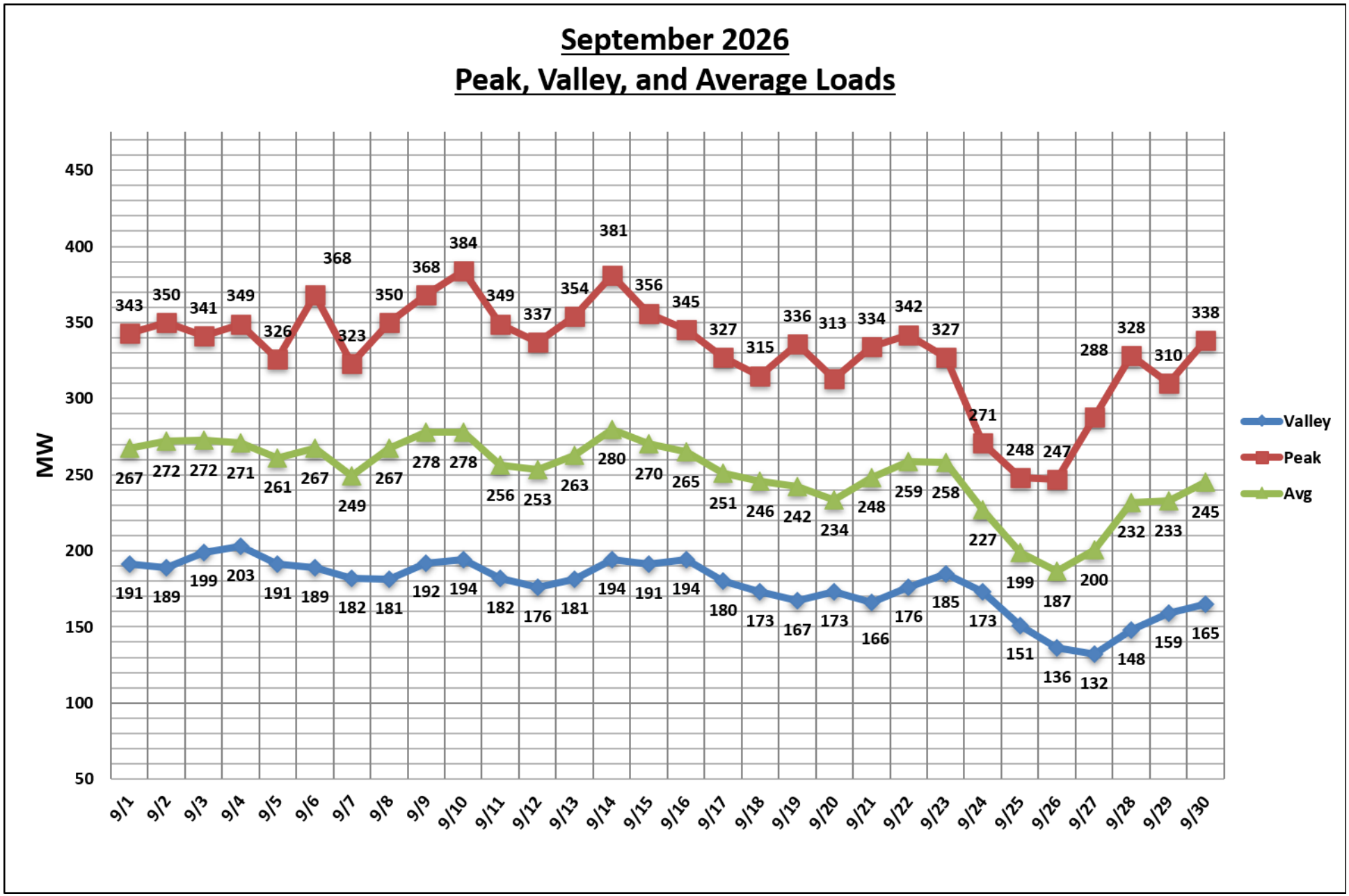
37.5 days at full load;
75 days at half load.

7.5 days at full load;
11 days at half load;
12 days at most recent burn rate.

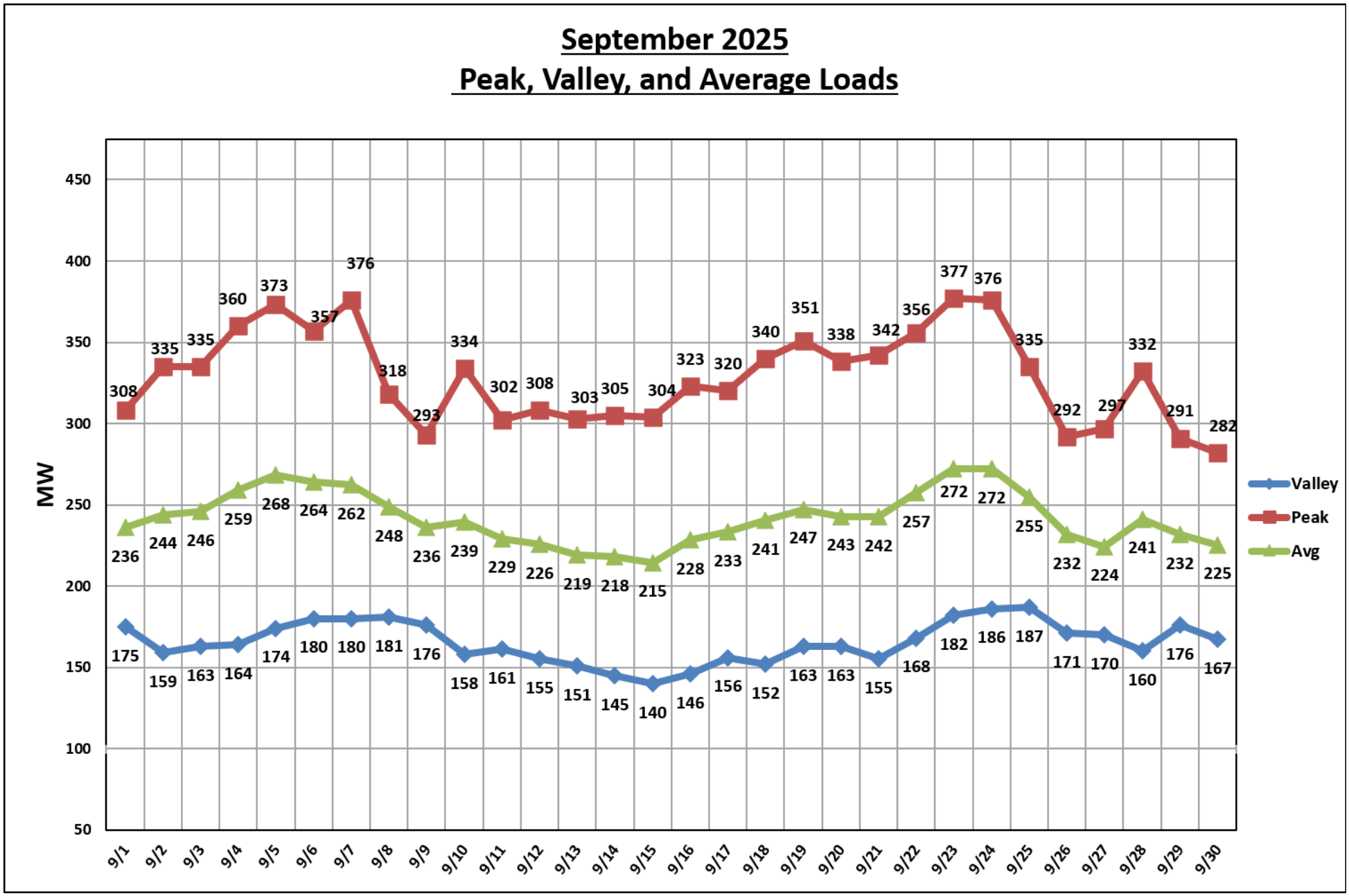
Energy Supply



Energy Supply



Energy Supply



Energy Supply

Emissions Data

Yearly Emissions

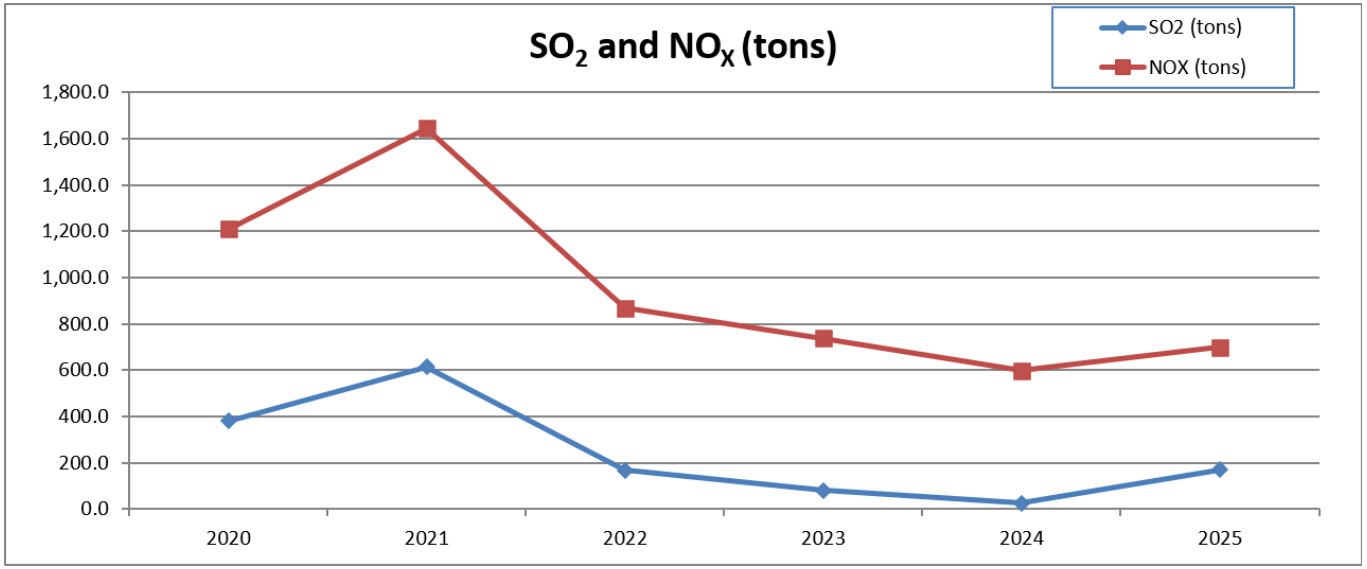
	SO_2 (tons)	NO_X (tons)	Mercury (lbs)*	PM (tons)*	CO_2 (tons) without DHR	CO_2 (tons) with DHR
2020	379.3	1,208.3	3.1	56.5	1,033,389.5	1,697,218.5
2021	614.7	1,643.0	3.7	63.7	1,027,918.9	1,991,487.9
2022	167.4	867.8	2.1	11.2	861,824.7	1,771,204.7
2023	80.2	737.1	0.6	12.2	980,726.2	1,458,824.3
2024	26.5	598.4	0.8	5.3	946,129.6	1,373,862.0
2025	170.4	698.4	1.4	8.4	894,873.2	1,624,161.8
2026 (through Sept)	136.0	669.4	1.3	13.3	600,675.2	1,239,699.4

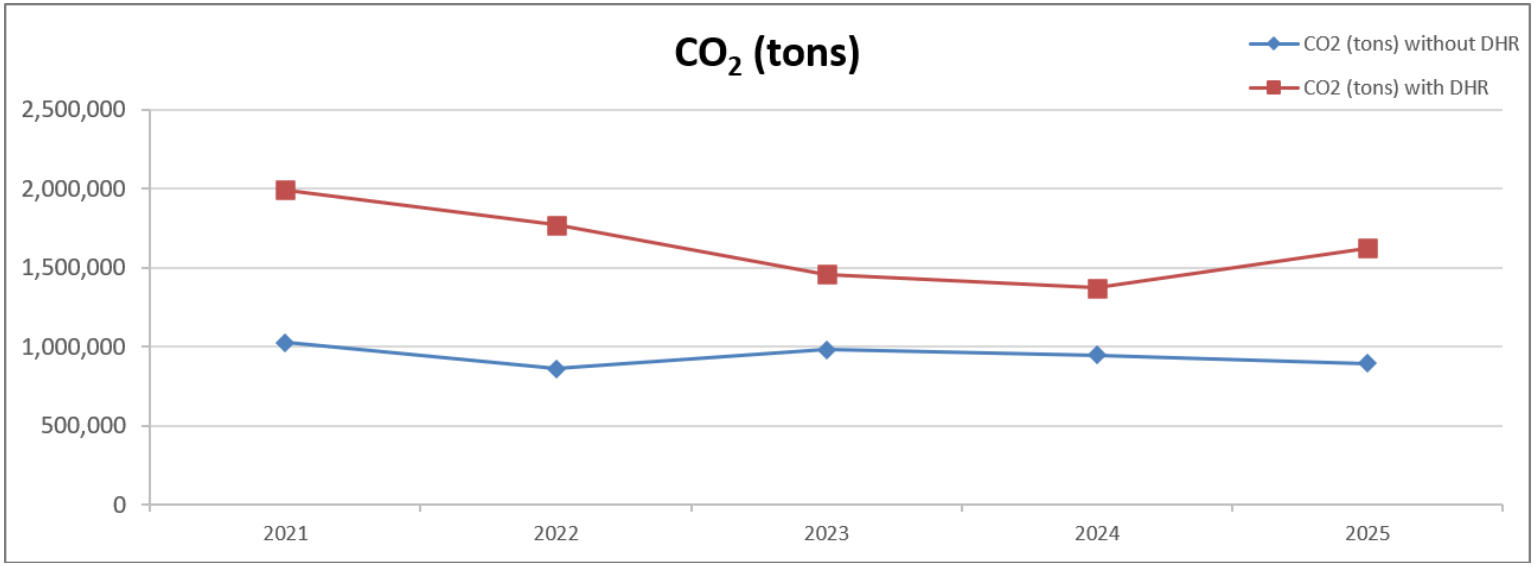
***Mercury and Particulate values are for Unit 2 only.**

****Values Subject to Change - Final Values Dependent on Fuel Analyses**

Energy Supply

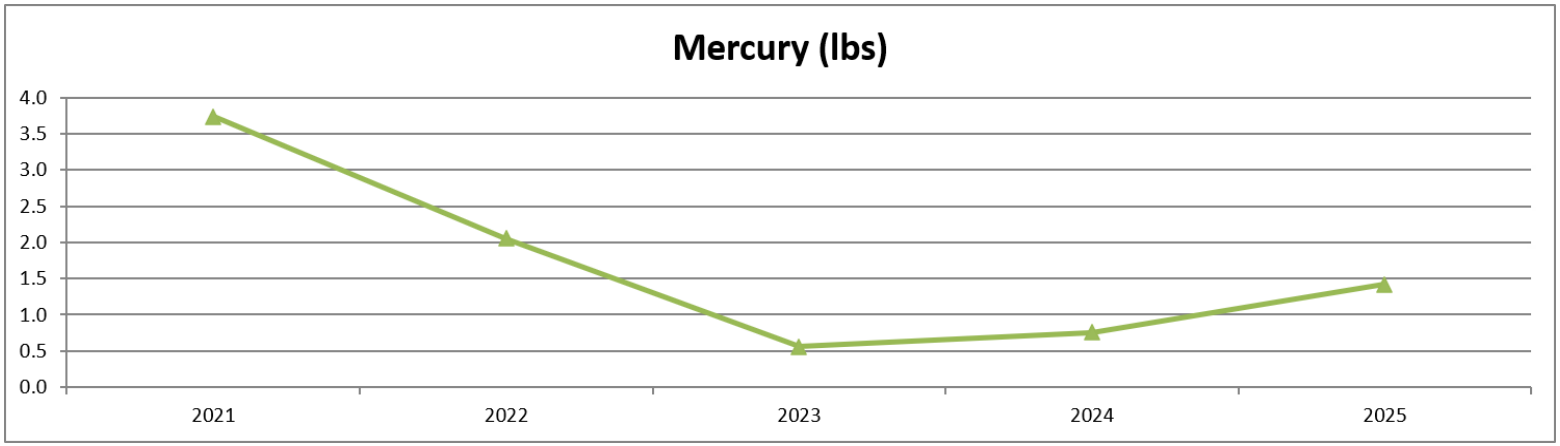
Yearly Emissions

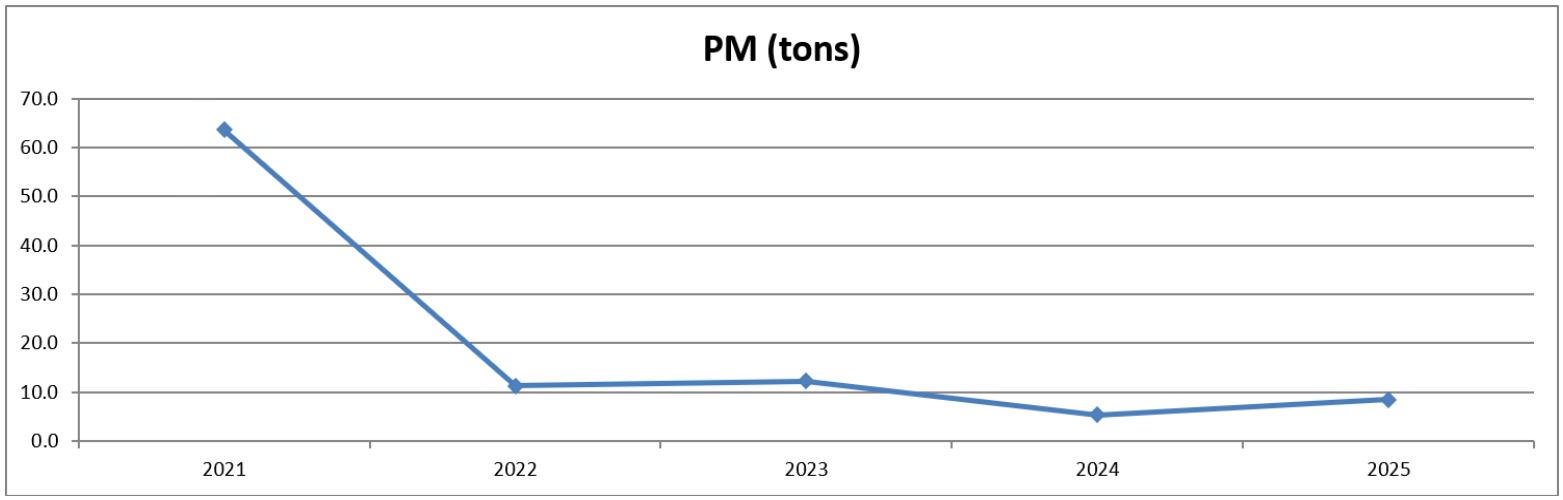




Energy Supply

Yearly Emissions





Energy Supply

Emissions Data

				2026 (thru Sept)						
Unit	**SO_2 (tons)**	**NO_X (tons)**	**Mercury (lbs)**	**PM (tons)**	**CO2(tons)**	**SO_2 Rate (lb/MMBtu)**	**NO_X Rate (lb/MMBtu)**	**HTIP (MMBtu)**	**GEN (MW-hours)**
DH1	28.3	103.4			95,049.8			1,584,409.0	126,559.0
DH2	96.3	377.4	1.32	13.3	487,968.1			8,071,578.0	726,808.0
DHCT3	0.0	0.4			1,477.9			24,871.0	1,914.0
JRKCC1	0.1	4.6			16,179.4			272,249.0	27,773.0
DHR	11.3	183.6			639,024.2			6,004,749.2	481,535.0
TOTAL	**136.0**	**669.4**	**1.32**	**13.3**	**1,239,699.4**			**15,957,856.2**	**1,364,589.0**

				TOTALS without DHR					
Unit	**SO_2 (tons)**	**NO_X (tons)**	**Mercury (lbs)**	**PM (tons)**	**CO_2 (tons)**	**SO_2 Rate (lb/MMBtu)**	**NO_X Rate (lb/MMBtu)**	**HTIP (MMBtu)**	**GEN (MW-hours)**
DH1	28.3	103.4			95,049.8			1,584,409.0	126,559.0
DH2	96.3	377.4	1.32	13.3	487,968.1			8,071,578.0	726,808.0
DHCT3	0.0	0.4			1,477.9			24,871.0	1,914.0
JRKCC1	0.1	4.6			16,179.4			272,249.0	27,773.0
Total Without DHR	**124.7**	**485.8**	**1.32**	**13.3**	**600,675.2**			**9,953,107.0**	**883,054.0**

Energy Supply

Emissions & Compliance Data

Environmental				
		Sept		Calendar Year to Date (Sept)
Notices of Violation		0		0
Emissions				
DH1, DH2, DHCT3, JRKCC1				
	CO_2 (tons)	89,904.4		600,675.2
	NO_x (tons)	62.1		485.8
	SO_2 (tons)	0.3		124.7
DH Unit 2 (only)				
	PM_{FILT} (tons)	0.8		13.3
	Hg (lbs)	0.2		1.3
DHR				
	CO_2 (tons)	68,022.0		639,024.2
	NO_x (tons)	19.6		183.6
	SO_2 (tons)	1.2		11.3

Energy Supply

Availability & Capacity

	Availability			Capacity		
	Month	**FY26 YTD**	**FY25 YTD**	**Month**	**FY26 YTD**	**FY25 YTD**
DH-2	98.11%	90.53%	94.26%	55.56%	37.54%	34.26%
DH-1	96.82%	99.64%	99.30%	26.57%	18.66%	21.30%
Kelly CC	35.93%	28.23%	83.54%	32.36%	24.33%	75.93%
DH CT-1	100.00%	95.82%	97.96%	0.01%	0.09%	0.02%
DH CT-2	100.00%	95.38%	99.91%	0.00%	0.05%	0.01%
DH CT-3	100.00%	99.92%	96.60%	0.00%	0.31%	0.71%
DHR	100.00%	99.82%	64.49%	60.32%	62.76%	37.07%

Fuel Consumed

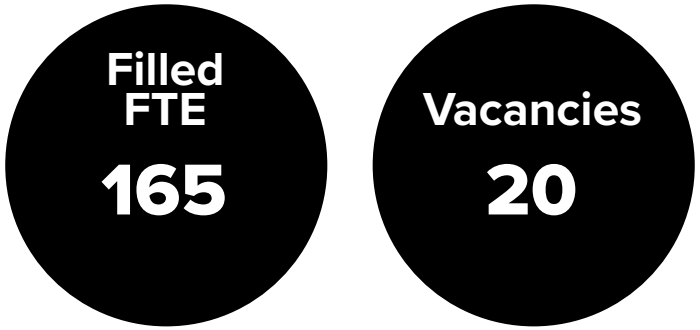
	Month	**Units YTD**	**Budget YTD**	**Delta Budget**
Coal (Tons)	—	7,501	30,197	-22,696
Gas (MCF)	1,482,841	12,504,828	13,083,256	-578,428
Fuel Oil (Gal)	75	281,827	—	281,827
Biomass (Tons)	58,072	758,790	589,211	169,579

Energy Supply

Performance Parameters

Sept. 2026	MWh/Month	MWh/YTD	Budget YTD	Delta Budget
DH-2	89,002	656,678	381,194	275,484
DH-1	13,511	119,421	77,876	41,545
Kelly CC1	25,234	105,627	321,398	(215,771)
CTs	-	1,970	732	1,238
Grid	9,089	245,340	118,844	126,496
DHR	43,624	373,786	553,786	(180,000)

Personnel



Energy Supply

Vacancies

Status	Title	Filled?	Group	Vacant Date
Filled	Account Clerk Senior	Y	GRU Administration	Sept. ’26
Filled	Account Clerk Senior	Y	GRU Administration	June ’26
Vacant	Analyst Senior	N	Power Systems Fuels	Feb. ’26
Filled	Control Room Operator	Y	GRU Deerhaven Renewables	June ’26
Vacant	Electrical Engineer	N	GRU Maintenance Group	May ’26
Filled	Energy Supply Maintenance Planner	Y	GRU Deerhaven Renewables	May ’26
Vacant	Energy Supply Officer	N	GRU Administration	Sept. ’26
Vacant	Engineer and Utility Designer IV	N	GRU Production Assurance	Dec. ’23
Vacant	Engineer and Utility Designer IV	N	GRU Production Assurance	April ’25
Vacant	Power Plant Journeyman Operator	N	GRU Deerhaven Ops	Sept. ’26
Filled	Power Plant ICE Tech	Y	GRU Maintenance Group	April ’26
Filled	Power Plant Mechanic Journeyman	Y	GRU Maintenance Group	April ’23
Filled	Power Plant Process Operator	Y	GRU Deerhaven Ops	June ’26
Filled	Power Plant Process Operator	Y	GRU Deerhaven Ops	Sept. ’26
Vacant	Power Plant Production Leader	N	GRU Kelly Plant	July ’26
Vacant	Production Technician	N	GRU Deerhaven Renewables	Aug. ’26
Vacant	Production Technician	N	GRU Kelly Plant	May ’26
Vacant	Production Technician	N	GRU Kelly Plant	April ’25
Vacant	Production Technician	N	South Energy Center	Sept. ’26
Vacant	Engineering Intern	N	GRU Production Assurance	April ’26

Energy Delivery

Reliability Statistics



Outage Causes

Cause	Overhead	Underground	Both
Undetermined	5	0	0
Weather	2	0	0
Vegetation	9	1	0
Animals	8	0	0
Foreign Interference	0	0	0
Human Cause	3	3	3
Equipment Failure	11	8	3
Other	0	0	0
Total	**38**	**12**	**6**

Energy Delivery

Electric System Consumption

	Sept. 2026		Sept. 2025	
	CONSUMPTION (kWh)	**CUSTOMERS**	**CONSUMPTION (kWh)**	**CUSTOMERS**
Feed-in-Tariff - Residential	167	83	132	84
Feed-in-Tariff - General Service	3,151	148	2,460	140
Electric - GS - Demand - Regular	69,395,598	1,107	54,900,058	1,064
Electric - General Service Demand PV	2,634,392	31	1,881,554	32
Electric - GS - Kanapaha w Curtail Cr	1,608,000	1	1,116,000	1
Electric - GS - Demand - Large Power	12,414,900	10	10,568,940	10
Electric - GS - Murphree Curtail Credit	2,141,454	1	1,543,193	1
Electric - GS - Large Demand PV	6,345,600	2	5,832,000	2
Electric - GS - Non Demand	19,603,257	10,179	19,353,502	10,109
Electric - General Service PV	246,577	91	239,760	91
Electric - Lighting - Rental *	794,249	1,816	813,452	1,834
Electric - Lighting - Street - City *	399,384	5	449,521	14
Electric - Lighting - Street - County *	127,106	1	127,106	1
Electric - Lighting - Traffic	144	1	288	2
Electric - Residential - Non TOU	95,291,050	92,273	94,315,002	91,419
Electric - Residential PV	1,451,169	1,598	1,267,998	1,539
Total Retail Electric	**212,456,198**	**105,525**	**192,410,966**	**104,494**

** Number of customers is excluded from total customer count.*

Energy Delivery

Gas System Consumption

	Sept. 2026		Sept. 2025	
	CONSUMPTION (THM)	**CUSTOMERS**	**CONSUMPTION (THM)**	**CUSTOMERS**
Gas - GS - Regular Service (Firm)	828,987	1,256	569,285	1,261
Gas - GS - Regular Service (Small)	33,744	510	28,247	504
Gas - GS - Interruptible - Regular Serv	25,774	1	66,485	2
Gas - GS - Interruptible - Large Volume	353,987	7	613,773	12
Gas - Residential - Regular Service	303,562	35,801	302,788	35,724
Total Retail Gas	**1,546,054**	**37,575**	**1,580,578**	**37,503**

Major Projects

ED Electric Engineering

- **Portman Apartments —** Work began onsite. Relocation of existing facilities is complete, and temporary power installation is in progress.
- **TACTICS —** Circuits 209–287 — T&D construction is approximately 80% complete.
- **TACTICS —** GRIP Grant, Circuits 203–205 — Construction began.
- **New Feeder for Amazon EV Fleet —** CSX, County and FDOT permits were approved. T&D construction is approximately 80% complete, and a portion of the new feeder has been energized. The directional bore along U.S. 441 is complete; GRU is awaiting CSX's completion of the U.S. 441 crossing.
- **EastWood Preserve Subdivision —** The demolition-request process began.
- **Gilbane-Colligate Apartments —** Construction of the 256-unit apartments on NW 20th Avenue is approximately 15% complete and awaiting the developer. A preconstruction meeting was held Aug. 19, 2026.
- **Archer Place — 256 Apartments —** Construction is in progress.
- **ParkLane Apartments —** Construction is approximately 70% complete.
- **Magnolia Park Apartments — 248 Apartments —** Construction is in progress.
- **High-Rise Development Coordination —** Coordination continues for several large high-rise development projects within the city limits, including planning for additional power sources in heavily loaded areas with limited space.
- **SW Safety Annex — Fire Station No. 9 —** Construction is expected to begin soon.

Energy Delivery

Gas Engineering

- **AUD for AutoCAD 2025 —** The purchase was completed. GRU is working with SBS to schedule the upgrade kickoff.
- **AUD Update Implementation —** A new template was provided to two EDFS teams for testing. Feedback is being incorporated into the final version.
- **Bridlewood —** Engineering design is complete, and the external 6-inch portion is nearly complete. Work is awaiting the developer's completion of the internal portion, which is approximately 90% complete.
- **Westgate Backfeed —** The mains portion is complete, and services are being tied into the new line.
- **Tioga Phase 22 —** Design is complete and was sent to construction. Coordination of the joint trench with CTE is in progress.
- **Oakmont Phase 6 —** CAD file processed, and project is under design. A joint-trench agreement in discussion with the contractor.
- **Synergi Gas —** GIS and CIS data provided to DNV, and a meeting is being scheduled to discuss DNV's data refinement request.
- **Tara Estates —** The county permit is currently under design.
- **Laureate Village Phase 2, Units 3 and 4 —** The CAD file was received and is being processed. Coordination of a preconstruction meeting with the developer is in progress.

Electric Operations

T&D Operations

- **VA Hospital ATS —** A fault at the VA Hospital resulted in a catastrophic failure of its automatic transfer switch. GRU met with the VA to discuss options that meet the VA's needs and GRU standards. GRU is awaiting the VA's decision on how to proceed.
- **McMichen Circuit 439 —** Construction of the new circuit along NE 53rd Avenue, which will serve the Amazon EV fleet, is approximately 95% complete.
- **NW 93rd Avenue Rehabilitation —** The project is approximately 20% complete.
- **TACTICS — Circuits 203 and 205 —** The grant-funded rebuild project is approximately 15% complete.
- **EastWood Preserve, Part 1 —** The project is approximately 90% complete.
- **TACTICS Reliability Improvements —** Work continues with Engineering on various TACTICS projects to improve the reliability of circuits serving Millhopper, Kelly and Kelly West.
- **Underground Conduit Installation —** Installed 40,347 feet of underground conduit during FY25 for various projects.
- **Hazard Tree Removal —** Due to drought conditions, the number of hazardous and dead trees has increased significantly. A total of 243 hazard-tree tickets have been addressed, and approximately 700 hazardous trees have been removed during the fiscal year.
- **Customer and Outage Response —** In September, T&D personnel responded to 300 customer or outage tickets.
- **SFC ATS** — GRU is working with Substation & Relay to address the SFC automatic transfer switch. An outage is scheduled for Nov. 15.

Energy Delivery

Substation & Relay

- Worked with System Control on the MPLS migration and RTAC firmware upgrades.
- Repaired the Parker substation capacitor bank.
- NERC testing at Millhopper is underway.
- Millhopper Transformer Replacements — The T-53 transformer replacement is onsite and expected to enter service in mid December. The T-54 transformer is expected to ship in late January 2027.
- Completed the T-101 load-tap-changer repair.
- Line 12 Upgrade — Began the scope and design, including replacement of one 138-kV breaker, one 138-kV gang switch and four line-protection relays.

Systems Control

- **GenTrader Hosted Solution —** The PCI project remains on track for completion by Oct. 1.
- Completed the third-quarter 2026 Cyber Incident Response Plan exercise and follow-up.

Technical Services Group

- **AMI-to-OMS Integration —** The project is approximately 95% complete. The production system is being established in October.
- **Navigator Replacement —** Requirements gathering is 100% complete. Requirements are being sent to vendors for statements of work and cost estimates.
- **OMS Upgrade —** The project is approximately 98% complete. Go-live is scheduled for October but was delayed due to a client issue.
- **Crew Assignments, CAP Tracking and Circuit Trips Web Code Refactoring —** Go-live is scheduled for Oct. 1.
- **CAMS —** The upgrade from .NET Core 5 to .NET Core 10 is 100% complete and in testing. Go-live is scheduled for Oct. 1.

Energy Delivery

Energy Measurement & Field Operations

Meter Operations

- **Dynamic Meter-Reading Scheduler —** The team created a new scheduler that uses a 28- to 31-day billing cycle to read consumption from each meter.

Revenue Protection

- **Damaged Underground Facilities —** The team investigated 18 damaged underground facilities during FY27
- **811 Sunshine Law Compliance —** Government Code Inspectors issued five citations for violations of the 811 Sunshine Law during FY27. The total amount cited was $13,000, and no amount has been collected.

Field Services

- **Gas Emergency Response —** In September, Field Services responded to 87 gas emergencies.
  GIS and Billing Auditing — Field Services is auditing rental lights to correct GIS and billing discrepancies. The team is also verifying electric-meter locations to assist with GIS cleanup.

Gas T&D Major Projects

- **NGDISM Grant Program —** GRU Gas submitted an application to the Natural Gas Distribution Infrastructure Safety and Modernization Grant Program. The total project cost and federal funding request is $2,281,840.34.
  Synergi Gas Model — GRU submitted all necessary data to Synergi to complete the gas-model build.
  Gas Rebates — FY27 rebates processed totaled $1,150.
  New Gas Customers — GRU added 10 new gas customers during FY27.
  Contribution in Aid of Construction — CIAC collected for FY25 and FY26 totaled $3,903.
  Gas Services — On September, 11 new gas services were installed, three services were retired for inactivity, and 13 services were rerun.
  Gate Station Upgrades — GRU is working with Deerhaven leadership to upgrade existing gate-station equipment to meet current natural-gas consumption needs.

Energy Delivery

Advanced Metering Infrastructure (AMI)

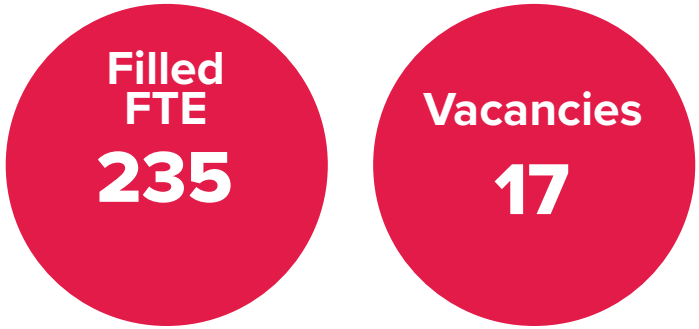
Category	Electric	Water	Natural Gas	Total
Remote Reading	104,640	78,376	38,053	**221,069**
AMI Devices	104,650	78,374	38,093	**221,117**
Non-AMI Devices	15	132	41	**188**
Total Devices	104,665	78,506	38,134	**221,305**
Saturation %	100.00%	99.90%	99.50%	**99.90%**

AMI Financial Summary		
Actuals Spent	$41,354,876	86.50%
O/M Budget Remaining	$2,166,769	5.00%
Capital Budget Remaining	$3,544,731	8.50%
Total Budget	$47,066,376	100.00%

Standard Industry Comparisons

Comparison	Actual	Goal	Description
SAIDI	4.72	4.5	System Average Interruption Duration Index
CAIDI	77.92	55	Customer Average Interruption Duration Index
SAIFI	0.06	0.08	System Average Interruption Frequency Index
ASAI	99.99%		Average Service Availability Index

Personnel



Energy Delivery

Vacancies and Retirements

Status	Title	Filled?	Group	Vacant Date
Vacant	Operational Technology Network Analyst Lead	N	Systems Control	June ’26
Vacant	Principal Engineer	N	Systems Control	Aug. ’25
Vacant	Electrical Distribution Engineer IV	N	Electric Engineering	March ’25
Vacant	Substation Protection & Control Engineer	N	S&R Engineer Group	June ’25
Vacant	Relay Technician	N	Relay Operations	March ’24
Vacant	Electric Line Worker	N	Electric Line Workers	Aug. ’25
Vacant	Lead Line Worker	N	Electric Line Workers	Oct. ’24
Vacant	Electrical Distribution Engineer, Principal	N	Electric Engineering	Sept. ’25
Vacant	Electrical Distribution Engineer, Principal	N	Electric Engineering	Sept. ’25
Vacant	Energy Delivery Facilities Specialist II	N	Electric Engineering	Sept. ’25
Vacant	Lead Line Worker	N	Electric Line Workers	Dec. ’25
Vacant	Power Systems Coordinator II	N	Systems Control Technical Operations	Feb. ’26
Vacant	Electric Line Worker	N	Electric Line Workers	June ’25
Vacant	Electrical Distribution Engineer, Principal	N	Electric Engineering	Jan. ’25
Vacant	Power Systems Coordinator II	N	Systems Control Technical Operations	March ’26
Vacant	OT Software Architect Sr.	N	GRU Energy Delivery	March ’24
Vacant	Energy Delivery Facilities Specialist Supervisor	N	GRU Energy Delivery	May ’26
Vacant	Energy Delivery Facilities Specialist Supervisor	N	GRU Energy Delivery	May ’26
Vacant	Energy Delivery Facilities Specialist Supervisor	N	GRU Energy Delivery	May '26
Vacant	Utility Project & Team Leader III	N	Systems Control	June '26

Water/Wastewater

Production

Murphree Water Treatment Plant (Operations Normal)

		Month (mgd)	FY 26 YTD (mgd)	FY 25 (mgd)	Permitted Capacity (mgd)	FY 26 YTD % of Permitted Capacity
	Average Daily Flow	23.3	23.3	24.0	34.6	67%
	Max Daily Peak Flow	31.7	35.9	36.6	54	66%

Kanapaha Water Reclamation Facility (Operations Normal, Reclaimed Water On)

		Month (mgd)	FY 26 YTD (mgd)	FY 25 (mgd)	Permitted Capacity (mgd)	FY 26 YTD % of Permitted Capacity
	Average Daily Flow	11.1	10.2	10.6	14.9	68%
	Max Daily Peak Flow	18.1	18.9	19.1	NA	NA

Main Street Water Reclamation Facility (Operations Normal, Reclaimed Water On)

		Month (mgd)	FY 26 YTD (mgd)	FY 25 (mgd)	Permitted Capacity (mgd)	FY 26 YTD % of Permitted Capacity
	Average Daily Flow	5.5	5.2	5.4	7.5	69%
	Max Daily Peak Flow	9.4	10.7	13.1	NA	NA

Water/Wastewater

Environmental Compliance

Water Distribution System

	Month	FY 26 YTD	FY 25
Precautionary Boil Water Notices:	3	25	22

Wastewater Collection System

	Month	FY 26 YTD	FY 25
Sanitary Sewer Overflows (SSOs)	0	14	18
SSOs By Type:			
Residential Grease & Toiletries		3	6
Infrastructure		7	10
Third-Party Damage		4	2
Wet Weather			0
Named Storms			0

Water/Wastewater

Maintenance

Water Distribution System

	Month	FY 26 YTD	FY 25	Monthly Goal
Dispatched Water Work Orders	318	5,088	5,238	-
Water Leaks	123	1,535	2,189	-
Water Damages (by 3rd Parties)	15	168	358	-
Other Water Work Orders	180	3,385	2,691	-
Water Valve Exercising Program	95	1936	460	-
** New program for FY 26*				
Number of Water Services Replaced	67	979	1,058	83
Feet of Water Main Replaced	1,830	16,245	25,293	2,200

Wastewater Collection System

	Month	FY 26 YTD	FY 25	Monthly Goal
Dispatched Sewer Work Orders	77	978	860	-
Sewer Stoppages	8	186	202	-
Sewer Damages (by 3rd Parties)	1	55	62	-
Other Sewer Work Orders	68	737	596	-
SWAMP Program				
Miles of Gravity Main Inspected	1.6	27.2	154	-
Number of Manholes Inspected	12	554	3,833	-

Reclaimed Distribution System

	Month	FY 26 YTD	FY 25	Monthly Goal
Dispatched Reclaim Work Orders	3	59	115	-
Reclaim Leaks	1	10	20	-
Reclaim Water Damages (by 3rd Parties)		1	4	-
Other Reclaim Work Orders	2	48	91	-

Water/Wastewater

Major Projects

Water Distribution

- **Galvanized Water Main Replacement Prioritization Tool —** GRU is developing a tool that uses current work-order data to plan future pipe-replacement projects.

Wastewater Collection

- **Air Release Valve Condition Assessments —** Condition assessments are complete. Work is beginning on prioritized ARV replacements as needed.
- **Bivens Arm Sewer Lining —** Preparation is beginning for manhole and gravity-sewer pipe lining near Bivens Arm. Bypass-pipe installation is complete for lining the 24-inch iron gravity main.

Main Street Water Reclamation Facility

- **Phase 2 Construction —** Preparation is underway. The east aeration basin is out of service and being drained for demolition work in October.

Kanapaha Water Reclamation Facility

- **Injection Well Inspection —** Inspections are complete. GRU is awaiting the well company's final report to determine whether additional work is needed.

Murphree Water Treatment Plant

- **Well 13 Pump Replacement —** The replacement pump was received, and installation and startup are beginning during September.

Water/Wastewater

Vacancies and Retirements

Status	Title	Filled?	Group	Vacant Date
Job Ad Posted	Operator Mechanic	N	Water Treatment Plant	July ’26
Job Ad Posted	Staff Specialist	N	Water Treatment Plant	Aug. ’26
Job Ad Posted	Service Operator	N	Water Distribution	July ’26
Job Ad Posted	Service Operator	N	Water Distribution	July ’26
Job Ad Posted	Supervising Utility Engineer	N	Engineering	April ’26
Posting Job Ad	TSS Senior	N	Engineering	Aug. ’26
Posting Job Ad	Wastewater ICE Tech	N	Water Reclamations	June ’26
Posting Job Ad	Wastewater ICE Tech	N	Water Reclamations	April ’26
Posting Job Ad	WRF Operator Mechanic	N	Water Reclamations	Sept. ’26
Posting Job Ad	WRF Lab Tech	N	Water Reclamations	April ’26

Personnel



Safety & Training

Safety Data

Month Injury Statistics



Department	First Aid Given	Recordable Injuries	DART*
Administration	0	0	0
W/WW	0	1	18
Energy Supply	0	0	0
Energy Delivery & Gas	0	0	0
GRUCom	0	0	0
Total		**1**	

***DART:** Days away, restricted or transferred.

Fiscal YTD Injury Statistics



Department	First Aid Given	Recordable Injuries	DART
Administration	0	0	0
W/WW	0	10	119
Energy Supply	2	1	0
Energy Delivery & Gas	0	1	82
GRUCom	0	0	0
Total		**12**	

Safety & Training

Month Vehicle Collisions & Miles Driven



Department	Miles Driven	Recordable Collisions	Preventable Collisions
Administration	6,372	0	0
W/WW	57,778	1	0
Energy Supply	2,604	0	0
Energy Delivery & Gas	77,328	1	1
GRUCom	4,072	0	0
Total	**148,154**	**2**	**1**

Fiscal YTD Vehicle Collisions & Miles Driven



Department	Miles Driven	Recordable Collisions	Preventable Collisions
Administration	85,404	0	0
W/WW	782,592	8	1
Energy Supply	28,942	0	0
Energy Delivery & Gas	1,042,619	5	2
GRUCom	65,848	1	1
Total	**2,005,405**	**14**	**4**

Safety & Training

Monthly Injury, Collision & DART Summaries

Injuries

- **Sept. 7 - Employee sprained back while lifting pump from bed of truck.**

Collisions

- **Sept. 1 - Homeowner backed out of driveway and struck parked GRU service truck.**
- **Sept. 7 - Employee was responding to a trouble call. Arriving on site, employee needed to back up for access and backed into a car that was stopped behind him (PREVENTABLE).**

Customer Operations

Revenue Assurance

Referred to Collections
$340,979.28
FYTD: $3,005,544.09

Funds Collected
$138,178.28
FYTD: $1,062,344.35

Bankruptcies
$728.41
FYTD: $72,549.20

Prior Indebtedness Funds Collected
$13,731.14
FYTD: $287,132.40

Disconnections
2,185

Reconnections
2,133

Billing & Customer Solutions

- Invoicing rating: **99.91%**
- Meter rereads: **7**
- Locked reads: **3,907**
- Solar invoicing rating: **100%**
- Processed emails: **1,991/2,041 (100%)**

Customer Experience

Transactional Survey
4.1



Lobby Survey
4.7



Customer Operations

New Services

Building Permit Reviews	247

Active Projects	Amount
City	211
County	36

New Installations	Amount
Electric	189
Water	89
Wastewater	87
Gas	11

Solar Reviews	Amount
Plan Reviews	6
PVs Completed on Time	6
PV Installations	7
Avg. Handle Time (in Weeks)	3.71

Customer Operations

Customer Service

Answer Speed

Call Type	Actual	FYTD	Goal
Residential & Non-residential	0:00:49	0:01:31	0:05:00

Handle Time

Call Type	Actual	FYTD	Goal
Residential & Non-residential	0:06:18	0:07:20	0:07:00

Total Calls
14,715

Other Statistics

Payments Returned
895
$361,860.15

Lobby Visits
2,902

Project Share
$3,307.27

Social Service Vouchers
129
$41,009.93

Customer Operations

Payment Type Details

Payment Type	Transactions	Transactions FYTD	$ Amount	$ Amount FYTD
Drop Box	704	9,479	$936,897.51	$12,021,973.38
Mailed	16,333	186,914	$13,812,789.02	$171,276,335.42
Office Payment	12	510	$4,032.78	$617,399.05
Electronic Lockbox	7,461	67,442	$3,035,286.71	$24,527,358.71
Drive Thru	3,710	43,464	$2,913,603.74	$28,969,203.82
Kubra Cash	76	3,013	$68,717.94	$627,131.13
Check Free	—	14,557	$0.00	$5,228,423.86
Kubra ACH	18,522	215,829	$7,300,614.22	$74,973,655.17
Collection Agency	27	502	$5,353.72	$162,073.11
Kubra CC/EZPAY	25,636	292,280	$7,752,681.48	$67,295,853.68
Lobby Walk-Ins	2,267	27,829	$1,147,993.92	$12,907,618.78
Direct Debit	35,192	391,027	$12,502,398.34	$122,029,886.99

Customer Operations

Energy & Business Services

Residential Surveys	53
Commercial Surveys	6
LEEP*plus* Applications Received	0
LEEP*plus* Pre-inspections	0
LEEP*plus* Completed Homes	35

FY26

September

State of the Utility

GRU SM

More than Energy

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **646-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **646-2026 Ongoing Business**

Description:
Ongoing Business

Cross Creek Mobile Home Park

- On September 10, 2025, Agenda Item No. M.4, the Authority authorized GRU staff to initiate and conduct a competitive process for the potential sale of the CCMHP water and wastewater systems.
- Between September 2025 and May 2026, internal interdepartmental discussions regarding solicitation and sale of CCMHP water and wastewater systems took place.
- GRU procurement, water/wastewater, and legal staff met on June 1st, June 9th, and June 23rd, 2026. Staff subsequently substantially completed an invitation to negotiate.
- The solicitation was posted on September 3, 2026 and closed without any bids on November 3, 2026. Staff is actively discussing next steps and options.

Variable Billing

- At its June 10, 2026 meeting, the Authority discussed variable billing with staff after receiving community questions and feedback. GRU follows standard municipal industry practices of using variable billing between 28-33 days per billing cycle. Discussions included whether GRU could reduce the variable billing spread or just use 30 days.
- GRU staff forecasted a 30–31-day billing cycle and provided the dynamic scheduling data to its billing software vendor. The vendor independently verified the dynamic scheduling calculations for incorporating into GRU's system.
- Dynamic Schedule was updated and fully integrated into billing as of October 1, 2026.

Fiscal Note:
None.

Recommendation:
The GRU Authority accept this Ongoing Business Agenda Item.

Attachments:
None

Gainesville Regional Utilities Authority
Agenda Item Report

File Number: **790-2026**

Agenda Date: November 18, 2026

Department: Gainesville Regional Utilities

Title: **790-2026 GRU Review - November 2026**

Description:
The GRU Review is intended to provide the Board with a concise update on the most significant and meaningful events since the last Board meeting, supplementing—not replacing—the more comprehensive detail provided in the State of the Utility. It is designed to be a transparent and evolving report that can be refined over time to meet the Board's needs and expectations.

To support this effort, the GRU Executive Team has developed a Balanced Scorecard that provides a consistent way to measure and communicate the organization's progress in fulfilling its vision, mission, and culture. The scorecard is organized around four key objectives of GRU's strategic vision: enhanced Financial Resiliency, an expanded Customer First Experience, continued Operational Evolution, and a positive Workplace Culture. These objectives are measured through 15 Key Performance Indicators (KPIs) that provide meaningful insight into GRU's performance and progress in these focused areas.

For example, the Debt to Capitalization metric provides an indication of progress under GRU's Debt Reduction Plan. Since the Authority was seated, this measure has improved from 86% to 78%, reflecting a reduction in debt leverage.

For this month, the GRU Review will serve as the Board's Balanced Scorecard, providing a concise and transparent snapshot of the organization's performance, priorities, and progress across the four strategic objectives. The format and content may continue to evolve over time based on the Board's needs and expectations.

Fiscal Note:
None.

Recommendation:
The GRU Authority hear the presentation from the CEO.

Attachments:
1. 790-2026 GRU Review - Nov 26 20261118

GRU Review
Balanced Score Card

2027

CUSTOMER FIRST

ONE UTILITY. ONE GOAL.

GRU – Foundations

Vision

GRU envisions a well-run business optimizing all aspects of the organization for the benefit of the customers and the community at large.

Mission

GRU will provide safe, reliable, competitively priced utility services in an environmentally responsible manner and will actively contribute to the enhancement of the quality of life in our community.

Culture

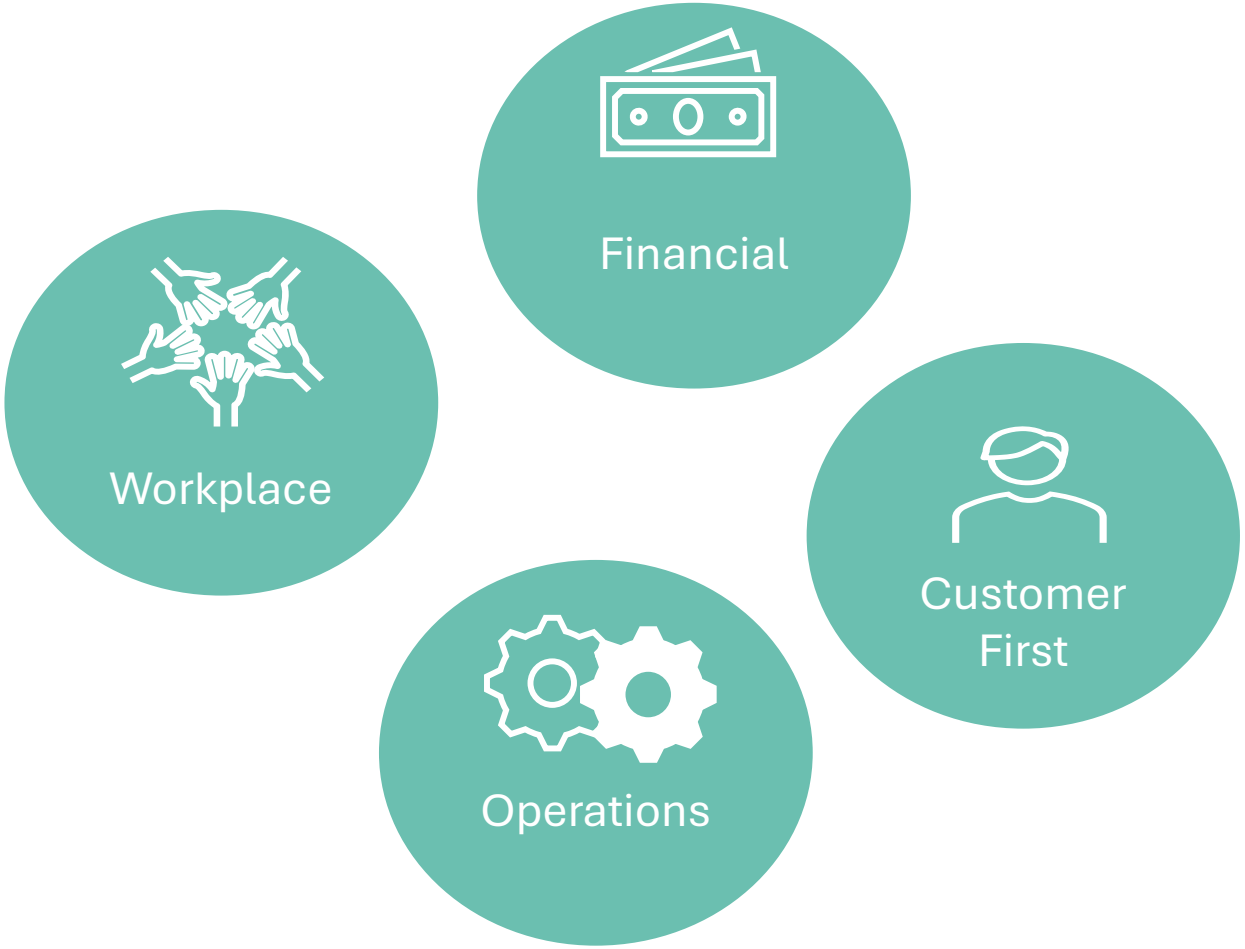
GRU will strive to earn the honor of being Gainesville's best place to work based on inclusion, the quality of the staff, the operational teamwork, the internal alignment with corporate goals and a passionate commitment to the community it serves.



Building GRU's Strategic Objectives

1. Financial Resiliency
2. Customer First Experience
3. Operational Evolution
4. Workplace Culture





Scorecard Build Out

SCORECARD BUILD OUT		
PERSPECTIVE	FOCUS	METRICS
Financial Resiliency	• Debt Reduction Plan • Expense Management • Productivity Enhancement • Prudent Reserve Levels • Cash Collection Efficiency	• Debt / Capitalization • Profit • Meter / Employee • Days Cash on Hand • Days Sales Outstanding (DSO)
Customer First Experience	• Rate Affordability • Customer Responsiveness	• Residential Bill / FMEA Muni Comparison • Basket of Services • Call Times
Operational Evolution	• Environmental Excellence • Reliability	• FERC / NERC Violations • Boil Water Notices • SSO's (sanitary sewer overflows) • SAIDI (system avg. interruption duration index)
Workplace Culture	• Employee Retention & Development • Safe Working Environment	• Vacancy Rates • DART • Miles Per Preventable Collision

Financial Resiliency

Objective	Metric	September 2023	September 2024	September 2025	September 2026	Goal
1. Pay down debt	Debt / capitalization	86.03%	81.42%	78.89%	77.51%	70% by 2033
2. Business Accountability	Profit	$25.6M	$23.4M	$34.5M	$45.8M	$45.2M budget
3. Labor Efficiency	Meters per employee, authorized / filled	305.90 / 335.48	313.78 / 353.81	323.80 / 353.92	331.13 / 358.99	325 / 350
4. Reserve Sufficiency	Days cash on hand	193	221	208	233	250
5. Collection Efficiency	Days Sales Outstanding	50 days	49 days	43 days	42 days	35 days



Customer First Experience

Objective	Metric	September 2023	September 2024	September 2025	September 2026	Goal
6. Electric price competitiveness	**1,000 kWh residential bill** **▲To State Avg**	$155.73 ~$24	$140.73 ~$18	$136.60 ~$7	**$146.60** **~$11**	**FMEA state average** **- 0 -**
7. Overall service competitiveness	**Basket of services** **▲ To Region Avg**	$288.11 ~$12	$269.36 (~$12)	$265.23 (~$23)	**$277.39** **(~$28)**	**Bottom third of region** **- 0 -**
8. Customer Responsiveness	**Call Answer Speed** **Call Handle Time**	0:11:33 0:09:21	0:01:58 0:07:59	0:06:50 0:08:26	**0:01:31** **0:07:44**	**<5 minutes** **<7 minutes**



Operational Evolution

Objective	Metric	September 2025	September 2026	Goal
9. Energy supply environmental / regulatory compliance	NERC/FERC violations	0	0	0
10. Water environmental / reliability compliance	Boil water notices	0	3	0
11. Wastewater environmental / reliability compliance	SSOs (Sanitary Sewer Overflows)	0	1	0
12. Power system reliability compliance	SAIDI (System Average Interruption Duration Index)	2.84	4.72	<4.50



Workplace Culture

Metric		September 2023	September 2024	September 2025	September 2026	Goal
13. Staffing effectiveness	**Vacancy Rate**	8.82%	11.31%	8.51%	**7.76%**	**<8%**
14. Employee safety	**DART (Days Away Restricted or Transferred)**	N/A	N/A	36	**18**	**0**
15. Vehicle safety	**Miles per preventable collision**	N/A	N/A	181,270	**148,154**	**∞**

