

Wednesday, October 8, 2025, 5:30 p.m.

GRU Administration Building

301 SE 4th Avenue

Gainesville, FL 32601

Directors

Chair Eric Lawson

Vice-Chair David Haslam

Director Jack Jacobs

Director Robert Skinner

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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. ADOPTION OF THE AGENDA

Includes Consent and Regular Agenda Items.

F. APPROVAL OF MINUTES

Approval of Minutes from the GRUA meeting held on September 10, 2025 (B).

G. CHAIR COMMENTS

H. GENERAL PUBLIC COMMENT

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

I. DIRECTOR COMMENTS

J. CONSENT AGENDA

1. **2025-806 State of the Utility, Monthly Update August 2025 (B)**

Department: Gainesville Regional Utilities/Office of the Chief Operating Officer

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 August 2025.

Fiscal Note: None

K. **RESOLUTIONS (Roll Call Required)**

1. **2025-807 GRUA resolution approving natural gas agreement with the Municipal Gas Authority of Georgia and TD Bank (B)**

Department: Gainesville Regional Utilities/Budget, Finance, and Accounting

Description: The resolution approves participation in a natural gas prepayment transaction between the Gas Authority and TD Bank.

Fiscal Note: The initial discount is estimated at \$0.32 per MMBtu net of an administrative fee of the Gas Authority's Issuer entity. At savings of \$0.32/MMBtu, and a volume which combined with existing gas prepays totals 67% of average daily gas load, this transaction is projected to generate approximately \$ 645K in annual savings.

Recommendation: The Authority adopt the proposed resolution authorizing participation in a natural gas prepayment transaction between the Gas Authority and TD Bank.

L. **CEO COMMENTS**

M. **ATTORNEY COMMENTS**

N. **BUSINESS DISCUSSION ITEMS**

1. **2025-808 Approval of FY26 Information Technology Service Level Agreement (SLA) between GRU and the City of Gainesville (B)**

Department: Gainesville Regional Utilities/Office of the Chief Information Officer

Description: This agenda item seeks approval of the FY26 Enterprise Information Technology Service Level Agreement (SLA) between the Gainesville Regional Utilities Authority (GRUA), by and through Gainesville Regional Utilities (GRU), and the City of Gainesville's General Government (GG). The SLA outlines the scope of IT services provided by GRU's Enterprise IT department to GG, including desktop support, network connectivity, Microsoft 365, security services, project management, and more. It defines service levels, responsibilities, support processes, and cost allocations for the fiscal year beginning October 1, 2025, through September 30, 2026.

Fiscal Note: The total annual IT cost of service for General Government is \$3,703,577.70, which includes:

- Infrastructure Maintenance & Support Services: \$2,922,514.51
- Microsoft Enterprise User Licenses: \$710,200.68
- Internet Services & GRUCom: \$70,862.52

Recommendation: The GRU Authority approve the FY26 Enterprise Information Technology Service Level Agreement between GRU and the City of Gainesville executed by the Chief Executive Officer on behalf of GRUA.

2. **2025-809 Approval of Agreement Between GRU and the City of Gainesville for Solid Waste and Stormwater Billing Services (B)**

Department: Gainesville Regional Utilities/Customer Operations

Description: This agenda item seeks approval of an Agreement between the Gainesville Regional Utilities Authority (GRUA) and the City of Gainesville for the continued provision of billing services related to Solid Waste and Stormwater. Under this agreement, GRU will continue to provide billing, collection, and remittance services for the City's Solid Waste and Stormwater fees. The agreement outlines the scope of services, responsibilities of each party, and the associated administrative fees.

Fiscal Note: The City of Gainesville will compensate GRU for billing services through an administrative fee structure outlined in the agreement. The fees are based on a percentage of the total revenue collected for Solid Waste and Stormwater services. These funds will support GRU's operational costs associated with billing, customer service, and remittance processing.

Recommendation: The GRU Authority authorizes the Chief Executive Officer to negotiate and execute an amended agreement between GRU and the City of Gainesville for solid waste and stormwater billing services.

3. **2025-810 Integrated Resource Plan (IRP) Update – Plan vs. Action (B)**

Department: Gainesville Regional Utilities/Energy Supply

Description: This presentation provides an update on the Integrated Resource Plan (IRP), comparing the original planning assumptions with current actions taken in response to evolving operational, financial, and market conditions. The presentation outlines GRU's electric system capacity, unit retirement timelines, and generation portfolio. It highlights key decisions such as the life extension of Deerhaven Units DH1 and DH2, CT1 and CT2, and the termination of the Sand Bluff Solar PPA due to cost escalation. The update also includes revised cost estimates for new gas-fired generation versus refurbishment of existing assets, and the role of short- and long-

term power purchase agreements (PPAs) in maintaining system reliability and cost competitiveness.

Fiscal Note: None at this time.

Recommendation: The Authority hear the presentation and ask any necessary questions.

4. 2025-811 GRU Review – September, 2025 (B)

Department: Gainesville Regional Utilities/Office of the Chief Executive Officer

Description: An update to the Board on the significant and most meaningful events since the last board meeting The GRU Review isn't meant to replace all the granularity of the State of the Utility (which is included under Consent Agenda), it is intended to supplement it can evolve over time depending on the requirements set forth by the Board.

Fiscal Note: None

Recommendation: The Authority hear a presentation from the CEO and ask questions, if desired.

O. DIRECTOR COMMENTS

P. ADJOURNMENT



Gainesville Regional Utilities Authority Agenda Item Report

File Number: 2025-806

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-806 State of the Utility, Monthly Update August 2025 (B)

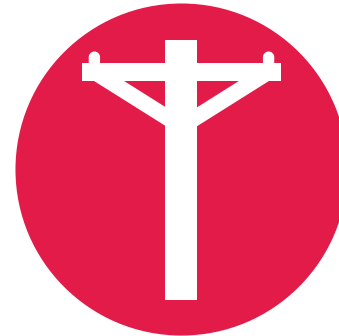
Department: Gainesville Regional Utilities/Office of the Chief Operating Officer

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 August 2025.

Fiscal Note: None

State of the Utility

FY25
August



Energy Supply

Major Figures & Achievements



Regulatory Compliance (NERC)

Environmental Compliance

We have no outstanding ongoing environmental or electric regulatory compliance issues at this time.

The corrective actions to address Combustion Turbine 4 (CT4) have been effective in both restoring unit in a derated capacity of 65 MW (in combined cycle operations when coupled with Unit #8, this would be 100 MW max) while in compliance, as well as not to be treated as a compliance exceeding event. The ultimate corrective actions to restore full Kelly Combined Cycle (JCC1) to full load capacity will be completed in an extended planned outage scheduled to begin in January 2026, where major hardware changes to the gas turbine will be required to be completed.

Energy Supply

Deerhaven (DH)

Deerhaven Unit 1 (DH1) and 2 (DH2)

- Both units are online.

Deerhaven Combustion Turbines

- All three units are online and fully available.

Deerhaven Renewable (DHR)

- Unit is online.

Kelly Generating Station (JRK)

- JCC1 (Combined Cycle) online and fixed in derated load of 100 MW net (65 MW from CT4, 35 MW from Unit #8).
- Details of JCC1 status are fully described in the Regulatory Compliance section of this narrative.

South Energy Center (SEC)

- **Wartsila Engine** – Online.
- **Solar Engine** – On standby and fully available.
- **Steam Chiller** – Restored to full service. Generator end bearing adjusted with machining to correct high temperature; unit now operating normally.

Other Items

- At Innovation Energy Center (IEC), one of the two electric chillers is currently out of service due to electrical control damage from a lightning strike. No operational impact, as the remaining chiller can handle the full load. A replacement part is on order, expected October 2025.

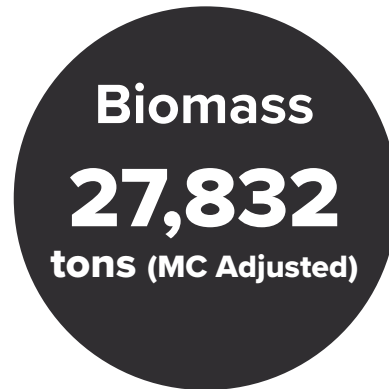
Energy Supply

Fuels Management

Inventory



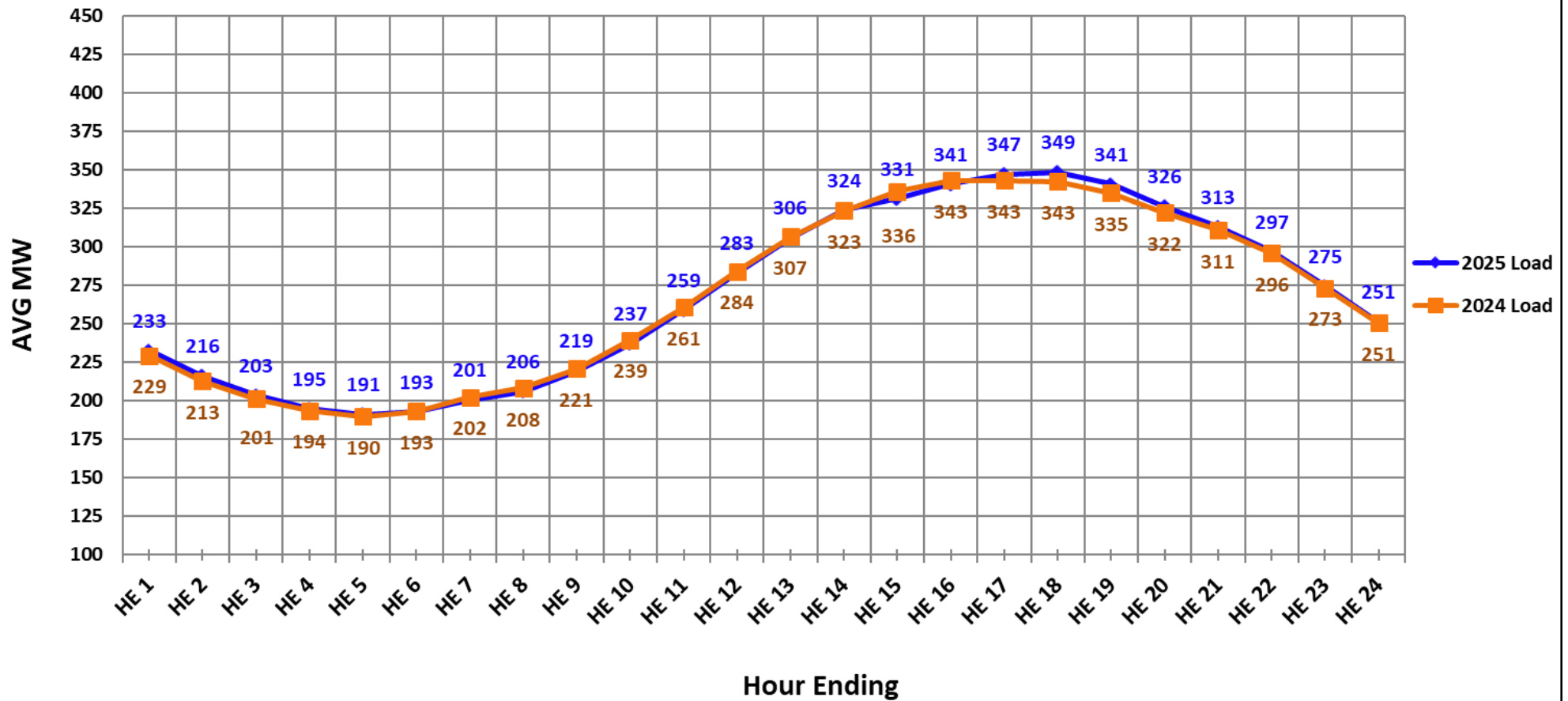
42 days at full load;
85 days at half load.



10.1 days at full load;
20.2 days at half load;
16.2 days at most recent
burn rate.

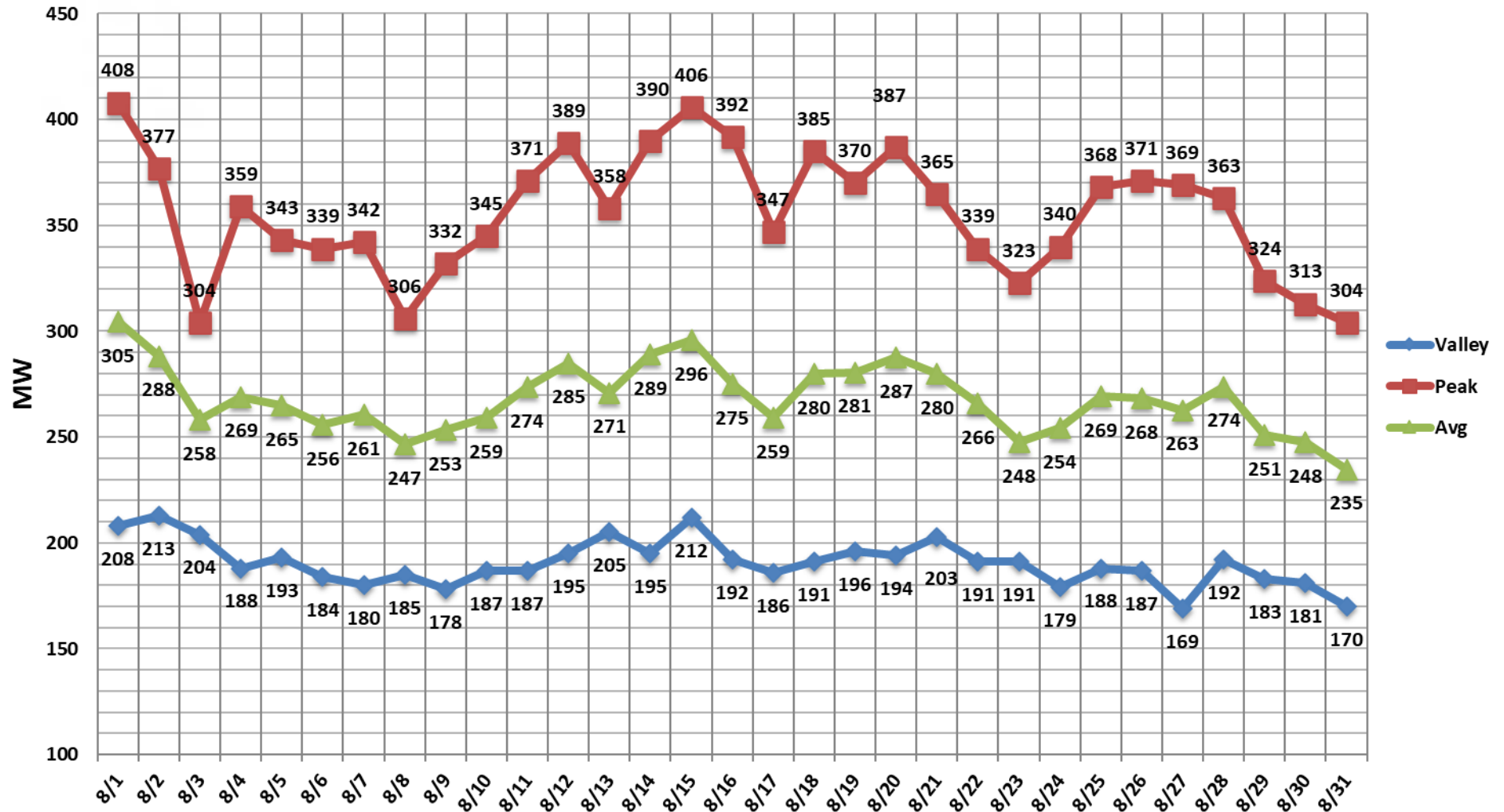
Energy Supply

August 2025 vs August 2024
Average Hourly Loads



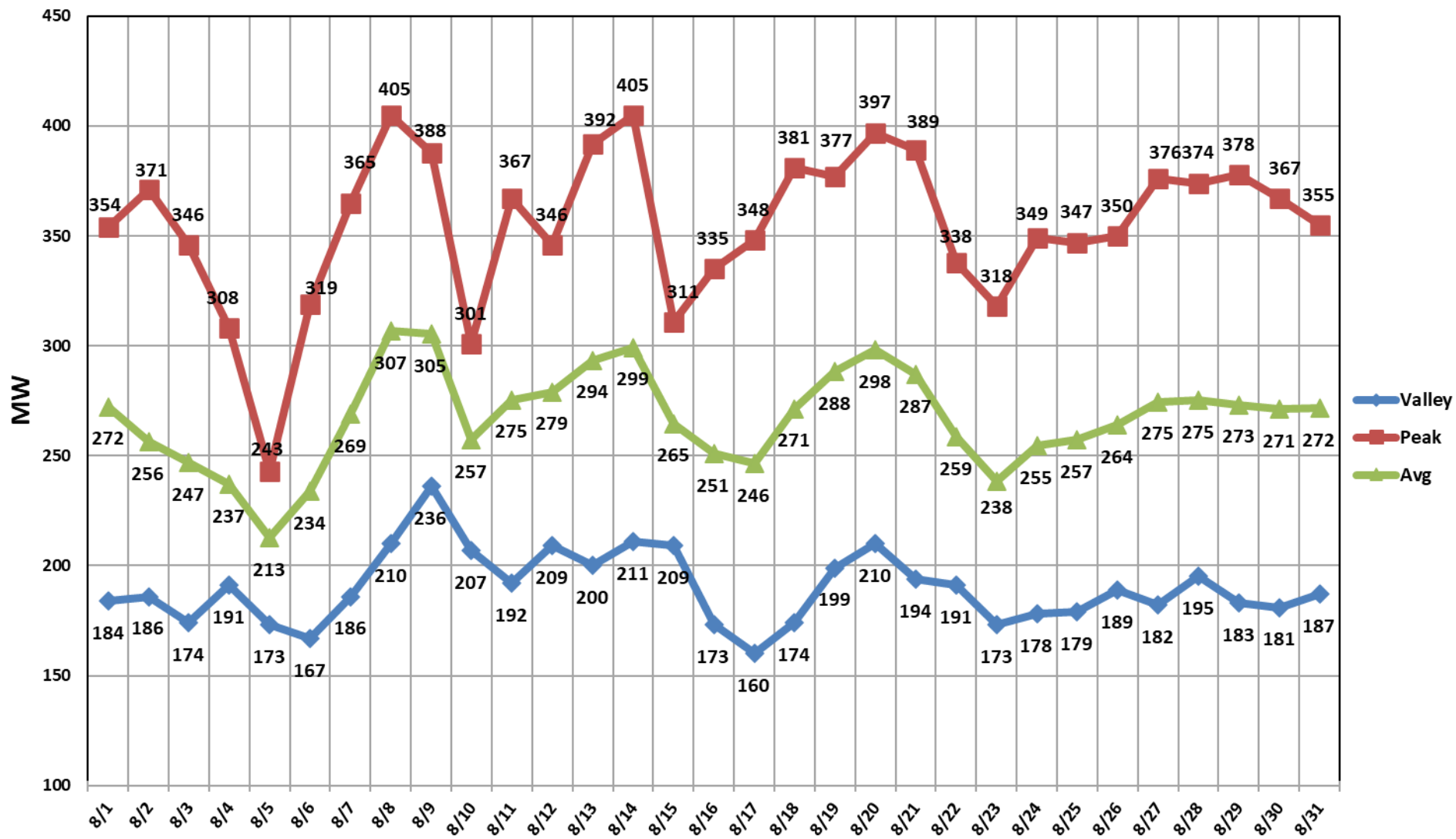
Energy Supply

August 2025
Peak, Valley, and Average Loads



Energy Supply

August 2024
Peak, Valley, and Average Loads



Energy Supply

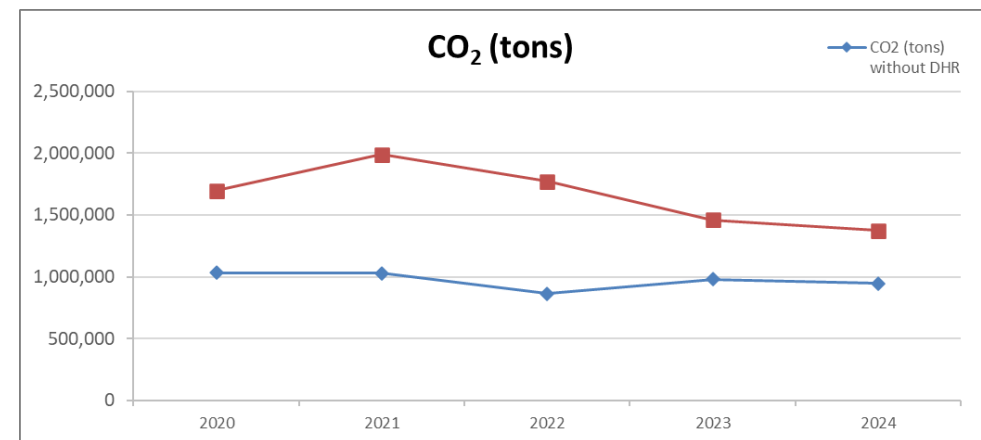
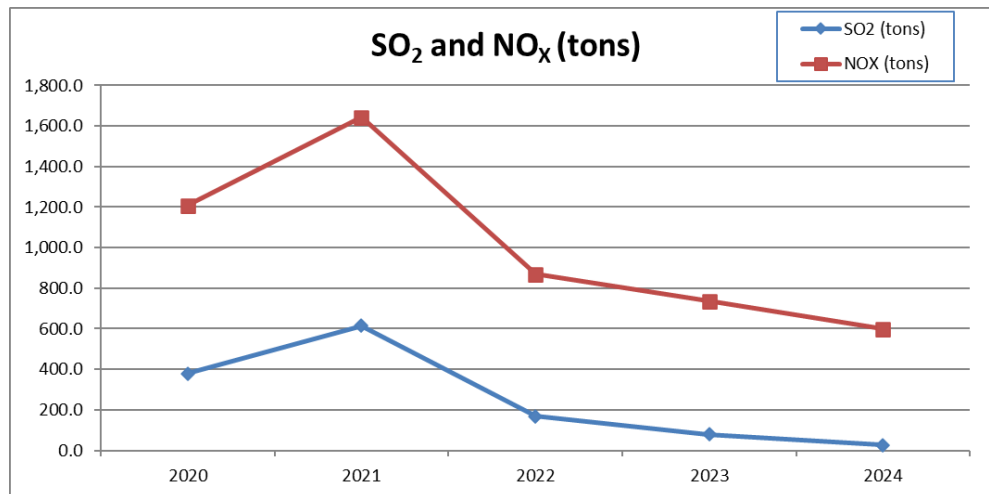
Emissions Data

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 (thru August)**	199.6	524.6	1.0	4.7	646,642.5	1,109,161.2

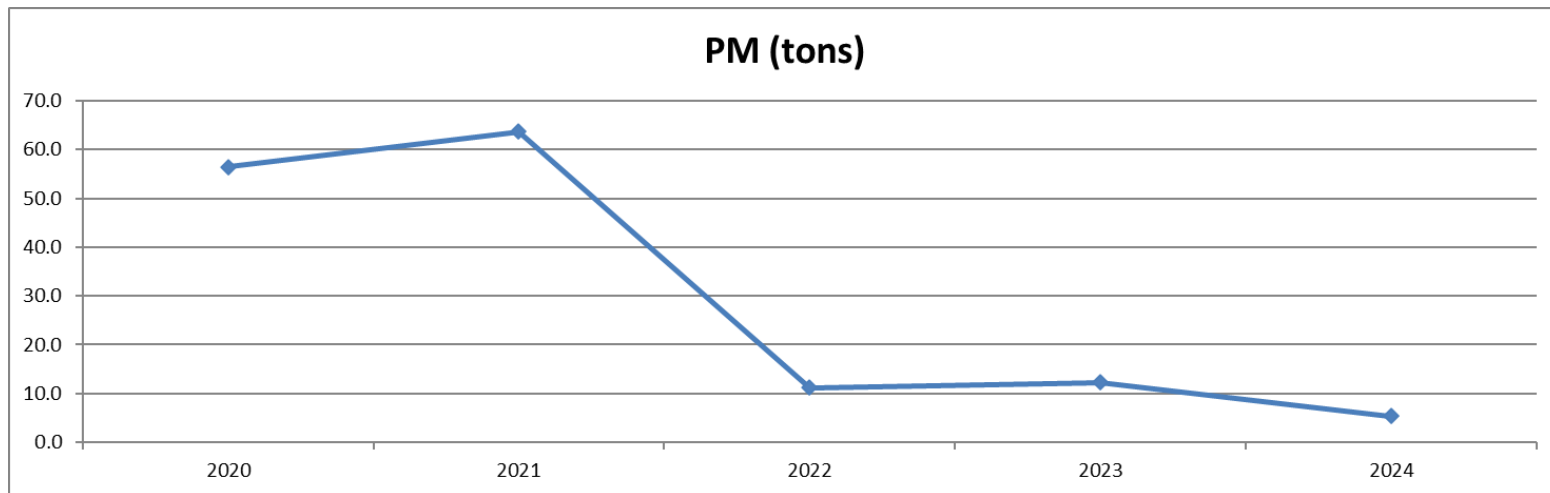
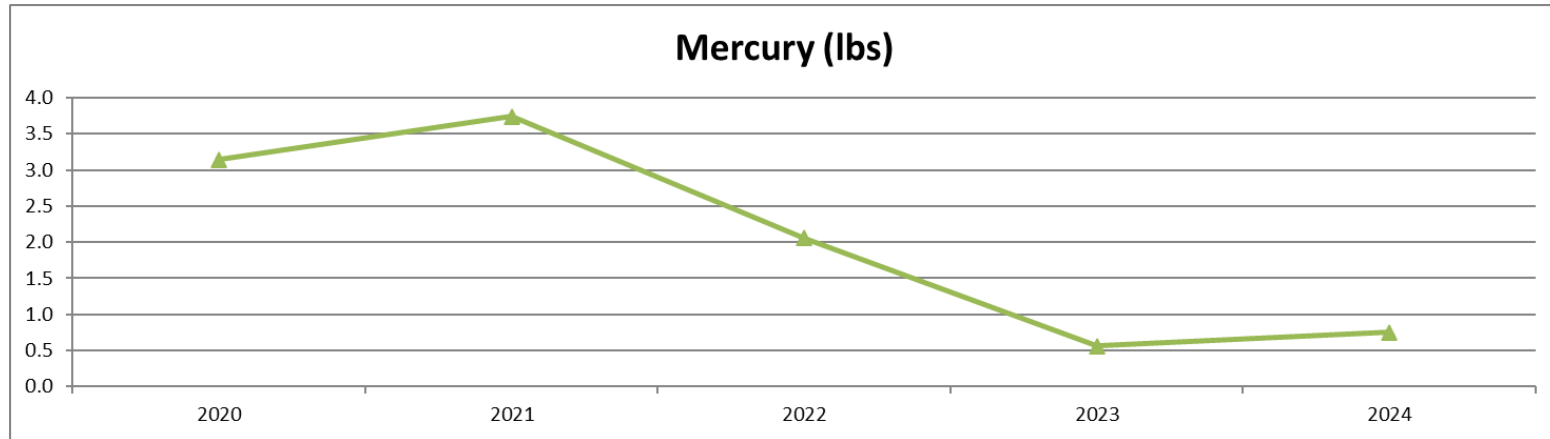
*Mercury and Particulate values are for Unit 2 only.

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



Energy Supply

Yearly Emissions



Energy Supply

Emissions Data

[illegible]

Energy Supply

Emissions & Compliance Data

Environmental				
		August		Calendar Year to Date (August)
Notices of Violation		0		0
Emissions				
DH1, DH2, DHCT3, JRKCC1				
	CO ₂ (tons)	97,796.8		646,642.5
	NO _x (tons)	55.2		393.7
	SO ₂ (tons)	2.0		190.9
DH Unit 2 (only)				
	PM _{FILT} (tons)	0.7		4.7
	Hg (lbs)	0.1		1.0
DHR				
	CO ₂ (tons)	57,706.1		462,518.7
	NO _x (tons)	15.8		130.9
	SO ₂ (tons)	1.1		8.7

Energy Supply

Availability & Capacity

	Availability			Capacity		
	Month	FY25 YTD	FY24 YTD	Month	FY25 YTD	FY24 YTD
DH-2	100.00%	93.88%	74.32%	41.45%	34.32%	29.13%
DH-1	96.30%	99.35%	90.96%	28.91%	22.89%	20.76%
Kelly CC	89.21%	82.07%	88.78%	71.81%	74.55%	81.90%
DH CT-1	100.00%	97.96%	95.09%	0.00%	0.02%	0.06%
DH CT-2	100.00%	99.91%	94.75%	0.01%	0.01%	0.02%
DH CT-3	98.01%	96.30%	99.09%	0.00%	0.69%	0.29%

Fuel Consumed

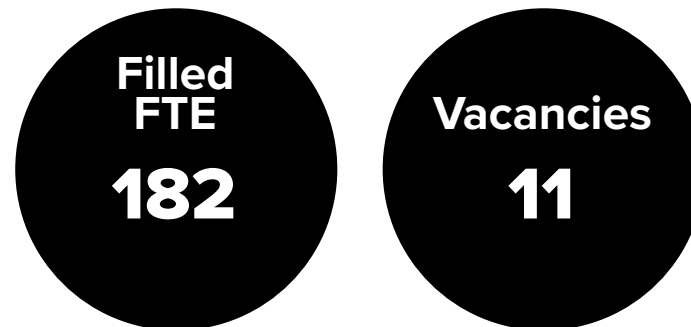
	Month	YTD	Budget YTD	Delta Budget
Coal (Tons)	83	6,540	-	6,540
Gas (MCF)	1,612,008	14,895,882	14,320,596	575,286
Fuel Oil (Gal)	150	670,984	-	670,984
Biomass (Tons)	51,849	409,778	224,092	185,686

Energy Supply

Performance Parameters

25-Feb	kWh/Month	kWh/YTD	Budget YTD	Delta Budget
DH-2	67,265	450,099	\$422,484	\$27,615
DH-1	15,214	97,623	\$18,137	\$79,486
Kelly CC1	58,207	411,578	\$547,160	\$(135,582)
CTs	1	4,402	\$215	\$4,187
Grid	24,087	40,864	\$70,911	\$(30,047)
DHR	33,960	282,496	\$162,193	\$120,303

Personnel



Energy Supply

Vacancies and Retirements

Status	Title	Filled?	Group	Vacant Date
Vacant	Engineer and Utility Designer IV	N	GRU Deerhaven Plant	Dec. '23
Vacant	Production Technician	N	GRU - Kelly Plant	July '25
Filled	Power Plant Analytical Chemistry Quality Manager	Y	GRU Deerhaven Plant	May '25
Filled	Production Technician	Y	GRU - Kelly Plant	June '25
Filled	Power Plant ICE Technician	Y	GRU Deerhaven Plant	May '25
Filled	Energy Supply Maintenance Planner	Y	GRU Deerhaven Plant	Feb. '25
Vacant	Power Plant Shift Supervisor	N	GRU - Deerhaven Plant	July '25
Vacant	Power Plant ICE Technician	N	GRU - DHR Ops	July '25
Filled	Energy Supply Maintenance Planner	Y	GRU Deerhaven Plant	May '25
Vacant	Process Plant Operator II	N	GRU Deerhaven Plant	July '25
Vacant	Power Plant Chemistry Technician	N	GRU Deerhaven Plant	July '25
Vacant	Power Plant Mech Journeyman	N	GRU Deerhaven Plant	April '23
Vacant	Power Plant ICE Supervisor	N	GRU Deerhaven Plant	May '23
Vacant	Power Plant Journeyman Operator	N	GRU Deerhaven Plant	March '25
Vacant	Power Plant ICE Technician	N	GRU Deerhaven Plant	March '25
Vacant	Production Technician	N	GRU - South Energy Center	June '25
Vacant	Production Technician	N	GRU - Kelly Plant	June '25
Vacant	Production Technician	N	GRU - Kelly Plant	May '25

Energy Delivery

Reliability Statistics

Customers
Served
101,836

Total
Outages
72

Customers
Affected
8,485

Outage
Minutes
9,339

Outage Causes

Cause	Overhead	Underground	Both
Undetermined	2	0	0
Weather	12	0	1
Vegetation	26	0	2
Animals	2	0	0
Foreign Interference	0	0	1
Human Cause	3	1	0
Equipment Failure	18	3	1
Other	0	0	0
Total	63	4	5

Energy Delivery

Electric System Consumption

	Aug. 2025		Aug. 2024	
	CONSUMPTION (kWh)	CUSTOMERS	CONSTUMPION (kWh)	CUSTOMERS
Feed-in-Tariff - Residential	141	84	195	91
Feed-in-Tariff - General Service	2,335	140	1,402	158
Electric - GS - Demand - Regular	53,964,378	1,101	56,461,794	1,115
Electric - General Service Demand PV	1,901,535	33	1,725,025	30
Electric - GS - Kanapaha w Curtail Cr	1,075,200	1	1,065,600	1
Electric - GS - Demand - Large Power	10,210,740	10	8,931,000	7
Electric - GS - Murphree Curtail Credit	1,480,344	1	1,502,400	1
Electric - GS - Large Demand PV	5,582,400	2	5,282,400	2
Electric - GS - Non Demand	19,241,146	10,134	19,384,014	10,170
Electric - General Service PV	228,539	89	218,931	83
Electric - Lighting - Rental *	791,340	1,789	820,950	1,821
Electric - Lighting - Street - City *	356,923	3	403,921	15
Electric - Lighting - Street - County *	127,106	1	127,313	1
Electric - Lighting - Traffic	0	0	144	1
Electric - Residential - Non TOU	94,461,760	94,708	90,992,779	94,286
Electric - Residential PV	1,211,670	1,538	1,060,504	1,446
Total Retail Electric	190,635,557	107,841	187,979,372	107,391

* Number of customers is excluded from total customer count.

Energy Delivery

Gas System Consumption

	Aug. 2025		Aug. 2024	
	CONSUMPTION (THM)	CUSTOMERS	CONSUMPTION (THM)	CUSTOMERS
Gas - GS - Regular Service (Firm)	494,714	1,240	580,542	1,292
Gas - GS - Regular Service (Small)	26,590	505	19,309	446
Gas - GS - Interruptible - Regular Serv	0	0	44,401	2
Gas - GS - Interruptible - Large Volume	144,327	3	408,818	8
Gas - Residential - Regular Service	285,749	36,029	285,206	35,944
Total Retail Gas	951,380	37,777	1,338,276	37,692

Major Projects

Electric Engineering / T&D Construction

- **TACTICS Projects** – Multiple packets released; several FDOT projects in progress or coordination phase (focus on streetlight up-grades).

Electric Operations

- **T&D Operations** – Continued patrol of feeders; 102 hazard trees removed this FY.
- **Kelly & Kelly West Tactics** – 60% complete.
- **Underground Cable Repairs** – 26,446 feet of directional boring complete this FY to replace failed URD cables.

Substation & Relay

- **Parker Auto Transformers (GRIP)** – IFC package final, materials ordered; T-76 delivery expected early October; construction/demo begins Sept. 2.
- **New Feeder Install (BKR 439)** – Supporting McMichen substation and Amazon; includes foundation/conduit, breaker, switches, arresters. Install scheduled summer 2026.

Energy Delivery

Power Systems

- FPL Power Purchase – Began Aug. 1, scheduled to end Nov. 10.

Gas Engineering

- AUD Rollout – Designing and updating with electric engineering; template fully rolled out.
- Ben E Keith Facility – Negotiating gas main extension to serve new manufacturing facility.

Energy Measurement & Field Operations

- Gas Measurement – Replacing Utiliguard equipment with Radiodetection platform, the industry standard.

Gas T&D Major Projects

- Bridlewood S/D (High Springs) – Ongoing construction; 6” external main 66% complete, 4” interior main 90% complete.
- Emergency Valve Reduction – EMS review reducing number of emergency valves from 300+ to 48 per PSC request.

Energy Delivery

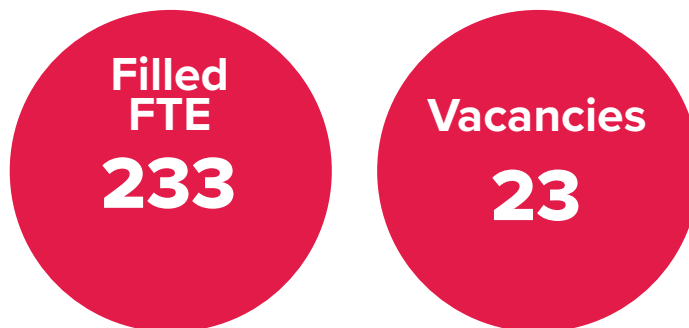
Advanced Metering Infrastructure (AMI)

Category	Electric	Water	Natural Gas	Total
Remote Reading	103,862	69,619	32,559	206,040
AMI Devices	103,894	70,221	32,581	206,696
Non-AMI Devices	30	8,011	5,638	13,679
Total Devices	103,924	78,232	38,219	220,375
Saturation %	100.0%	89.8%	85.2%	93.8%

Standard Industry Comparisons

Comparison	Actual	Goal	Description
SAIDI	7.42	4.5	System Average Interruption Duration Index
CAIDI	89.03	55	Customer Average Interruption Duration Index
SAIFI	0.08	0.08	System Average Interruption Frequency Index
ASAI	99.98%		Average Service Availability Index

Personnel



Energy Delivery

Vacancies and Retirements

Status	Title	Filled?	Group	Vacant Date
Vacant	Principal Engineer and Utility Designer	N	ED Electric Engineering	March '24
Vacant	Energy Delivery Facilities Specialist II	N	ED Electric Engineering	March '24
Vacant	Engineer & Utility Designer III	N	ED Electric Engineering	Jan. '24
Vacant	Relay Technician	N	Relay Operations	March '24
Vacant	Energy Delivery Facilities Specialist II	N	ED Electric Engineering	Feb. '25
Vacant	Meter Reader	N	Electric Meter Measurement Operations	Feb. '25
Vacant	Electric Line Worker	N	T&D Construction	Feb. '25
Vacant	Electric Line Worker	N	T&D Construction	Feb. '25
Vacant	Line Worker Lead	N	T&D Construction	June '24
Vacant	Line Technician	N	Gas T&D Construction	April '25
Vacant	Field Service Technician	N	Gas T&D Administration	Feb. '25
Filled	Operational Technology Network Analyst Senior	N	Systems Control/Technical Support	April '25
Vacant	SCADA Systems Database Analyst	N	Systems Control/Technical Support	July '25
Vacant	GIS and Operational Systems Technician	N	ED GIS Operations and Standards	May '25
Vacant	Electric Line Worker	N	T&D Construction	June '25
Vacant	Power Systems Application Engineer	N	Systems Control Operations	June '25
Vacant	Transmission Planning Principal Engineer	N	ED Electric Engineering	July '25
Vacant	Energy Delivery Facilities Specialist Supervisor	N	ED Electric Engineering	July '25
Vacant	Principal Engineer	N	Systems Control/Technical Support	July '25
Vacant	Systems Control Manager	N	Systems Control Administration	July '25
Vacant	Electric Line Worker Apprentice	N	T&D Construction	Aug. '25
Vacant	Gas Worker Apprentice	N	Gas T&D Operations	Aug. '25
Vacant	Field Service Technician Apprentice	N	Meter Services	Aug. '25

Water/Wastewater

Production

Murphree Water Treatment Plant (Operations Normal)

		Month (mgd)	FY 25 YTD (mgd)	FY 24 (mgd)	Permitted Capacity (mgd)	FY 25 YTD % of Permitted Capacity
	Average Daily Flow	24.8	23.8	23.2	30	79%
	Max Daily Peak Flow	31.3	36.6	35.4	54	68%

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

		Month (mgd)	FY 25 YTD (mgd)	FY 24 (mgd)	Permitted Capacity (mgd)	FY 25 YTD % of Permitted Capacity
	Average Daily Flow	4.2	5.4	6.2	7.5	72%
	Max Daily Peak Flow	7.5	13.1	16.1	NA	NA

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

		Month (mgd)	FY 25 YTD (mgd)	FY 24 (mgd)	Permitted Capacity (mgd)	FY 25 YTD % of Permitted Capacity
	Average Daily Flow	11.0	10.6	11.1	14.9	71%
	Max Daily Peak Flow	19.1	19.1	24.7	NA	NA

Water/Wastewater

Environmental Compliance					
Water Distribution System					
			Month	FY 25 YTD	FY 24
		Precautionary Boil Water Notices:	2	22	25
Wastewater Collection System					
			Month	FY 25 YTD	FY 24
		Sanitary Sewer Overflows (SSOs)	2	17	22
		<i>SSOs By Type:</i>			
		Residential Grease & Toiletries	1	6	8
		Infrastructure	1	9	4
		Third-Party Damage		2	3
		Wet Weather			0
		Named Storms			7

Water/Wastewater

Maintenance						
Water Distribution System						
			Month	FY 25 YTD	FY 24	Monthly Goal
	Dispatched Water Work Orders		413	4,831	3,866	-
	Water Leaks		179	1,987	1,711	-
	Water Damages (by 3rd Parties)		13	345	N/A	-
	Other Water Work Orders		221	2,499	2,175	-
	AMI Large Meter Changeouts		13	593	1,057	-
	Number of Water Services Replaced		103	988	1,278	83
	Feet of Water Main Replaced		344	21,064	22,543	2,200
Wastewater Collection System						
			Month	FY 25 YTD	FY 24	Monthly Goal
	Dispatched Sewer Work Orders		75	791	776	-
	Sewer Stoppages		15	185	226	-
	Sewer Damages (by 3rd Parties)		8	59	N/A	-
	Other Sewer Work Orders		52	547	550	-
	SWAMP Program					
	Miles of Gravity Main Inspected		6.0	147	214	12.5
	Number of Manholes Inspected		112	3,690	5,121	200
Reclaimed Distribution System						
			Month	FY 25 YTD	FY 24	Monthly Goal
	Dispatched Reclaim Work Orders		4	105	86	-
	Reclaim Leaks		0	19	12	-
	Reclaim Water Damages (by 3rd Parties)		0	4	N/A	-
	Other Reclaim Work Orders		4	482	74	-

Water/Wastewater

Major Projects

Water Distribution

- **Design/Plan for NE 8th Avenue 16-inch Water Main Improvements** – Construction scheduled for August 2025.
- **Large meter changeouts for AMI** – All completed except for one meter at North Florida, which is being coordinated with a planned outage in September.

Wastewater Collection

- **SW 24th Avenue Force Main Improvements (Grant Funded)** – Construction in progress, bypass in place, final piping work completed, site restoration to begin in September 2025.
- **Haile Plantation Gravity Main Replacement** – Completed two segments with three more segments remaining; target completion October 2025.
- **Fort Clarke Boulevard Gravity Main Replacement** – Two jack-and-bore piping installations complete under Ft Clarke Blvd. Expected project completion May 2026.

Main Street Water Reclamation Facility

- Construction continues on Phase 1. Electrical building ductwork installation in progress, and installation of new grit equipment underway in the new headworks facility.

Kanapaha Water Reclamation Facility

- Project underway for a master site plan for future facilities to assist with capital budget preparation.

Lift Stations

- **Lift Station No. 1 Project** – Installation of backup power generator and precast building underway.

Murphree Water Treatment Plant

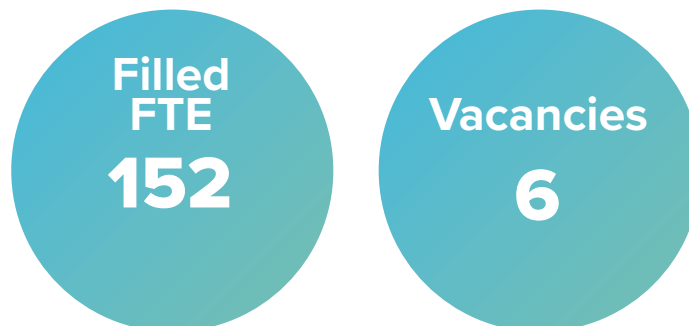
- Installation of new CO₂ diffusers complete. Monitoring chemical usage for potential savings with diffuser install. Old CO₂ tanks scheduled for removal in September.

Water/Wastewater

Vacancies and Retirements

Status	Title	Filled?	Group	Vacant Date
Job Posted	Piping Engineer 1-4	N	W/WW Engineering	June '25
Job Posted	Operator Mechanic	N	Operator Mechanic	Aug. '25
Vacant - Posting Soon	Wastewater ICE Tech	N	Wastewater ICE Tech	Nov. '24
Vacant - Posting Soon	Wastewater ICE Tech	N	Wastewater ICE Tech	July '25
Vacant - Posting Soon	GIS/OS Specialist I	N	GIS/OS Specialist I	July '25
Vacant - Posting Soon	GIS/OS Supervisor	N	GIS/OS Supervisor	June '25

Personnel



Safety & Training

Safety Data Month Injury Statistics



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

*DART: Days away, restricted or transferred.

Fiscal YTD Injury Statistics



Department	First Aid Given	Recordable Injuries	DART
Administration	1	1	0
W/WW	0	4	2
Energy Supply	0	1	30
Energy Delivery & Gas	0	3	11
GRUCom	1	0	0
Total	2	9	43

Safety & Training

Month Vehicle Collisions & Miles Driven



Department	Miles Driven	Recordable Collisions	Preventable Collisions
Administration	7,771	0	0
W/WW	80,057	0	0
Energy Supply	2,069	0	0
Energy Delivery & Gas	93,393	1	0
GRUCom	5,427	0	0
Total	188,717	1	0

Fiscal YTD Vehicle Collisions & Miles Driven



Department	Miles Driven	Recordable Collisions	Preventable Collisions
Administration	88,852	1	0
W/WW	783,932	6	0
Energy Supply	30,823	0	0
Energy Delivery & Gas	1,107,806	6	1
GRUCom	58,408	2	1
Total	2,069,821	15	2

Safety & Training

Injury Details

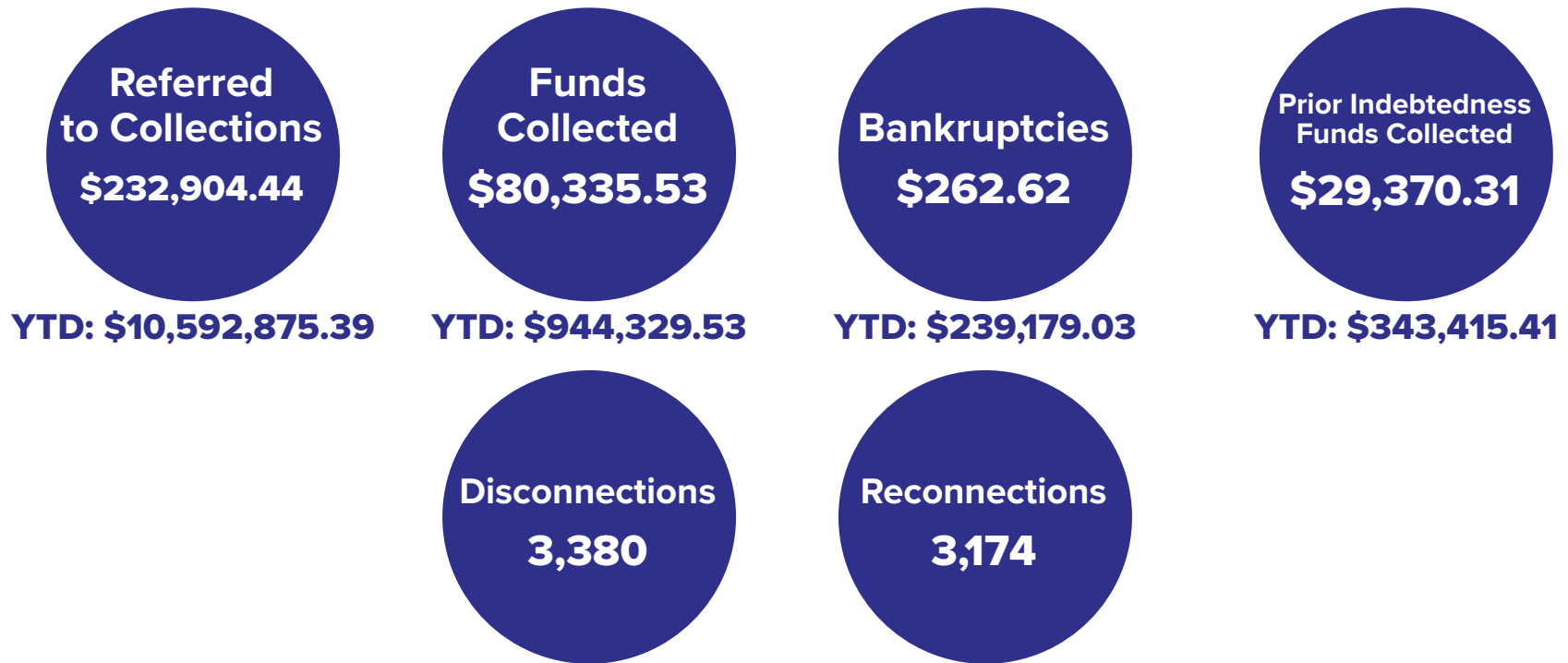
- None reported in August.

Collision Details

- Aug. 27 – While waiting in the center lane at the 2700 block of NW 43rd Street to turn north, a GRU employee's vehicle was struck by a merging truck. The citizen driver's side mirror collided with the GRU vehicle's passenger-side mirror. Minor damage was sustained.

Customer Operations

Revenue Assurance



Billing & Customer Solutions

- Invoicing rating: **99.87%**
- Meter rereads: **172**
- Locked reads: **7,617**
- Solar invoicing rating: **100%**
- Processed emails: **2,361/2,433 (97%)**

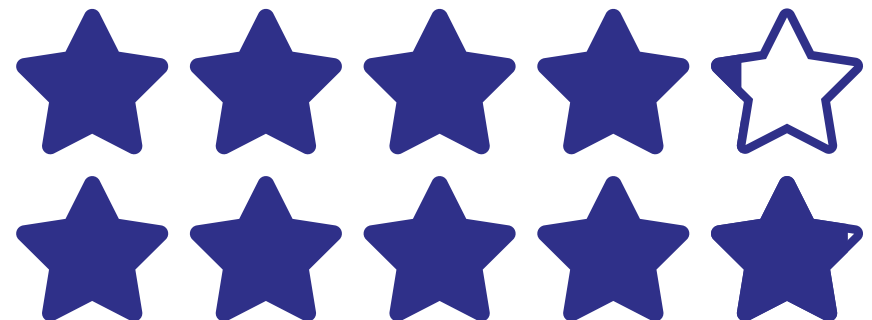
Customer Experience

Transactional Survey

4.2

Lobby Survey

4.9



Customer Operations

New Services

Building Permit Reviews	91
Active Projects	Amount
City	189
County	41
New Installations	Amount
Electric	68
Water	29
Wastewater	16
Gas	6
Solar Reviews	Amount
Plan Reviews	13
PVs Completed on Time	13
PV Installations	8
Avg. Handle Time (in Weeks)	5.7

Customer Operations

Customer Service

Answer Speed

Call Type	Actual	YTD	Goal
Residential	32:10	10:19	5:00
Non-residential	3:46	2:20	3:00

Handle Time

Call Type	Actual	YTD	Goal
Residential	8:33	8:12	6:00
Non-residential	8:32	8:40	6:00

Total
Calls

17,377

Other Statistics

Payments
Returned

812

Lobby
Visits

3,861

Project
Share
\$3,352.21

Social
Service Vouchers

26

\$333,062.92

\$24,357.41

Customer Operations

Payment Type Details

Payment Type	Transactions	Transactions YTD	\$ Amount	\$ Amount YTD
Drop Box	0	3,112	\$0.00	\$1,493,645.39
Mailed	17,395	193,995	\$17,413,296.72	\$167,916,307.33
Office Payment	63	482	\$15,199.77	\$184,635.46
Drive Thru	4,296	46,890	\$2,320,217.54	\$27,724,200.41
Kubra Cash	236	2,164	\$53,758.99	\$415,446.63
Check Free	6,896	73,735	\$2,714,953.26	\$25,490,236.53
Kubra ACH	18,698	195,051	\$6,438,660.95	\$60,264,698.41
Collection Agency	48	660	\$16,790.62	\$220,381.69
Kubra CC/EZPAY	25,104	262,652	\$6,132,179.45	\$56,849,833.33
Lobby Walk-Ins	2,515	25,543	\$1,322,871.38	\$11,623,737.61
Direct Debit	32,862	287,126	\$11,193,337.41	\$100,905,039.76

Customer Operations

Energy & Business Services

Residential Surveys	53
Commercial Surveys	7
LEEP ^{plus} Applications Received	0
LEEP ^{plus} Pre-Inspections	0
LEEP ^{plus} Completed Homes	7

FY25
August
State of the Utility



File Number: 2025-807

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-807 GRUA resolution approving natural gas agreement with the Municipal Gas Authority of Georgia and TD Bank (B)

Department: Gainesville Regional Utilities/Budget, Finance, and Accounting

Description: The resolution approves participation in a natural gas prepayment transaction between the Gas Authority and TD Bank.

Fiscal Note: The initial discount is estimated at \$0.32 per MMBtu net of an administrative fee of the Gas Authority's Issuer entity. At savings of \$0.32/MMBtu, and a volume which combined with existing gas prepays totals 67% of average daily gas load, this transaction is projected to generate approximately \$ 645K in annual savings.

Explanation: At their November 6, 2024 meeting GRUA delegated authority to the CEO or CFO to negotiate and execute one or more natural gas prepay agreements, cumulatively not to exceed 50% of GRU's projected average daily gas load.

Based on this authorization GRU has executed three gas prepay transactions which cumulatively represent 50% of the projected average daily gas load and will generate an approximate annual savings in natural gas acquisition expense of \$4.28M.

GRU has been offered the opportunity to enter into a fourth gas prepay transaction, this time with TD Bank. The key elements of the proposed transaction are:

- GRU's obligation is limited to paying only for the natural gas delivered
- The transaction does not increase GRU's outstanding debt
- The transaction provides not less than \$0.32/MMBtu discount, for the initial term of the transaction, and after the initial term not less than \$0.23/MMBtu discount, in each case net of administrative fees.
- While the transaction is long term, GRU has the flexibility to transition from natural gas to electricity and still retain the discount
- The transaction will serve to diversify GRU's commodity supplier base
- In the event the transaction unwinds, GRU would simply revert to the current process for purchasing gas. The impact to GRU would be the loss of the discount.

The proposed resolution authorizes the Chief Executive Officer or Chief Financial Officer to negotiate and execute a gas prepay transaction with TD Bank in a volume which when combined with the three existing gas prepay transactions does not exceed 70% of GRU's projected average daily gas load.

Recommendation: The Authority adopt the proposed resolution authorizing participation in a natural gas prepayment transaction between the Gas Authority and TD Bank.

RESOLUTION OF GAINESVILLE REGIONAL UTILITIES AUTHORITY, A UNIT OF CITY GOVERNMENT OF THE CITY OF GAINESVILLE, FLORIDA, APPROVING THE EXECUTION, DELIVERY AND PERFORMANCE OF ONE OR MORE NATURAL GAS SUPPLY AGREEMENTS WITH MUNICIPAL GAS AUTHORITY OF GEORGIA, AND OTHER DOCUMENTS RESPECTING NATURAL GAS PREPAYMENT TRANSACTIONS WITH MAIN STREET NATURAL GAS; AND FOR OTHER PURPOSES.

WHEREAS, the Charter of the City of Gainesville, Florida (the "City") being Chapter 12760, Laws of Florida, as amended by Chapter 90-394, Laws of Florida was amended pursuant to House Bill 1645 and codified by Chapter No. 2023-348, Laws of Florida (the "Charter Amendment"), which such Charter Amendment, among other things, added Article VII to the Charter and thereby created the Gainesville Regional Utilities Authority (the "Authority"); and

WHEREAS, the City Commission of the City (the "City Commission") adopted Resolution No. 2023-1186 on December 22, 2023 (the "Transitional Resolution") to effectuate the orderly transition of the governance, operation, management, and control of all utility systems, properties and assets related to the electric utility, water utility system, wastewater utility system, natural gas utility system, communications utility system (collectively, the "System"), doing business as the Gainesville Regional Utilities, to the Authority; and

WHEREAS, the Authority is expressly authorized pursuant to the Charter Amendment to, among other things, enter into agreements for the future delivery of fuel or other commodities; and

WHEREAS, the System was formed, among other reasons, to acquire secure, reliable and adequate long-term supplies of natural gas for resale to governmentally owned customers for ultimate delivery to the residential, commercial, institutional, and industrial consumers in their areas of service and to achieve cost savings, economies of scale and reliability of supply; and

WHEREAS, the System has a need for long-term natural gas supplies; and

WHEREAS, Municipal Gas Authority of Georgia (the "Gas Authority") is participating in, and developing new, natural gas prepayment transactions from time to time with Main Street Natural Gas, Inc. ("Issuer") from the proceeds of certain tax-exempt bonds (each a "Prepayment Project"); and

WHEREAS, neither the Authority nor the City shall have any financial liability with respect to the tax-exempt bonds to be issued by the Issuer and the only obligation of the Authority, as a unit of the City government, shall be to make payments for natural gas deliveries made pursuant to the Agreement (as defined herein); and

WHEREAS, the Gas Authority and the Authority have caused to be prepared forms of Base Contract for Sale and Purchase of Natural Gas, Special Provisions to the NAESB Base Contract between the Gas Authority and the Authority, which modifies and supplements the NAESB Standard 6.3.1 Base Contract for the Sale and Purchase of Natural Gas (the "Base Contract") with the special provisions contained therein ("Special Provisions") and transaction confirmations to be entered into from time to time; and

WHEREAS, the Base Contract, including the General Terms and Conditions thereto, as modified by the Special Provisions, shall apply to all confirmed transactions between the Gas Authority and the Authority for the purchase and sale of gas unless otherwise specifically stated in a written confirmation executed by both parties; and

WHEREAS, the Authority will pay for gas supplies delivered pursuant to an Agreement only if and as such supplies are delivered; and

WHEREAS, the City Commission adopted on September 21, 2017, its Resolution No. 170395 incorporating by reference the Second Amended and Restated Utilities System Revenue Bond Resolution adopted by the City on September 21, 2017 (the "Bond Resolution"); and

WHEREAS, pursuant to the Transitional Resolution, the City Commission authorized the Authority to, among other things, take all actions on behalf of the City under the Bond Resolution; and

WHEREAS, the Authority adopted Resolution 2024-920A on December 11, 2024 authorizing the Authority to execute, deliver and perform one or more natural gas supply agreements with the Gas Authority, and other documents in connection with natural gas prepayment transactions with the Issuer, and for other purposes; and

WHEREAS, on December 18, 2024, the Authority entered into an agreement with the Gas Authority defined as Citi2024E Gas Purchase Agreement with an initial effective date of April 1, 2025; and

WHEREAS, on February 12, 2025, the Authority entered an agreement with the Gas Authority defined as TD2025A Gas Purchase Agreement with an initial effective date of not later than August 1, 2025; and

WHEREAS, on July 17, 2025, the Authority entered into an agreement with the Gas Authority defined as Citi 2025B Gas Purchase Agreement with an initial effective date of not later than November 1, 2025; and

WHEREAS, the Authority proposes to enter into a new transaction confirmation under the same Base Contract and Special Provisions with the Gas Authority (collectively, the "Agreement") for such MMBTu/day that combined with prior gas supply agreements entered into under the Agreement will not exceed 70% of the projected average daily load when such contract is entered into with an initial effective date of not later than September 30, 2026, with not less than a \$0.23/MMBtu discount off spot index, for the initial term of the transaction, which shall not exceed 15 years and, provided the Authority exercises certain contract rights, a minimum discount thereafter as set forth in such confirmation and determined by the Authorized Officers as appropriate based on advice of the financial advisor to the Authority, in each case net of administrative fees (collectively, the "Purchase Terms"); and

WHEREAS, the purchase of gas delivered and paid by the Authority and all other fees, costs and expenses related thereto shall be an Operation and Maintenance Expense under the Bond Resolution;

NOW, THEREFORE, BE IT RESOLVED by the Authority, a unit of city government of the City, that the Agreement, and the Purchase Terms, transactions, purchases and obligations represented thereby, are hereby approved in substantially the form of the Agreement, a form of which is attached hereto, and the Chief Executive Officer/General Manager of the Authority, the Chief Financial Officer of the Authority, or any other officer, employee or agent of the City or the Authority pursuant to the Charter authorized to perform specific acts or duties by resolution duly adopted by the Authority (the "Authorized Officers"), or any of them, are hereby authorized to finalize one or more Agreements from time to time within the parameters of the Purchase Terms with such changes, additions, and deletions as are required, in their sole discretion, to complete the Agreement, and the execution of the Agreement by any Authorized Officer shall be conclusive evidence of any such approval; and

FURTHER RESOLVED that, when each such Agreement is so finalized, the Authorized Officers, or any of them, are hereby authorized to execute and deliver such Agreement in as many counterparts as may be required; and

FURTHER RESOLVED that the Authorized Officers, or any of them, are hereby authorized to execute and deliver all such additional certificates, documents and other instruments reasonably required or desirable to complete the transactions contemplated by each Agreement, including but not limited to any necessary tax certificates or documents necessary to evidence the Authority's compliance with any tax or continuing disclosure requirements arising as a result of the Authority's execution of the Agreement or as reasonably required; and

FURTHER RESOLVED that, the Authority hereby ratifies and approvals all prior transaction confirmations heretofore entered into by the Authorized Officers under the Agreement.

**PASSED AND ADOPTED IN PUBLIC SESSION OF THE GAINESVILLE REGIONAL
UTILITIES AUTHORITY, THIS 8TH DAY OF OCTOBER, 2025.**

GAINESVILLE REGIONAL UTILITIES
AUTHORITY

By: _____
Chairman

APPROVED AS TO FORM AND
LEGALITY:

By: _____
Utilities Attorney

Exhibit
Gas Supply Agreement

**TRANSACTION CONFIRMATION
FOR IMMEDIATE DELIVERY**

Date: XX, 2025

Transaction Confirmation #: 4

This Transaction Confirmation is subject to the Base Contract between Seller and Buyer dated as of December 18, 2024. The terms of this Transaction Confirmation are binding upon execution unless otherwise specified in the Base Contract

SELLER:

MUNICIPAL GAS AUTHORITY OF GEORGIA
("Seller" or "Gas Authority")

104 TownPark Drive, Kennesaw, GA 30144

BUYER:

GAINESVILLE REGIONAL UTILITIES AUTHORITY
("Buyer" or "Customer")

Attn: Jeff Billings

Phone: (770) 590-1000

Fax: 678-819-0948

EMAIL: jbillings@gasauthority.com

Base Contract No.

Transporter:

Transporter Contract Number:

Attn: Len Loria

Phone: (352) 393-1331

EMAIL: LoriaLF@GRU.com

Contract Price: Spot Index minus \$0.xx/MMBtu Discount plus the Index Premium as defined herein under Section 15H below. The Discount is subject to change as provided in Section 151(2) below.

Delivery Period: Begin: April 1, 2026 End: March 31, 2056, subject to Section 15A and Section 151 below.

Performance Obligation and Contract Quantity:*

Firm: Contract Quantity in MMBtu per day as set forth in Exhibit A.

Delivery Point(s):

See Exhibit A hereto for volumes and delivery points. *

*Pursuant to a certain Natural Gas Supply Agreement, dated as of xx, 2025, between Seller and Main Street Natural Gas, Inc. ("Main Street") the volumes to be delivered to Buyer hereunder, as reflected in Exhibit A attached hereto, shall be sourced from Main Street's hereinafter defined TD 2025C Gas Purchase Agreement. Buyer has executed a Qualified Use Certificate in accordance with its purchase of the Gas from Seller under this Transaction Confirmation. A copy of such Qualified Use Certificate is attached to this Transaction Confirmation as Exhibit C and is a part of it and this Contract.

Special Conditions:

The following Special Conditions shall apply to the transaction set forth in this Transaction Confirmation:

Amendment to Section 1.3 to the Base Contract:

The second sentence of this paragraph is revised to read: "For a Transaction Confirmation using NAESB WGQ Standard No. 6.4.2 dataset sent via ECS, the receiving party shall notify the sending party via ECS of receiving party's acceptance or dispute of the Transaction Confirmation."

Amendment to Section 3.2 of the Base Contract:

Subsection (ii) of Section 3.2 (Cover Standard) of the Base Contract is hereby amended to provide that, in the case of a breach by Buyer, Buyer's payment to Seller, if any, shall be determined using the Cover Standard and the 'Spot Index' as defined herein under new Section 158.

Amendment to Section 7.1 to the Base Contract:

Section 7.1 is hereby amended by deleting the first sentence and inserting in lieu thereof a new first sentence to read in its entirety as follows:

"Seller shall invoice Buyer for Gas delivered and received in the preceding Month and for any other applicable charges, providing supporting documentation acceptable in industry practice to support the amount charged, on the 15th day of each Month. For the avoidance of doubt, Buyer shall have no duty to pay Seller for Gas not delivered and received, including any Gas not delivered and received due to, force majeure or default by the Supplier under the TD 2025C Gas Purchase Agreement (as hereinafter defined in Section 15A below)."

Amendment to Section 7.4 to the Base Contract:

Section 7.4 is hereby amended by deleting Section 7.4 in its entirety and inserting in lieu thereof new Section 7.4 to read as follows:

"The invoiced party shall pay the invoice in full, including any disputed amounts, but excluding disputed amounts, if any, in excess of the Contract Price multiplied by the scheduled Gas deliveries for the prior month to which such invoice relates (e.g., such excluded, excess amounts include excess replacement costs and penalties). After such payment, if the invoiced party disputes the amount due, it must provide supporting documentation acceptable in industry practices to support the amount paid and disputed. In the event the parties are unable to resolve such dispute, either party may pursue any remedy at law or in equity, including but not limited to mandamus, to enforce its rights pursuant to this Section. The payment obligations of the Buyer under this Contract shall be absolute and unconditional without right of recoupment or setoff, and without regard to the existence of any claim, defense, reduction, abatement or other right to which the Buyer may have at any time against the Seller, including without limitation any defense related to force majeure."

Amendment to Section 8.3 to the Base Contract:

Section 8.3 is hereby amended by inserting the following language at the beginning of the second sentence thereof:

"To the extent permitted by law,"

In addition, the following is added to Section 8.3 after the second sentence thereof: "Notwithstanding the foregoing, to the extent that any such proceeding seeks enforcement based on tort or similar claim, in such case such defense is available only to the extent set forth under Section 768.28, Florida Statutes or other similarly applicable provision of law."

Amendment to Section 10.2 to the Base Contract:

Section 10.2 is hereby amended by deleting the period at the end thereof and inserting the following language: "; provided, however, that with respect to any Event of Default described in clauses (i) through (viii) above where Buyer is the Defaulting Party, Seller shall notify Buyer on the 19th Day of the Month that Seller shall, on the tenth Business Day following such Notice, withhold and/or suspend deliveries or payments and terminate or liquidate the transactions under this Contract in the manner provided in Section 10.3 of this Contract."

Amendment to Section 10.6 of the Base Contract:

Section 10.6 of the Base Contract is deleted in its entirety and replaced with a new Section 10.6 to read in its entirety as follows:

"The Non-Defaulting Party's remedies under this Section 10, those remedies expressly provided for in this Transaction Confirmation and any derivative rights of Buyer under the TD 2025C Gas Purchase Agreement (as hereinafter defined) are the sole and exclusive remedies of the Non-Defaulting Party with respect to the occurrence of any Early Termination Date."

Amendment to Section 15.2 to the Base Contract:

Section 15.2 is hereby amended by deleting the period at the end thereof and inserting the following language: "; provided, however, that if such severability materially changes the economic benefits or risks of this Contract to either Party, the Parties shall negotiate in good faith and attempt to agree to an equitable adjustment to the provisions of this Contract to replicate to the best of their ability the economic benefits and risks of this Contract to both Parties."

Amendment to Section 15.5 to the Base Contract:

Section 15.5 is deleted in its entirety and replaced with a new Section 15.5 to read in its entirety as follows:

"This Contract shall be interpreted in accordance with the laws of the State of New York without regard to principles of law that would require the application of the laws of another jurisdiction, except that interpretation of the Contract with respect to the powers of Buyer shall be interpreted in accordance with the laws of the Buyer's state of organization without regard to principles of law that would require the application of the laws of another jurisdiction."

A new Section 15A is added to the Base Contract:

"Source of Supply. This Transaction Confirmation is entered into for the sale of gas by Seller to Buyer that Seller has purchased from Main Street, which Main Street has purchased from Toronto-Dominion Bank ("TD" or "Supplier") under a certain Prepaid Natural Gas Purchase and Sale Agreement, between Main Street and Supplier, dated July 8, 2025 (the "TD 2025C Gas Purchase Agreement"). Main Street has paid the purchase price of the gas under the TD 2025C Gas Purchase Agreement from the proceeds of its Gas Supply Revenue Bonds, Series 2025C (the "Bonds") issued pursuant to a Trust Indenture, dated as of XX, 2025, between Main Street and U.S. Bank National Association, as trustee (the "Trustee"). The Seller's duty to deliver, and Buyer's duty to purchase, Gas to be delivered by Main Street from the Supplier pursuant to this Contract shall be terminated by Seller or Buyer, in whole or in part, upon the occurrence of an early termination of the TD 2025C Gas Purchase Agreement, in whole or in part, notwithstanding any other provision herein to the contrary, and any such termination by Seller or Buyer shall not constitute a breach of this Contract or a default under this Contract, such that in any such event, no early termination damages shall be owed by either Seller or Buyer under Section 10.3.1. In addition, any invocation of force majeure by the Supplier under the TD 2025C Gas Purchase Agreement shall automatically support an invocation of force majeure by Seller under this Contract and shall constitute an event of Seller force majeure."

A new Section 15B is added to the Base Contract:

"Pricing. The Contract Price under this Transaction Confirmation shall be the Index-based price as stated in this Transaction Confirmation. 'Spot Index' means, for a Delivery Point for any Month, the index price per MMBtu, stated in U.S. dollars, as published in the first issue for the Month (including corrections thereto in later issues) in which the event occurred that required calculation of the index price, of Inside FERC's Gas Market Report, a publication of S&P Global Platts, a division of S&P Global, in the section "Monthly Bidweek Spot Gas Prices (\$/MMBtu)", under the heading for such Delivery Point as is specified on Exhibit A hereto. If Inside FERC's Gas Market Report should cease to publish such first-of-the-month index prices or should cease to be published entirely, the Spot Index Price for a Delivery Point shall be the price per MMBtu, stated in U.S. dollars, for Gas to be delivered at such Delivery Point during the applicable Month as set forth in an alternative index as determined by Seller related to the TD 2025C Gas Purchase Agreement."

A new Section 15C is added to the Base Contract:

"Annual Returns. In addition to the monthly discount applicable to deliveries hereunder, Seller will provide such Annual Refund to Buyer as may be available for distribution following distribution of refunds to Seller by Main Street pursuant to the Indenture. Such Annual Refund, if any, will be paid by Seller to Buyer and the other Project Participants (Seller and other Customers, as defined in the Indenture) as soon as practicable following the receipt of funds for such purpose by

Seller from Main Street under the terms of the Indenture. Buyer and the other Project Participants will be allocated a proportionate share of the refunds received by Seller in accordance with each Project Participant's Annualized Daily Quantity as a percentage of the aggregate Annualized Daily Quantities of all Project Participants for the applicable as distributed pursuant to the Indenture. Notwithstanding anything else herein to the contrary, Annual Returns provided for in this Section shall only be due to Buyer to the extent a corresponding Annual Return is received by Seller from Main Street."

A new Section 15D is added to the Base Contract:

"Information Provisions:

Buyer shall furnish the following information to the Seller:

- (1) Annual audited financial statements related to Buyer's purchase of gas under this Contract within 180 days after the end of the Buyer's fiscal year (together with a certification of Buyer that it is not aware of any default or Event of Default under this Contract); and
- (2) A full original transcript of authorizing resolutions and executed documents relating to the execution of any amendment, supplement, modification or waiver of this Contract.

A new Section 151: is added to the Base Contract:

"Payments. Payments to Seller pursuant to this Contract shall be made to Seller's Account maintained at Wells Fargo Bank, N.A., as follows:

Wire Transfer or ACH Number:
BANK: Wells Fargo Bank, N.A.
ABA: 121000248
ACCT: 2000132133254"

A new Section 15F is added to the Base Contract:

"Additional Purchases from Seller. Buyer shall use its good faith efforts to purchase additional Gas supplies from Seller in the future so that Issuer can purchase such Gas from the Prepayment suppliers as necessary such that the interest on the Issuer's bonds shall remain excludable from the gross income of the holder of such bonds under the provisions of the Internal Revenue Code of 1986, as amended."

A new Section 15G is added to the Base Contract:

"Sale of Buyer's Gas or Electric System. If the governing body of Buyer sells Buyer's gas or electric system to an entity other than a governmental person within the meaning of Section 1.141-1(b) of the Treasury Regulations, as amended, for qualifying tax-exempt uses, Seller's duty to sell and deliver, and Buyer's duty to purchase and receive, Gas to be delivered pursuant to this Contract shall be terminated. Buyer shall notify Seller no later than 60 days prior to the effective date of such sale, or such earlier date as designated by Seller in a written notice to Buyer, and any such termination shall not constitute a breach of this Contract or a default under this Contract."

A new Section 15H is added to the Base Contract:

"Index Premium (Discount). The Index Premium (Discount) for each Delivery Point, which shall be established under the TD 2025C Gas Purchase Agreement and flowed through from Main Street to Seller and from Seller to Buyer, is set forth in Exhibit A and shall remain in effect through the date corresponding to each such Delivery Point. Thereafter, as to each Delivery Point, the Index Premium shall be subject to adjustment no more often than quarterly upon mutual agreement of Main Street and Supplier under the TD 2025C Gas Purchase Agreement, and such Index Premium shall be for a minimum period of at least three months. Seller shall notify Buyer at least 15 Days before the end of each Index Premium period to enable Buyer to participate in the process of establishing the new Index Premium, if any, prior to the beginning of the next Index Premium period. Upon adjustment of the Index Premium as to any Delivery Point, Seller and Buyer shall execute a revised Exhibit A reflecting the new Index Premium, if any."

A new Section 15I is added to the Base Contract:

"(1) Early Termination Upon Termination of the TD 2025C Gas Purchase Agreement. Notwithstanding the Delivery Period of this Transaction Confirmation, Buyer acknowledges and agrees that, in the event the TD 2025C Gas Purchase

Agreement terminates prior to the end of the Delivery Period, (i) this Transaction Confirmation shall terminate on the date of early termination of the TD 2025C Gas Purchase Agreement, and (ii) Seller's obligation to deliver Gas under this Transaction Confirmation shall terminate on the same date on which the Supplier's obligation to deliver Gas to Main Street under the TD 2025C Gas Purchase Agreement terminates; provided, however, that in the event of such early termination, Seller agrees to continue to deliver to Buyer and Buyer agrees to purchase from Seller the Contract Quantity at the applicable Delivery Point for the remainder of the Month during which such early termination has occurred and for the remainder of the Index Premium period currently in effect, at a price equal to the Spot Index Price plus any Index Premium. Seller shall provide notice to Buyer of any early termination of this Transaction Confirmation pursuant to this Section 15I, the date of such termination, and the date on which the obligation to purchase Gas at the Spot Index Price plus any Index Premium shall end.

(2) Early Termination Upon a Remarketing Election at a Reset Period under the TD 2025C Gas Purchase Agreement.

(i) Reset Protocol. The Discount provided in the Contract Price together with the Annual Returns is dependent on the pricing achieved under the TD 2025C Gas Purchase Agreement. Such pricing is subject to change at the end of a Reset Period. The Initial Reset Period ends on XX, 20XX. For each Reset Period following the Initial Reset Period under the TD 2025C Gas Purchase Agreement, Seller shall provide to Buyer, at least nine (9) days prior to the applicable deadlines under the TD 2025C Gas Purchase Agreement, written notice setting forth the duration of such Reset Period and the estimated Discount available and Annual Returns, if any, for such Reset Period.

(ii) Remarketing Event. In the event the estimated Discount available ("Estimated Available Discount") for a Reset Period is less than 23 cents ("Minimum Discount") per MMBtu (a "Remarketing Event"), the notice provided pursuant to Section 15I(2)(i) above shall state (i) that a Remarketing Event has occurred and (ii) that Buyer may (A) continue to purchase and receive its Contract Quantity for each Gas Day of each Delivery Month during such Reset Period at a Contract Price that reflects the Discount available for the Reset Period (as finally determined as hereinafter described in Section 15I(2)(iv)), or (B) elect that such Contract Quantity be remarketed for the remainder of the Delivery Period (a "Remarketing Election") by providing a Remarketing Election Notice (as defined below in Section 15I(2)(iii)) prior to the Remarketing Election Deadline, which shall be set forth in the notice.

(iii) Remarketing Election; Early Termination. If Buyer makes a Remarketing Election and thereby elects to have its Contract Quantity remarketed for the remainder of the Delivery Period following the occurrence of a Remarketing Event, Buyer shall provide written notice of such Remarketing Election to Seller (its "Remarketing Election Notice") not later than the applicable Remarketing Election Deadline. In the event Buyer provides a Remarketing Election Notice on or prior to the applicable Remarketing Election Deadline, the Delivery Period shall terminate as of the end of the last Gas Day of the last Delivery Month of the Reset Period then in effect, and this Transaction Confirmation shall terminate as of the last day of such Reset Period. Any such termination on the last Delivery Month of the Reset Period shall not constitute a breach of this Contract or a default under this Contract, such that in any such event, no early termination damages shall be owed by either Seller or Buyer under Section 10.3.1.

(iv) Final Determination of Available Discount. Buyer acknowledges and agrees that the final Discount available for any Reset Period following the Initial Reset Period shall be determined under the TD 2025C Gas Purchase Agreement, and that such Discount may differ from the estimate or estimates of such Discount provided to Buyer prior to the applicable Remarketing Election Deadline, provided that the final Discount shall not be less than the Minimum Discount per MMBtu unless Buyer affirmatively agrees to such a Discount or fails to provide a Remarketing Election Notice prior to the Remarketing Election Deadline."

A new Section 15J is added to the Base Contract:

"Permanent Load Loss. In the event of permanent load loss on Buyer's system due to (a) the permanent cessation of all or part of the operations of a large industrial customer or natural gas fired electric generation facilities, (b) a permanent reduction in requirements for Gas due to a change in Customer's generation requirements (including as a result of increased purchases of renewable generation or economic dispatch of other non-Gas-fired generation) or (c) the sale of the relevant utility system to any entity other than a governmental person ("Gas Need Reduction"), Customer may request the permanent reduction of its Contract Quantity for the remaining term of this Transaction Confirmation. If the Gas Authority consents to such request, which consent will not be unreasonably withheld, conditioned or delayed and subject to Section 15K, the Seller will reduce Customer's Contract Quantities through the remaining term of this Agreement accordingly. Any such reduction shall not constitute a breach of this Contract or a default under this Contract, such that in any such event, no early termination damages shall be owed by either Seller or Buyer under Section 10.3.1.

At Buyer's option, in lieu of a reduction in the Daily Contract Quantities through the remaining term of this Transaction Confirmation upon a Gas Need Reduction, and upon no less than 18 Months' advance notice and effective on the first

day of a Reset Period, Buyer may request that the Gas Authority cause wholesale electricity to be provided to Customer in lieu of Gas, as provided for hereunder by taking assignment or causing an affiliate to take assignment of one or more power purchase agreements, to which Buyer is a party. in whole or in part. Upon receipt of any such notice, the Gas Authority will make good faith efforts to implement the requested transaction."

A new Section 15K is added to the Base Contract:

"Priority of Gas. The Customer covenants and agrees to take the Contract Quantity delivered by Seller under this Transaction Confirmation (a) in priority over and in preference to all other Gas available to the Customer that is not Priority Gas, and (b) in priority over and in preference to all other Priority Gas that first commences deliveries after the initiation of deliveries under this Transaction Confirmation. "Priority Gas" means the Gas to be purchased by the Buyer under this Agreement, together with Gas (i) purchased by the Buyer or a related joint powers authority using the proceeds of bonds, notes, or other obligations the interest on which is excluded from income for federal income tax purposes pursuant to a long-term prepaid gas purchase agreement or (ii) produced from oil and gas reserves in the ground owned by the Buyer or a related joint powers authority that were financed with the proceeds of bonds, notes, or other obligations the interest on which is excluded from income for federal tax purposes."

A new Section 15L is added to the Base Contract:

"Remediation Event. Upon a Remediation Event under the TD 2025C Gas Purchase Agreement with respect Gas hereunder, Customer will be relieved of its obligation to purchase and take delivery of Gas under this Transaction Confirmation as to those quantities of Gas to the extent of the Remediation Event; provided, however, not less than six months prior to a Remediation Event being declared, Customer may request that a Remediation Use be effected respecting the applicable quantities of Gas, and upon such request, Seller will work in good faith to effect the requested Remediation Use. Capitalized terms used herein but not defined have the meaning set forth in the TD 2025C Gas Purchase Agreement.

"Remediation Event" means that Disposition Proceeds have remained for two (2) years or more within the Disposition Proceeds Ledger without having been applied to a Remediation Use, unless there is a Favorable Opinion of Bond Counsel permitting other action.

"Remediation Use" means, with respect to Disposition Proceeds, any of the following:

(a) the purchase of Gas in an amount equal to such Disposition Proceeds and the sale of such Gas for a Qualifying Use (as evidenced by a Qualifying Use Certificate);

(b) the application of an amount equal to the Disposition Proceeds by the Gas Authority to the purchase of Gas which Gas is sold by the Gas Authority for a Qualifying Use; or

(c) the application of an amount equal to the Disposition Proceeds to the purchase of electricity in compliance with Treasury Regulation Section 1.148-1(e)(2)(iii)(B)(2)."

A new Section 16A is added to the Base Contract:

"Delivery Point Exchange. Buyer may effectuate an exchange of Delivery Points for Gas Purchased under this Contract on a Monthly basis. With the consent of the Seller, which will not be unreasonably withheld, conditioned or delayed, the seller will exchange Gas delivered at the Delivery Point ("Primary Point") to a delivery point on the same pipeline or another pipeline on which the Buyer has transportation receipt rights ("Alternate Point") pursuant to Exhibit A & B hereto."

Seller: MUNICIPAL GAS AUTHORITY OF GEORGIA	Buyer: GAINESVILLE REGIONAL UTILITIES AUTHORITY
By: _____	By: _____
Title:	Title: Chief Executive Officer, Ed. J. Bielarski
Date:	Date:

Exhibit A

INDEX - For Primary Delivery Point - Florida Gas Transmission Zone 3 will be:

Source	Inside FERC's Gas Market Report, published by S&P Global Platts, a Division of S&P Global, first issue of the month		
Heading:	Monthly Bidweek Spot Gas Prices - Platts Locations (\$/MMBtu)		
Index Point:	TBD		
Column	"Index"		
Contract Quantity	MMBtu/day		
	November	4,000	
	December	3,000	
	January	4,000	
	February	4,000	
	March	4,000	
	April	6,000	
	May	7,000	
	June	8,000	
	July	7,000	
	August	,6,000	
	September	8,000	
Primary Delivery Point:	TBD		

Exchange Request: Not Currently Applicable

Exchange Summary						
Primary Delivery Point TBD				Alternate Delivery Point _____		
Delivery Period	Delivery Point Quantity (MMBtu/day)	Index Point	Exchange Cost	Delivery Point Quantity (MMBtu/day)	Index Point	Index Premium
TBD	_____	TBD	\$0.xx	_____		\$TBD

Seller: MUNICIPAL GAS AUTHORITY OF GEORGIA

Buyer: GAINESVILLE REGIONAL UTILITIES AUTHORITY

By: _____

By: _____

Title:

Title: Chief Executive Officer, Ed. J. Bielarski

Date:

Date:

Exhibit B

Exchange Terms

As provided in Section 15A of the Transaction Confirmation, dated XX, 2025 (the "Agreement"), between GAINESVILLE REGIONAL UTILITIES AUTHORITY ("Customer"), and Municipal Gas Authority of Georgia, a public body corporate and politic, a public corporation and an instrumentality created and existing under the laws of the State of Georgia (the "Exchange Provider"), as exchange provider, Customer may effectuate an exchange of Delivery Points for Gas purchased under the Agreement on a daily or Monthly basis. Upon written request, the Exchange Provider will exchange Gas delivered at the Delivery Point ("Primary Point") to a delivery point on another pipeline on which Customer has transportation receipt rights ("Alternate Point") pursuant to this Exhibit B and the Agreement.

Customer has contracted for the purchase of Gas ("Exchange Quantities"), at Primary Point (as defined in Exhibit A as updated from time to time, and hereby requests that Exchange Provider effect an exchange and deliver equivalent quantities of such Exchange Quantities as set forth in Exhibit A at Alternate Point ("Equivalent Quantities") approximately equivalent to such Exchange Quantities. The terms of the Agreement are incorporated herein by this reference and capitalized terms used herein but not defined have the meaning set forth therein; provided that such terms will apply to transactions contemplated hereby and Equivalent Quantities at Alternate Point in lieu of Exchange Quantities at Primary Point.

Customer will deliver or cause to be delivered for the account of Exchange Provider a quantity of gas equal to up to the Exchange Quantity attributable to Customer's source of supplies at Primary Point, and Exchange Provider will deliver or cause to be delivered for the account of Customer on each day from its sources of supplies such quantity of gas at Alternate Point. Greater or less than Exchange Quantity for any period will be exchanged hereunder upon mutual agreement of the parties.

Unless otherwise mutually agreed, the Exchange Quantity on any given day will be equal to quantities of gas available to Customer at Primary Point and will be equal to quantities and term shown in Exhibit A hereto.

On any day, Exchange Provider may determine in its reasonable judgment how to schedule and allocate gas at any or all of Primary Point for exchange under this Agreement, so long as Customer and third parties are not substantially harmed by Exchange Provider's allocation method. Customer will provide Exchange Provider all downstream contract information necessary so that Exchange Provider may schedule and deliver the gas at Alternate Point.

Customer will reimburse actual costs and expenses incurred, e.g., premium and other costs at Alternate Point(s), daily replacement costs, or other costs related to failures by the physical supplier for the Alternate Point, and minus actual benefits achieved in performance of service hereunder (the "Exchange Fee"). In return for this Exchange Fee, Exchange Provider will work in good faith with Customer respecting all nominations, scheduling, balancing, reporting, and other administrative activities related to this Agreement and each party will keep the other informed on a daily basis of the quantities confirmed as being exchanged under this Agreement.

Exhibit C

QUALIFIED USE CERTIFICATE

This Qualified Use Certificate is executed in connection with the NAESB Transaction Confirmation dated xx, 2025 (the "Supply Agreement"), by and between the Municipal Gas Authority of Georgia (the "Gas Authority") and GAINESVILLE REGIONAL UTILITIES AUTHORITY, a unit of city government of the City of Gainesville, Florida ("Customer"). Capitalized terms used and not otherwise defined herein will have the meanings given to them in the Supply Agreement or in the Indenture.

WHEREAS Customer acknowledges that Main Street Natural Gas, Inc. has issued the Bonds to fund the prepayment price under the Prepaid Gas Agreement; and

WHEREAS the Bonds are intended to qualify for tax exemption under Section 103 of the Internal Revenue Code of 1986, as amended; and

WHEREAS Customer's use of Gas acquired pursuant to the Supply Agreement and certain funds and accounts of Customer will affect the Bonds' qualification for such tax exemption.

NOW, THEREFORE, CUSTOMER HEREBY CERTIFIES AS FOLLOWS:

Customer is a unit of city government of the City of Gainesville, Florida a municipal corporation of the State of Florida and owns and operates retail and wholesale electric systems.

Customer will either (a) resell all of the Gas acquired pursuant to the Supply Agreement to its retail gas customers within its natural gas service area or (b) utilize such Gas for purposes of electric generation, which will then be sold to retail electric system customers within the service area pursuant to regularly established and generally applicable tariffs or under authorized requirements contracts. For purposes of the foregoing sentence, the term "service area" means (x) the area throughout which Customer's identified customers provided Gas transmission or distribution service or electric generation at all times during the 5-year period ending on December 31, 2024, and from then until the date of execution of the Service Agreement (the "Closing Date"), and (y) any area recognized as the service area of Customer's customers under state or federal law.

[The annual average amount during the most recently completed five-year testing period of Gas purchased by the specified customers of Customer (other than for resale) who are located within the service area of Customer is _____ MMBtu [the average shall not exceed the annual amount of Gas reasonably expected to be purchased by customers (other than for resale) within the service area of Customer who as of the date of issue of the Bonds on XX, 2025 are customer of the Customer]. The maximum annual amount of Gas in any year being acquired pursuant to the Supply Agreement is _____ MMBtu. The volumes of Gas being acquired annually pursuant to the Supply Agreement are _____ (MMBtu per day). The maximum annual amount of Gas which Customer otherwise has a right to acquire, as of the Closing Date, is _____. The maximum annual amount of Gas which Customer holds in storage as of the Closing Date is MMBtu, and the annual average amount of Gas which Customer holds in storage in the past year prior to the Closing Date is 0 MMBtu. The sum of (a) the maximum amount of Gas in any year being acquired pursuant to the Supply Agreement, (b) the amount of Gas which Customer otherwise has a right to acquire, and (c) the annual average amount of Gas which Customer holds in storage in the year described in the foregoing clause (a) is _____. Accordingly, the amount of Gas to be acquired under the Supply Agreement by Customer, supplemented by the amount of Gas otherwise available to Customer as of the Closing Date, during any year does not exceed the sum of (i) ____% of the annual average amount during the testing period of Gas purchased (other than for resale) by customers of Customer who are located within the service area of Customer, and (ii) the amount of Gas to be used to transport the prepaid Gas to Customer during such year. For purposes of this paragraph, the term "testing period" means the 5 calendar years ending December 31, 2024, and the term "service area" means (x) the area throughout which Customer's customers provided Gas transmission or distribution service or electric generation at all times during the testing period, (y) any area within a county contiguous to the area described in (x) in which retail customers of Customer's customers are located if such area is not also served by another utility providing Gas services, and (z) any area recognized as the service area of Customer's customers under state or federal law. However, the supplying of additional Gas pursuant to a contract to supply Gas to business customers (other than for resale) (the "Contract") within the service area after the close of the testing period and before the date of issue of the Bonds on July 17, 2025 where Customer did not supply Gas to such property during the testing period or the ratable amount of Gas to be supplied to under the Contract is significantly greater than the ratable amount of Gas supplied to such property during the testing period is 0 MMBtu, which constitutes a permitted additional amount of Gas to be acquired under the Supply Agreement.]

Customer expects to pay for Gas acquired pursuant to the Supply Agreement with funds derived from the resale of Gas to its customers as specified herein. Customer will pay for other Gas not acquired pursuant to the subject Supply Agreement in accordance with other appropriate contractual arrangements with its customers. Customer intends to pay for Gas purchased in accordance with the Gas Supply Agreement. Customer does not intend or expect to invest Bond proceeds for purposes of accruing interest, nor otherwise utilize any proceeds of the Bonds, either directly or indirectly, for any purpose other than that for which the Bonds were issued. The representations and warranties contained in the Supply Agreement are true and correct as of the date hereof.

October XX, 2025

By: _____
Gainesville Regional Utilities, CEO, Ed. J. Bielarski



Gainesville Regional Utilities Authority Agenda Item Report

File Number: 2025-808

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-808 Approval of FY26 Information Technology Service Level Agreement (SLA) between GRU and the City of Gainesville (B)

Department: Gainesville Regional Utilities/Office of the Chief Information Officer

Description: This agenda item seeks approval of the FY26 Enterprise Information Technology Service Level Agreement (SLA) between the Gainesville Regional Utilities Authority (GRUA), by and through Gainesville Regional Utilities (GRU), and the City of Gainesville's General Government (GG). The SLA outlines the scope of IT services provided by GRU's Enterprise IT department to GG, including desktop support, network connectivity, Microsoft 365, security services, project management, and more. It defines service levels, responsibilities, support processes, and cost allocations for the fiscal year beginning October 1, 2025, through September 30, 2026.

Fiscal Note: The total annual IT cost of service for General Government is \$3,703,577.70, which includes:

- Infrastructure Maintenance & Support Services: \$2,922,514.51
- Microsoft Enterprise User Licenses: \$710,200.68
- Internet Services & GRUCom: \$70,862.52

Recommendation: The GRU Authority approve the FY26 Enterprise Information Technology Service Level Agreement between GRU and the City of Gainesville executed by the Chief Executive Officer on behalf of GRUA.



ENTERPRISE INFORMATION TECHNOLOGY

Service Level Agreement

Technology Services and Support for the City of Gainesville

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1. GENERAL OVERVIEW

A service level agreement (SLA) is a negotiated agreement that records the common understanding of services, priorities, and responsibilities. This SLA aims to spell out the relationship and responsibilities between the Gainesville Regional Utilities Authority (GRUA), by and through Gainesville Regional Utilities' (GRU) Enterprise Information Technology Department ("Enterprise IT" or "IT"), and the City of Gainesville ("General Government" or "GG").

GRU historically provided enterprise information technology services to the General Government. In 2023, House Bill 1645 (Ch. 2023-348, Laws of Florida) created the GRUA, a unit of city government of the City of Gainesville, to manage and operate GRU. This SLA is entered into by GRUA, by and through GRU's Enterprise IT, to continue providing enterprise information technology services to the General Government.

This SLA is, by nature and intent, the articulation of a cooperative relationship between IT and the customers it serves. "Customers" are defined as any employee of the General Government, or other person that the General Government has authorized to use IT services. This SLA is a living document that serves as a tool to help the organization function successfully within a centralized IT environment.

This SLA will document the following:

- IT services provided to General Government.
- General levels of response, availability, and maintenance associated with services.
- Responsibilities of IT as a provider of these services.
- Responsibilities of the customers receiving these services.

This document is not meant to be static, but a working document that will reflect the continuous change in services delivered by IT and service level expectations agreed between IT and General Government on behalf of its customers.

This agreement is effective **October 1, 2025, to September 30, 2026.**

Future renewals of this SLA will depend on GG's transition of IT services.

2. SCOPE

Enterprise IT aims to maintain a high level of customer service by providing consistent, reliable, and timely support services to the City of Gainesville. Our commitment to our customers is to provide support in the following areas:

- Desktop and Device support
- Internet and Network services, including Local Area Network support (e.g., wired, wireless, and remote access)
- Managed Hosting (server/database management and support)
- Telephony (VoIP phone system support)
- Project Management services
- Microsoft 365
- Security services
- Application and System Integration

- Audio and Video Conferencing
- General Technical Questions and Training
- IT Procurement – hardware and software solutions, including hosted and software as a service (SaaS).

3. ASSUMPTIONS

- Vendor risk assessments will be conducted on all new technology purchases, including executed or renewed contracts and agreements with existing technology vendors. Any new technology, software, application, or appliance must undergo a comprehensive security risk assessment to identify potential vulnerabilities and mitigate associated security risks before being allowed on the corporate network. For security, high availability, and business continuity, the GRU Chief Information Officer (CIO) reserves the right to deny any equipment, process, service, or software that does not meet the requirements necessary to maintain shared network cybersecurity standards for confidentiality, integrity, and availability (CIA).
- Effective January 1, 2024, Florida Statute 282.3185 requires all employees with access to a corporate computer to complete mandatory security awareness training in compliance with state law. IT will provide the training, while GG is responsible for ensuring employees complete it and remain in compliance with state law.
- Service levels may be impacted by IT Infrastructure (desktops/laptops, networking hardware, applications, software, etc.) that is beyond the manufacturer's product lifecycle.
- Service changes are documented and communicated to all customers via the IT Change Management process.
- IT Services are provided in adherence to applicable IT policies, processes, and procedures.
- IT Service Desk operations will be extended to provide after-hours support for public safety services, including the Gainesville Police Department and Gainesville Fire Rescue, which are departments of the City of Gainesville. We will collaborate with our first responders to deliver on-call, physical, and technical support, ensuring efficient service and support.
- IT will provide a comprehensive dashboard to display key service and availability metrics as outlined in Section 9.

4. SLA REVIEWS

The Designated Review Owner or Document Owner is responsible for facilitating quarterly reviews of this document with the Chief Executive Officer of Utilities, the GRU Chief Information Officer, the City Manager, and the City Technology Director.

Designated Review Owner:	GRU IT Director, Strategy & Governance
Previous Review Date:	
Current Review Date:	
Next Review Date:	

The contents of this document may be amended as needed and communicated regarding the impact of any necessary changes. The Designated Review Owner will incorporate all subsequent revisions and obtain approvals as required.

5. REQUESTING HELP & SUPPORT

The Service Desk is available Monday through Friday, from 7:00 a.m. to 6:00 p.m., excluding City holidays. Customers can use the following four contact methods for help or support.

Client Portal

By utilizing the Client Portal, your incident or service request will be automatically associated with your department and visible to support technicians. Tickets can be entered via the Client Portal 24 hours a day, seven days a week. Tickets received after hours are processed on the next business day. The portal is the most efficient way to log and process incidents or service requests.

Phone (ext. 1111)

Phone service is available during regular business hours, Monday through Friday, from 7:00 a.m. to 6:00 p.m. Messages left after business hours will be addressed the following business day. The telephone number (**393-1111**) has two lines to accept calls. When both lines are busy, calls are forwarded to voicemail, where detailed messages can be left.

For after-hours emergencies (safety, loss of revenue, or account termination), please call the IT Service Desk on-call number at **393-1112**.

Email

Email IT_Support@gru.com for general questions or inquiries. Requests will be processed during normal business hours, Monday through Friday, from 7:00 a.m. to 6:00 p.m.

In-Person

In-person service is available during regular business hours at the EOC Building 1, 1st Floor, Monday through Friday, from 7:00 a.m. to 6:00 p.m.

6. IT SUPPORT LEVELS & INCIDENT MANAGEMENT

IT Support Levels

- **Tier 0** – Self-service support, where users can resolve issues independently.
- **Tier 1** – Frontline Support (Service Desk): Serves as the initial contact for IT issues, including password resets, basic troubleshooting, and standard software guidance. Issues that cannot be resolved at this level are escalated to Level 2.
- **Tier 2** – Technical Support: Provides deeper technical assistance for hardware, software, and network issues that require specialized knowledge.
- **Tier 3** – Expert Support: Handles complex or critical issues, including advanced troubleshooting, system configuration, and root-cause analysis.
- **Tier 4** – External support, which may involve third-party vendors or specialized service providers.

Note: Issues needing Tier 2–Tier 4 support may require additional resources outside of the IT department, including specialized vendors, consultants, or other business units, depending on the complexity and scope of the issue.

Incident Management

The primary goal of Incident Management is to restore normal service operations as quickly as possible and minimize adverse impacts on business operations.

Note: Incidents submitted to IT and awaiting customer response will automatically close after seven business days of no response.

For incidents that do not significantly impact current productivity or do not impact multiple users, the goal is to acknowledge and assign them within four business hours of receipt.

For situations that affect many people, a mass mailing or announcement may be sent to the organization instead of an individual response. The following table is used to prioritize calls and to give a response time commitment.

Note: Prioritizing incidents will be an IT function, and appropriate communications will be sent to those impacted. The priority of an incident may change as more information is gathered. IT reserves the right to adjust the priority based on findings from further investigation.

Priority	Definition	Response Time	Resolution Time
1. Emergency	System outage or production down. A significant customer impact that threatens business productivity or security. Problems with using mission-critical enterprise applications or systems. Note: A mission-critical system outage will be given the highest priority. IT will give its best effort and take an all-hands-on-deck approach to restore critical applications and systems.	Within 30 Minutes	6 hours
2. High	A high-impact problem where production is proceeding but in an impaired fashion. A time-sensitive issue that is important to long-term productivity, but does not cause an immediate production down or work stoppage.	Within 1 business hour	8 hours
3. Medium	Important Issue that does not have a significant impact on production. Impacts multiple users but is not critical to the overall production environment.	Within 2 business hours	1 business day
4. Normal (Low)	An issue that does not have a significant impact on production. Impacts a single	Within 4 business hours	2 business days

	user and is not critical to overall production systems.		
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IT prioritizes incoming incidents as a "critical" priority if it meets any one of the following significant criteria:

- Risk to life and safety.
- Impact on the delivery of service.
- The number of people affected.
- Impact on operations (loss of revenue).
- Risk to law, rule, or policy compliance (employee account terminations).

Note: Resolution times are targets, not guarantees. Actual resolution times may vary depending on the complexity of the issue, vendor support involvement, and the availability of complete information.

7. PREVENTIVE MAINTENANCE

Preventive maintenance is intended to resolve minor issues before they develop into more significant problems. Maintenance is performed at scheduled intervals with predefined tasks to help avoid failures and minimize downtime. Preventive maintenance is an industry best practice that tests systems, moves equipment, and fixes problems or vulnerabilities by applying updates and security patches. The following are examples of the type of work accomplished:

- Firmware upgrades to equipment.
- Patches, upgrades, or changes to an operating system (OS).
- Patches, upgrades, or changes to an application.
- Restart a server.
- Power down equipment to move it or change the electrical connection.
- Power down equipment to move or remove another device.
- Test High Availability (H.A.) systems to ensure they work correctly.
- Test Disaster Recovery (D.R.) systems and procedures.

IT performs preventive maintenance three to four times a year. To minimize the impact on business operations, IT will make every effort to avoid scheduling during significant events such as student rush, payroll, open enrollment, holidays, and public safety coordination events.

Preventive maintenance will be announced to customers four weeks in advance, with weekly reminders leading up to the scheduled maintenance window to ensure departments have sufficient time to prepare. Departments should be prepared for all IT services to be unavailable during this timeframe.

Note: Preventive maintenance will not be considered in the calculation of service availability metrics.

8. CHANGE MANAGEMENT

Scheduled Maintenance & Service Changes

Maintenance and changes outside of preventive maintenance will follow the IT Change Management process.

Frequent changes to production systems and infrastructure are common. The IT Change Management process minimizes risks and service disruptions by monitoring, managing, evaluating, and communicating changes to enhance service benefits for customers. There are three types of change:

- **Standard changes** will be planned and communicated to the customers impacted. The activities and tasks associated with a standard change are routine and usually well-known and documented. Changes are pre-approved, and risk is typically low with little to no impact on IT services.
- **Normal changes** will be planned and communicated to customers **two weeks** in advance. These changes will be assessed for risk, impact, and urgency. Customers can expect service outages when normal changes are implemented.

Note: Standard and Normal changes are scheduled and will not be considered in calculating service availability metrics.

Emergency Maintenance & Service Changes

Emergency changes may be implemented with little or no coordination to address incidents related to security or other technical issues. If time permits, IT will make its best effort to communicate and coordinate the event with customers. Depending on the impact and urgency, customers can expect some or all IT services to be unavailable.

9. AVAILABILITY & SYSTEM PERFORMANCE

A service level target (SLT) is designed to measure the performance or availability of a system. These metrics are published for review on the IT Grafana Dashboard and Client Portal. IT will provide access to designated GG staff to review SLTs and performance, and availability metrics.

IT Dashboard

The IT Dashboard displays information on network service uptime, Internet utilization and uptime, Service Desk call statistics, and more.

Service Level Target	Network Service Availability/Uptime: 99%
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Note: Many resources available on the Internet are outside of IT's control and are therefore not included in this metric. Only the underlying infrastructure that connects the City of Gainesville's systems to the corporate network is considered.

Client Portal

The [IT Client Portal](#) provides reports on SLTs for incident closure and service request fulfillment targets.

Service Level Target	75% same-day closure for 'Normal' incidents.
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Standard IT Services & Support

This section provides an overview of each IT service and establishes specific expectations for delivery and support.

- Desktop & Device support
- Internet and Network services
- Managed Hosting (server administration, management, and support)
- Microsoft 365
- Security services
- Project Management services

1. DESKTOP & DEVICE SUPPORT

Desktop & Device Support services are a bundled suite of services for corporate computers and devices. This service aims to provide consistent and reliable computing capabilities that support core business activities.

Service	Description
Device Setup & Management	Deploy and configure new computers, laptops, and printers. These devices are ready and configured so staff can be productive. Corporate devices are managed across their lifecycle and include security patches and updates to keep machines running optimally.
General Troubleshooting	Perform troubleshooting on incidents relating to corporate computers, laptops, tablets, printers, and mobile devices, remotely and in person. It also includes basic troubleshooting of audiovisual (A.V.) equipment such as projectors, displays, and control panels.
Device Moves	Assistance with disconnecting and reconnecting equipment for minor office moves.
Software	Install and upgrade IT standard desktop software applications and patches.
Hardware	Hardware upgrades and accessories.
Printing	Printer access, print queue management, and troubleshooting of printer-related issues.
Technology Procurement	Pass-through purchase of standard computing hardware/equipment, software, and other devices to meet IT standards.
Asset Management	Track locations and assignments of computing devices and desktop software licenses.

Surplus & Disposal	IT will prepare computers for surplus or e-waste, including securely removing data when equipment is at the end of life and no longer useful. Note: The cost of disposal will be the responsibility of each business unit/department.
Fileserver Management	Access, administration, and maintenance of network file shares and permissions.
Equipment Loans	IT equipment loaned to the business.

ROLES & RESPONSIBILITIES

IT Responsibilities:

- Install, move, and troubleshoot corporate printers, scanners, and other peripherals.
- Provide complete management of corporate computers, including:
 - Procurement of standard desktop hardware and software.
 - Installation and configuration of standard desktop hardware and software.
- Asset Management - retire/refresh computer equipment (five-year lifecycle) as funded by GG and GRU.
- Review business justification for hardware and software orders outside of IT standards.
- Respond to Incidents as defined in the Incident Prioritization & Response (Section 7).

Customer Responsibilities:

- Contact the IT Service Desk regarding incidents and service requests.
- GG and GRU must budget to refresh computer equipment on a five-year lifecycle replacement.
Note: Workstation devices beyond the five-year life cycle may be charged a premium or be a direct pass-through for support charges.
- Allow IT staff full access to managed equipment (remote and physical).
- Adhere to City security standards on computing platforms and data.
- Adhere to City policies on the proper use and management of computing assets.
- Train in the proper use of productivity and business applications unless otherwise offered by IT
- Provide business justification for hardware and software requests outside the standard IT offering.
- Provide license and media for requested software installs outside the standard IT offering.

Note: To promote standardization, customers must consult with IT before purchasing computers, software, or other devices (e.g., tablets, smartphones, TVs, scanners, printers, etc.). Limited support will be provided for non-standard equipment.

ELIGIBILITY

Customers receive these services by meeting the following criteria:

- The computer is City property, not personally owned.
- The computer is running a standard operating system supported by IT
- IT administrative access exists on the computer.
- The Service Desk can re-image a computer when necessary to resolve an incident or complete a service request.
- The Service Desk can remotely control the computer with the customer's authorization.

SERVICE FULFILLMENT TARGETS

All new hardware and software requests must be made via the Client Portal and should include the following information:

- Username and specific location
- Item and quantity required
- Required date of delivery
- Account Number (Dept., Cost Center, and Fund)
- Summary description of the type of request

Service Request	Fulfillment Target
Account Creation	<p>Service fulfillment target following the employee's manager's approval is 1 Week.</p> <p>Note: Managers are required to approve requests for account modifications. Requests receiving no approval after three failed communication attempts with the employee's manager will result in no action taken by IT, and the ticket will be closed. The service fulfillment timeline will start once a request containing all required information has been submitted. Requests submitted with incomplete information may be delayed until all necessary details are provided.</p>
Account Change/Deletion	<p>The employee's manager or designee must immediately submit an account deletion form for those who are separating employment for any reason.</p> <p>Managers are required to approve requests for account modifications. Requests receiving no approval after three failed communication attempts with the employee's manager will result in account deletion by IT, and the ticket will be closed.</p> <p>Note: In the event of an abrupt employee termination, immediately contact the IT Service Desk. The</p>

	employee's account will be disabled promptly to maintain security and compliance.
New computer, printer, and peripheral installation (standard IT hardware)	To allow enough time for ordering and shipping of new hardware, requests must be submitted 2 Weeks in advance of the requested date.
Standard desktop software install/remove	Requests to install or remove software will be completed within 2 business days .
Hardware purchasing - IT will work with the customer to generate a custom quote from an approved vendor if a suitable device is unavailable from the standard hardware offerings.	Quotes for standard equipment will be produced within 7 business days . IT will review requests for non-standard equipment before ordering.
Equipment Moves	Relocations must be submitted 2 weeks in advance of the requested date.
Equipment Loans	Customers may pick up the equipment on the same business day. Requested delivery by IT requires 2 business days' notice. Note: Equipment will be delivered to the customer at a prearranged time and location when the reservation is confirmed.
Access requests <ul style="list-style-type: none"> • File share permissions • Printer access 	Permission will be granted within 2 business days following the employee's manager's approval.

2. INTERNET & NETWORK CONNECTIVITY

Internet and Network Connectivity services provide access to the City of Gainesville's core technologies, managed hosting services, file storage, Internet data services, Intranet Portals, and other organizational tools. This service includes equipment, maintenance, configuration, security, administration, and monitoring/support of the network infrastructure.

Service	Description
Wired Network Connectivity	IT provides the wired network infrastructure within a building or environment that enables data communication among local resources

	within an organization. Most offices contain at least one network port connected to the wired Internet.
Wireless Network Connectivity	<p>Provides customers mobility within a City office or building equipped with Wi-Fi. This service is provided in three types of wireless access:</p> <ol style="list-style-type: none"> 1. InternalNet - Secured wireless Internet access for corporate laptops and devices. 2. GuestNet - Wireless Internet access for visitors and guests. 3. BYODNet (Bring Your Own Device) - Wireless Internet access for employees, contractors, and partners from a personal device. All traffic is monitored and linked to the employee's corporate login account. <p>Note: Wireless Connectivity is only available at locations where wireless network infrastructure has been installed. Coverage and availability will vary by location.</p>
Telephony	The phone system provides communication services across the organization. Phones use the corporate network to transmit and receive voice telephone calls.
Network Design & Construction Support	Provides the installation of communication cabling for voice, data and video networks. This service includes the installation of new cabling as well as locating and relocating existing cabling for construction projects.
Remote Access (VPN)	<p>Allow customers to access their desktops and corporate network while away from the office.</p> <p>Note: Use of VPN requires the installation of additional software.</p>

ROLES & RESPONSIBILITIES

IT Responsibilities

- Service provisioning upon successful completion of assessment and design activities. Additional structured cabling and equipment requirements may delay service delivery.
- Monitor and manage corporate network service(s).
- Plan and conduct routine maintenance of the infrastructure, resulting in optimum network performance and stability.
- Perform site surveys (if applicable) and design and engineering activities to deliver service(s).

GG Responsibilities

- Designate a point of contact for coordinating planned or emergency maintenance.
- Provide 24-hour access to facilities where network equipment is housed.
- Ensure each customer location meets IT minimum standards, including documentation, wiring, power, HVAC, access, and security.

- Coordination of construction projects with IT
- Cost of new network equipment (switches, routers, wireless access points, and uninterruptible power supplies), installation, and replacement/repair of structured cabling or wiring. Customers will also be charged for the costs of Ethernet cabling from equipment closets to access point locations and for providing power to the access points.
- Submission of requests to the IT Service Desk for Moves, Adds, and Changes that may require additional costs depending on location.
- To promote standardization, customers must consult with IT before purchasing network equipment. Limited support will be provided for non-standard equipment.
- Administer, manage, operate, and support hardware, software, and network outside of the corporate network (e.g., if a department wanted to set up its own network/system that is not on corporate infrastructure, this would be the responsibility of that department/area to manage and support). This includes but is not limited to:
 - Public Wi-Fi Networks
 - Alarm Security Systems
 - Indoor/Outdoor Security Cameras

Note: Specialty or Integrated systems (e.g., video cameras, security systems, digital signage, paging systems, HVAC equipment, etc.) will not be published on the Internet and will only be viewable within the corporate network. Customers who need public access to such systems must purchase a non-corporate Internet circuit.

- Submission of a general service request to initiate consultation or a cabling project.

Note: Network Design is one of the most important steps to ensure construction is completed on time and within budget.

3. STORAGE & HOSTING

Managed Hosting provides customers with a managed facility for servers and related computer equipment. The service design includes redundant high-speed Internet connections, security protection, cooling/environmental system support, and redundant power across two data centers (GRU EOC and GRU Admin).

Application & Database Hosting

The Data Center provides dedicated and virtual hosting solutions for customer applications, business systems, and databases. These platforms provide customers with highly available, monitored, and securely managed hosting solutions.

Supported Operating Systems:

- Windows Server 2019 or newer
- SUSE Enterprise Server
- Ubuntu

Supported Database Platforms:

- Azure SQL
- On-Premises Microsoft SQL Server Enterprise 2019 or above.

- Existing installations of the Oracle Database platform are supported.

Note: IT will not support new on-premises instances of the Oracle Database Platform due to increased costs for licensing and support.

This service provides the following:

- Installation and configuration of supported servers and database platforms.
- Design and implementation of appropriate database archive logs and backup schedules for recovery.
- Maintenance and security patches to application servers and databases.
- Email alerts for database resource availability and disk space.
- Database recovery/restoration.
- Incident/Problem response and resolution.
- Database migration assistance with supported platforms.

File Storage

IT offers a variety of storage capabilities to support hosting and file storage, including local and cloud options. These capabilities encompass both dedicated physical and virtual hosting environments.

Backup & Data Retention

- All backups have a 5-week retention policy.
- Operating System backups include weekly incremental backups with full backups scheduled on weekends.
- All other backups are performed incrementally on a nightly basis (Mon-Thurs), with a full backup occurring on the weekend.

Note: Development and quality assurance environments may differ from production.

DISASTER RECOVERY

IT will work with customers to determine the maximum amount of system/service downtime and the maximum amount of data that can be lost without a catastrophic impact on critical business functions or services.

This includes restoring system/service backups to new servers, bringing the customers' development/test environment up as production, or restoring the application on existing on-premises platforms or in the cloud.

Note: All hosting environments can be integrated with storage and backup services.

ROLES & RESPONSIBILITIES

IT Responsibilities

- Hardware, operating system, and system monitoring.
- Apply patches to systems per IT standards.
- Repair or replace any hardware component under warranty shown to be defective.

- Database backup, retention, and recovery requirements as defined by the customer during the provisioning process.
- Monitor job processes and log files as needed.
- Install and set up servers and hardware.
- Configure database logging and backups.
Note: Database backups are scheduled, performed, and monitored.
- Take necessary precautions to protect the infrastructure and the machines scanned.
Note: IT makes no representation or warranty that vulnerability scans will disclose all vulnerabilities.
- Retain control and accountability.
Note: IT will not grant root or administrative access to users outside of the IT Department, except for designated City Technology personnel on GG systems that do not affect security, core infrastructure, or the production environment.

GG Responsibilities

- Application information gathering and documentation by the business system owner.
- Engage IT in advance and others as required.
- Perform verification tests on applications and systems after all patching and maintenance activities.
- Define backup, retention, and recovery requirements during the provisioning process within IT capabilities.
- Identify potential risks and impacts to business areas from either application or hardware failure. Develop strategies and backup plans to continue business in the event of a major catastrophe or failure.
- Follow and adhere to IT standards

4. MICROSOFT 365

Microsoft 365 is a cloud-based suite of office productivity software. Customers gain access to a widening array of cloud-based software for communication, collaboration, and productivity. Microsoft 365 services are listed below:

Service/Application	Description
MS Groups	A shared workspace for email, conversations, and files.
Office Online	Provides access to Word, Excel, OneNote, and PowerPoint documents in your web browser.
OneDrive for Business	A cloud storage and file-sharing service that keeps all your files in one secure, accessible location.
Email (Outlook)	Cloud-based email, calendar, and contacts for employees.

Teams	A unified communication hub. By default, employees with a corporate computer login can chat via text, audio, and video with anyone in the organization. To fully experience Teams, a webcam/microphone is needed for audio/video communications.
SharePoint Online	Empowers employees to share and collaborate, informing and engaging others across the organization.
Project Online	Provides project management capabilities for planning, prioritizing, and managing projects.
Power B.I.	Business analytics tools that provide the ability to visualize and analyze data.
Power Automate	A service that helps you create automated workflows between applications and services.

ROLES & RESPONSIBILITIES

IT Responsibilities:

- Produce and audit reports (e.g., license compliance, etc.).
- Respond to incidents.
- Obtain quotes (e.g., license, training, etc.) from Microsoft's preferred vendors.

GG Responsibilities:

- Adhere to the [IT Account Deletion Guideline](#).
- Train on the proper use of M365 services and applications when required.
- Purchase hardware and input devices (e.g., webcams, microphones, etc.) per IT's recommendations.

License	
<p>City Employee (Standard Offering) – Includes Email, OneDrive for Business, Office Online (Excel, Word, PowerPoint, and OneNote), and basic Teams features, including chat via text and audio/video.</p> <p>Vendor/Partner Account - Some departments work closely with contractors or vendors. Accounts are created so vendors can easily access and share information. This type of account is for non-city employees only.</p>	
<p>Project Online Interaction on a Project Online site requires a Project Online and the Project 2019 client, depending upon the level of access needed.</p>	<p>Will be charged per quote obtained from a Microsoft preferred vendor at the time of request.</p>

<p>Project Online Essentials is the minimum requirement and is used by project team members.</p> <p>Project managers require a Project Online Professional license for more advanced use cases.</p> <p>Portfolio managers/viewers and resource managers require a Project Online Premium license.</p>	
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SERVICE FULFILLMENT TARGETS

Service Request	Fulfillment Target
<p>Upon account creation, City Employees will receive the "Standard Offering."</p> <p>Vendor/Partner Account – Includes Office Online (Excel, Word, PowerPoint, and OneNote) and OneDrive for Business.</p>	See the fulfillment target for "Account Creation."
Project Online	Service fulfillment target following the employee's manager's approval and completion of training/provisioning request is: 3 Business Days
SharePoint Site Creation	
Team Creation	
Group Creation	

5. SECURITY SERVICES

As part of the City of Gainesville's Cybersecurity Program, IT security professionals will assess vulnerabilities and analyze the security posture of the computing environment, in accordance with the National Institute of Standards and Technology (NIST) cybersecurity standards. IT will document and provide a prioritized list of vulnerabilities based on their potential impact on the business and organization.

IT security professionals will provide security and vulnerability assessment services to customers, which include:

Service	Description
Network Security	Protects the underlying network infrastructure from unauthorized access, misuse, or theft. It involves creating a secure infrastructure for applications, devices, and end-users to work securely.
Cybersecurity Training & Awareness	A form of education that seeks to equip employees with the information they need to protect themselves and the organization's data and technology assets from loss or harm.
Vulnerability Scans	IT will scan customer devices to identify known vulnerabilities in programs and applications on servers, workstations, and other network-connected devices.
Penetration Testing	IT will use industry-standard tools and techniques to exploit vulnerabilities identified through assessments.
Vendor Security Risk Assessments	Vendor risk assessments will enhance the organization's ability to evaluate and address vendor risks when procuring technology.
Identity Management	Identity Management ensures that the right users have the appropriate access to technology resources.
Endpoint Protection	An enterprise security solution deployed to corporate computers to prevent file-based malware and to detect and block malicious activity.
Email Protection	Protects the organization from sophisticated, real-time email threats.

6. PROJECT MANAGEMENT SERVICES

Enterprise IT is committed to continuously improving the delivery of technology solutions within budget, on schedule, and within scope to best contribute to accomplishing the organization's strategic objectives. The IT Project Management Office provides management oversight and guidance for IT's entire project portfolio. IT projects are managed according to best practices promoted by the nationally recognized Project Management Institute (PMI) and appropriately tailored to the organization's needs. All IT Project Leaders possess Project Management Professional (PMP) certifications and have the appropriate level of training and experience.

IT Project Management services cover three critical areas:

- **IT Project Leaders:** Responsible for a project's progress and timely completion. Their role is facilitating team interaction and organizing project meetings, maintaining project notes and status, informing key stakeholders of progress, and closing projects once complete.
 - A Project Leader will be assigned to lead the efforts of IT and functional team members on any project requiring a significant commitment of IT resources.

- **Project Management Method:** Aligns to best practices and guides a project through the five industry-accepted project lifecycle phases (Initiation, Planning, Execution, Monitoring & Controlling, and Closing) and defines the procedures followed during each phase.
- **Project Management Tools:** Easily accessible, web-based project management tools to collaborate and centralize project activities.
 - IT will supply a web-based project management tool accessible to all project members.

NOTE: IT will not be responsible for tracking project budgets, schedules, or deliverables if our SLA and project management tools are not utilized.

7. PUBLIC RECORDS ASSISTANCE

For access to emails pursuant to the Florida Public Records Act or other legal processes, enter requests through the IT Self-Service Portal or via an email to the Records Management Liaison Officer (RMLO) at PublicRecordsRequest@gru.com. For more information regarding Public Records, refer to the GRU Administrative Guideline 5.3.

The following applies:

- Be sure to itemize the search criteria and be clear and concise.
- Requests may require back-and-forth conversations with the requestor.
- External storage may be needed to provide the requested information.
- Emails are provided in the original state and must go to the original owner for redaction.

Requests that take over 15 minutes to process are billable to the originator of the request. The amount of time spent (IT hourly rate times the number of hours) and the overhead amount will be included on any requests that take more than 15 minutes to process. The requestor will be notified of charges to be incurred for requests exceeding the 15-minute non-billable timeframe. The coordination effort is not billable.

8. SERVICE PRICING

The service pricing calculation has been updated to align with the approved IT Budget for Fiscal Year 2026. The calculation for Microsoft (MS) licensing is based on the user licenses allocated to GG and GRU as follows:

- **GG User Accounts:** 1400 (~57.38%)
- **GRU User Accounts:** 1040 (~42.62%)

At GG's request, IT services have been reduced to align with their organizational needs for support and system utilization in preparation for transitioning IT services under GG's management. Future IT support will be reevaluated at the end of the current SLA. All temporary and part-time labor has been removed from this calculation, along with tuition reimbursement.

Infrastructure Maintenance and Support Services, which include hardware and network maintenance, as well as associated labor, will be allocated as follows:

- **Hardware Maintenance:** 35% GG / 65% GRU
- **Communications & Networking Maintenance:** 50% GG / 50% GRU

- **Labor:** 33% GG / 67% GRU

Note: This calculation does not include labor costs for full-time equivalent employees or associated costs for maintenance and support activities related to GRU-specific applications and services, such as SAP.

There are two internet circuits: one terminating at the GRU Administration Building and the other at the Eastside Operations Center (EOC). To meet high-availability requirements, GRU has contracted three Internet Service Providers. Internet connectivity costs are split equally, and a redundant backup connection at the GRU Administration Building is also included in the calculation.

The calculation does not include expenses related to the procurement or replacement of networking equipment, such as switches, routers, wireless access points, structured cabling, site connectivity, and wiring installations. Additionally, costs associated with new server and database equipment, application software and licensing, ongoing application maintenance, vendor support (for both legacy and new applications requiring third-party assistance), and professional or contracted services will be considered pass-through costs and billed separately to GG. An annual assessment will be performed to reconcile and adjust any increases or decreases in license usage.

Annual IT Cost of Service for General Government	
	FY26 Budget
Infrastructure Maintenance & Support Services	
Hardware Maintenance - 35% of Total	\$ 277,224.50
Communications & Networking Maintenance – 50% of Total	\$ 293,712.50
Resource Labor - 33% of Total	\$ 2,351,577.51
Total	\$ 2,922,514.51
Microsoft Enterprise User Licenses	
3yr Agreement - Annual Payment	\$ 1,237,714.67
Total Microsoft User Licenses	2440
General Government User License Allotment	1400
57.38% of Total (2440/1400)	\$ 710,200.68
Internet Services & GRUCom	
GRUCom Monthly Amount	\$ 4,167.61
AT&T Redundant Connection Monthly Amount	\$ 1,737.60
Total Months	12
	\$ 70,862.52
Annual IT Cost of Service Total	\$ 3,703,577.70

[Signature Page to Follow]

9. APPROVALS

GRUA/GG executive members approve this document.

Approved by:

Gainesville Regional Utilities Authority, by
and through GRU's CEO and CIO:

Chief Executive Officer
Gainesville Regional Utilities

Edward Bielarski
Edward Bielarski (Sep 29, 2025 15:20:03 EDT)

Sep 29, 2025

Title	Signature	Date
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Chief Information Officer
Gainesville Regional Utilities

Walter T. Banks

Sep 29, 2025

Title	Signature	Date
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City of Gainesville, by and through the
City's City Manager and Technology
Director:

City Manager
General Government

Stephen M. Curry

Sep 29, 2025

Title	Signature	Date
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Technology Director
General Government

Edward Nagy

Sep 29, 2025

Title	Signature	Date
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Approved as to form and legality:

Approved as to form and legality:

Daniel New
Daniel New (Sep 29, 2025 12:56:18 EDT)

City Attorney

Derek Perry
Derek Perry (Sep 29, 2025 15:21:19 EDT)

Derek D. Perry, Utilities Attorney












FY26_Enterprise_IT_SLA_Final_2025-09-25

Final Audit Report

2025-09-29

Created:	2025-09-25
By:	TC Kelley (kelleytc@gru.com)
Status:	Signed
Transaction ID:	CBJCHBCAABAABVkw4tkCONWwy1r7V4uvPq8wOuyQoHvMR

"FY26_Enterprise_IT_SLA_Final_2025-09-25" History

-  Document created by TC Kelley (kelleytc@gru.com)
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Signer bielarskiej@gru.com entered name at signing as Edward Bielarski

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Agreement completed.

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File Number: 2025-809

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-809 Approval of Agreement Between GRU and the City of Gainesville for Solid Waste and Stormwater Billing Services (B)

Department: Gainesville Regional Utilities/Customer Operations

Description: This agenda item seeks approval of an Agreement between the Gainesville Regional Utilities Authority (GRUA) and the City of Gainesville for the continued provision of billing services related to Solid Waste and Stormwater. Under this agreement, GRU will continue to provide billing, collection, and remittance services for the City's Solid Waste and Stormwater fees. The agreement outlines the scope of services, responsibilities of each party, and the associated administrative fees.

Fiscal Note: The City of Gainesville will compensate GRU for billing services through an administrative fee structure outlined in the agreement. The fees are based on a percentage of the total revenue collected for Solid Waste and Stormwater services. These funds will support GRU's operational costs associated with billing, customer service, and remittance processing.

Recommendation: The GRU Authority authorizes the Chief Executive Officer to negotiate and execute an amended agreement between GRU and the City of Gainesville for solid waste and stormwater billing services.



City of Gainesville

Office of the City Manager

City Manager Memorandum No. 250063

To: Edward Bielarski, Chief Operating Officer Gainesville Regional Utilities

From: Cynthia W. Curry, City Manager

Date: September 25, 2025

Re: **Solid Waste and Stormwater**

Thank you for committing to further discussion with the GRU Authority regarding the Solid Waste and Stormwater billings and GRU continuing to provide this service to the City of Gainesville. As noted in my March 7, 2025 Memorandum, this continues to be the City's preferred method of collection of these fees as there are mutual benefits to the arrangement; GRU received revenues to support its billing system infrastructure and it is a reliable fee collection process for the City.

City staff is open to discussing continuing this arrangement with the City Commission with revised terms. Based on the current MOU, the following terms revisions are proposed:

- Executing an agreement between the City of Gainesville and the GRU Authority
- Paragraph 1 – Revising condominium, apartment and mobile units to a TBD ERU.
- Paragraph 3 – adding condominium, apartments and mobile homes as a calculated ERU.
- Paragraph 5 – Revising 50 to 80 account adjustments in accordance with current practices.
- Paragraphs 17 and 18 – Revise payment terms to 4% of revenues collected.
- Paragraph 21 – Delete clause
- Add clause – Stormwater and Solid Waste must remain on same bill as Utility Bill. If billed separately, then utility accounts and stormwater/solid waste accounts must be tied together with any account payments made be applied to the earliest billing.

The FY26 charge for service under the current MOU is \$824,810. Adjusting the service to 4% of revenues collected would result in an approximately \$952,000 charge for services if all budgeted revenues are collected in FY26. As such, this would result in an increase in revenue for GRU and a cost saving to be public compared to Tax Collector billing, tax saving credit for early payments and Property Appraiser fees. Currently, the City increases fees by 5% every other year, as such, revenues for GRU would increase on the same schedule.

The statutory deadline to adopt a resolution to change the billing method to the tax bill is December 31, 2025. In order to provide time for negotiations, the City would appreciate feedback from the GRU Authority at its October 8, 2025 meeting but no later than the November meeting.

If you have any questions or would like to meet with staff to discuss further, please let me know.

cc: City Commission
Dennis Nguyen, Director of Finance
Cintya Ramos, Executive Chief of Staff
Andrew Persons, Chief Operating Officer
Brian Singleton, Special Advisor to the City Manager

**MEMORANDUM OF UNDERSTANDING
BETWEEN THE
CITY OF GAINESVILLE AND THE CITY OF GAINESVILLE,
d/b/a GAINESVILLE REGIONAL UTILITIES
FOR STORMWATER MANAGEMENT UTILITY
AND SOLID WASTE BILLING**

THIS MEMORANDUM OF UNDERSTANDING (“MOU”), entered into this 10th day of August, 2023, by and between the CITY OF GAINESVILLE (“City”) and the CITY OF GAINESVILLE, d/b/a Gainesville Regional Utilities (“GRU”), and may be referred to throughout this MOU as “Party” or the “Parties”. This MOU pertains to the Stormwater Management Utility (“SMU”) and Solid Waste (“SW”) billing services.

WHEREAS, the City Commission adopted Ordinance Number 3444 et al, providing for a stormwater management program and establishing a Stormwater Management Utility (SMU); and

WHEREAS, SMU fees are user charges levied against all developed property within the City of Gainesville (the “City”) which contribute to stormwater runoff to the City’s stormwater management system; and

WHEREAS, SMU fees are charged to all owners or occupants of real property in the City based on an Equivalent Residential Unit (ERU) rate; and

WHEREAS, Solid Waste (SW) fees are charged to all residential owners or occupants of residential property in the City based on cart size; with the exception of commercially collected residential property having 5 or more units under one roof, and residential properties that have successfully petitioned to be allowed to opt out of the residential collection program.

WHEREAS, the SMU and SW fees are collected monthly through GRU billing system; and

WHEREAS, the City pays GRU a fixed yearly fee for such billing services. The fee will be in effect for three years or unless changed or cancelled by mutual agreement.

NOW, THEREFORE, in consideration of the above recitals and the following terms and conditions, the City and GRU agree as follows:

1. GRU is responsible for billing all SMU users, including annexations and new developments, according to the ERU rates established by Ordinance Number O-88-43 or latest version, as follows:

a. Single-Family units:	1.0 ERU
b. Duplex units:	1.0 ERU
c. Condominium units:	1.0 ERU
d. Apartment units:	0.6 ERU
e. Mobile home units:	0.6 ERU
f. Nonresidential/commercial	TBD ERU

2. Upon notification of any proposed annexation by the City, GRU, in conjunction with the City, will create SMU and SW billing information for all proposed annexation properties within thirty (30) calendar days of that notification and after the effective date of an annexation adopted by the City Commission. Prior to the effective date of annexation, the City will provide GRU with all pertinent information regarding ERU billing rates for all properties, and a listing of all exempt properties as applicable. The City will provide a list of SMU exempt properties to GRU each calendar month. Exempt properties will be identified on the GRU billing system.
3. The City will calculate the SMU ERU billing rates and any adjustments for all non-residential uses. Upon receipt of the information, GRU will adjust the billing for the following full billing cycle or as stipulated in a separate implementation schedule.
4. SMU billing rates for new developments will be provided by the City after approval of final development plans; the SMU fee will be assessed after the property for which permanent electrical and/or water charges are assessed. The City will have access to a report for non-residential units that vacate. The City will identify and provide GRU with the customer information to generate an SMU-only bill commencing with the following full billing cycle.
5. GRU is responsible for timely adjustments to accounts. The expectation is that for 50 or less accounts the adjustments will be complete in a 30 day period. For more than 50 accounts a separate schedule will be agreed upon and GRU will send monthly reports on progress of completing the assignment.
6. The City is responsible for prompt responses to GRU's requests for information related to SMU and SW customers and accounts to ensure accurate and timely billing.
7. The City will respond to customer questions regarding the ERU rates and the application thereof.
8. GRU shall make no billing adjustments unless requested by the City.
9. GRU will provide the City monthly data extracts. One set of data will include the full set of technical data for system-wide premise and installations. The second set of data will include customer information for new move-ins for the previous month.
10. GRU will maintain reports in the utility billing system to facilitate the City's review of SMU & SW accounts. Any adjustments or new reports requested by the City will be incorporated into the system by GRU, when feasible, and may result in additional charges to the City. When additional charges apply, GRU will notify the City in writing and request approval prior to commencement of any such work.

11. Any required change to the GRU Customer Information System, including billing system changes, enhancements, and permissions, will be under the sole responsibility of GRU.
12. GRU will credit the SMU fund in an amount equivalent to the number of ERUs billed and the SW fund in an amount equivalent to the total amount of refuse billed to all households with active refuse accounts each month. GRU will distribute Monthly Remittance notices to the DG_Stormwater_RRem@cityofgainesville.org email group. The monthly collection amount for Stormwater and Solid Waste and number of residential and no-residential accounts billed is available at http://grupernet/departments/administrative/Corporate_Performance_Indicators/default.aspx.
13. The City will reimburse GRU annually for SMU and SW charges that go unpaid and are declared by GRU collections to be “bad debt”. GRU will submit an annual Unpaid Billing Balance by 10/31 each year to the shared email account DG_Stormwater_RRem@cityofgainesville.org. Backup documentation to be attached to the invoice will include premise, business partner number, billing address, and unpaid balance for each account declared to be bad debt. The City of Gainesville accounting will prepare the transfer.
14. GRU will create a dunning process for SMU only accounts. After 60 days overdue and the account, balance is \$15 or more, a one-time 2% late fee will added. The Business Partner will be notified by GRU. GRU will notify Public Works by email to DG_Stormwater_RRem@cityofgainesville.org. GG will perform manual research. City will request that GRU transfer the SMU only account to another account with other utilities if possible. GRU will automatically refer delinquent SMU only accounts with a remaining balance greater than \$50.00 to a collection agency upon closure.
15. The City and GRU will hold periodic (at minimum, quarterly) meetings to discuss the billing process and make any adjustments needed to facilitate the process. The City will hold at a minimum a yearly training session for GRU Customer Operations staff, and provide any updated materials to be included in the GRU Customer Operations training manual.
16. GRU will seek input from the City on updates related to the billing system software to facilitate the coordination of SMU and SW billing.
17. The City accepts proposal of continued FY 21/22 SMU/SW Billing services of \$754,818 (\$514,384.00 for SMU and \$240,434.35 for SW) for FY 23.
18. A 3% increase to the billing services fee outlined in Paragraph 17 will be implemented in FY 24 for a total of \$777,462.90 (\$529,815.52 for SMU and \$247,647.38 for SW) after which an increase of 3% will be implemented each fiscal year. Appendix A shall be reviewed by the Parties every three years beginning with the FY27 to FY29 period.

19. Any proposal by either Party to change the internal annual fee for billing services must be provided and agreed upon in writing no later than the January preceding the Fiscal Year that the change is to take place.
20. The City will periodically (at minimum, semi-annually) request and review SMU and SW billing data from GRU and provide guidance to GRU on corrections to be made to SMU and SW billing.
21. The cost basis for GRU billing services to the City is the allocation of the GRU Customer Operations O&M budget proportionate to the ratio of SMU and SW SAP installations of total GRU SAP installations, as set forth in Appendix "A", attached hereto and made a part hereof as if fully set forth herein.
22. This MOU will remain in effect until superseded by a more current MOU or termination by either party (GRU or COG) with twenty-four (24) month notice via written correspondence between the General Manager and City Manager.

IN WITNESS WHEREOF, GRU and the City hereto have executed this MOU as of the date and year first written above.

The City of Gainesville

By: *Cynthia W. Curry*
Cynthia W. Curry (Aug 10, 2023 14:53 EDT)
Cynthia W. Curry, City Manager

Date: Aug 10, 2023

Approved as to Form and Legality

City Attorney: *David C. Schwartz*
David C. Schwartz (Jul 25, 2023 15:15 EDT)

Date: Jul 25, 2023

The City of Gainesville, d/b/a Gainesville Regional Utilities ("GRU")

By: *Anthony L. Cunningham*
Anthony L. Cunningham (Jul 27, 2023 10:35 EDT)
Anthony L. Cunningham, General Manager

Date: Jul 27, 2023

Approved as to Form and Legality

City Attorney: *Bianca Lherisson*
Bianca Lherisson (Jul 25, 2023 15:29 EDT)

Date: Jul 25, 2023

File Number: 2025-810

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-810 Integrated Resource Plan (IRP) Update – Plan vs. Action (B)

Department: Gainesville Regional Utilities/Energy Supply

Description: This presentation provides an update on the Integrated Resource Plan (IRP), comparing the original planning assumptions with current actions taken in response to evolving operational, financial, and market conditions. The presentation outlines GRU's electric system capacity, unit retirement timelines, and generation portfolio. It highlights key decisions such as the life extension of Deerhaven Units DH1 and DH2, CT1 and CT2, and the termination of the Sand Bluff Solar PPA due to cost escalation. The update also includes revised cost estimates for new gas-fired generation versus refurbishment of existing assets, and the role of short- and long-term power purchase agreements (PPAs) in maintaining system reliability and cost competitiveness.

Fiscal Note: None at this time.

Recommendation: The Authority hear the presentation and ask any necessary questions.

IRP Update – Plan vs. Action

Oct. 8, 2025



CUSTOMER FIRST

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GRU Electric System Facts

Supply & Demand Overview	Megawatts
Net Summer Capacity	642.2
Approximate Summer Load/Demand	~425
Average Demand	~200

GRU Units Nearing Their Paper Retirement	Megawatts
DH1	76
DH2	232
CT1	17.5
CT2	17.5
Total	343

Generation by unit

Plant Name	Unit No.	Primary fuel	Alternative fuel	Lifetime Assessment	Net Summer Capability (MW)
J.R. Kelly	Steam Unit 8 Combustion Turbine 4	Waste heat Natural gas	- -	2051* 2051*	41 71
Deerhaven	Steam Unit 2 Steam Unit 1 Combustion Turbine 3 Combustion Turbine 2 Combustion Turbine 1	Natural gas Natural gas Natural gas Natural gas Natural gas	Bituminous gas Residual fuel oil - Fuel oil Fuel oil	2031** 2027 2046 2031 2031	232 76 71 17.5 17.5
South Energy Center	SEC-1 SEC-2	Natural gas Natural gas	- -	2039 2047	3.8 7.4
DHR		Biomass	-	2043	105
Total					642.2

*Originally scheduled for 2021 end of service before \$26.6 M rebuild.

**Converted to natural gas capability in 2021 with \$9.1 M retrofit.

2023/24 IRP Scorecard

IRP Takeaways	Action
Extend DH2's paper retirement to 2036	✓
Extend CT1 and CT2's paper retirement to 2031	✓
Explore short-term capacity PPA's	✓
Startup of Sand Bluff Solar PPA (2025)	X
Replace DH1 with gas-fired unit (2028)	X
Startup of another Solar PPA (2029)	X

Solar isn't free

Solar Project	IRP Cost	GRU's Internal Cost	Latest Cost Estimate
Sand Bluff Solar PPA (75 MW) (1)	~\$47/MWH*	~\$38/MWH	~\$55/MWH*
2029 Solar PPA	\$40/MWH	~\$38/MWH	~\$51 to \$53/MWH**

1-Contract terminated

*-Not escalated

** -Escalated at 2% per year

Solutions Not in IRP

Extend DH1 paper retirement from 2027 to 2032



New Gas-Fired Plant Pricing vs. Life Extension of DH1

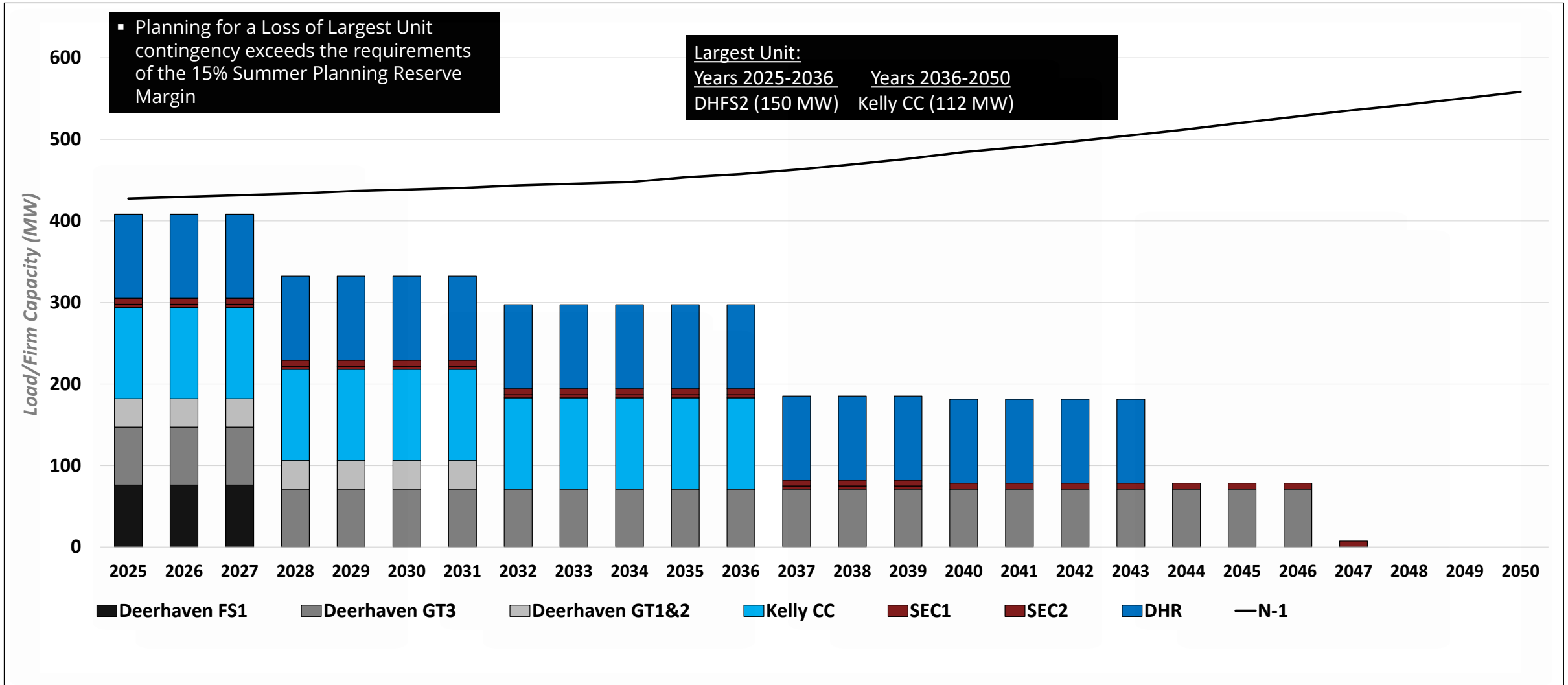
Skyrocketing costs of new, gas-fired generation make retrofitting our own generation more viable.

Engine	IRP Cost	Current Estimate
Reciprocating Internal Combustion Engine (RICE)/KW Installed	\$1,605/KW	\$2,680/KW
RICE (Capital Cost 72 MWs)	\$115.56 million/KW	\$193 million/KW
Projected Annual Fuel Cost Savings*		\$3 million

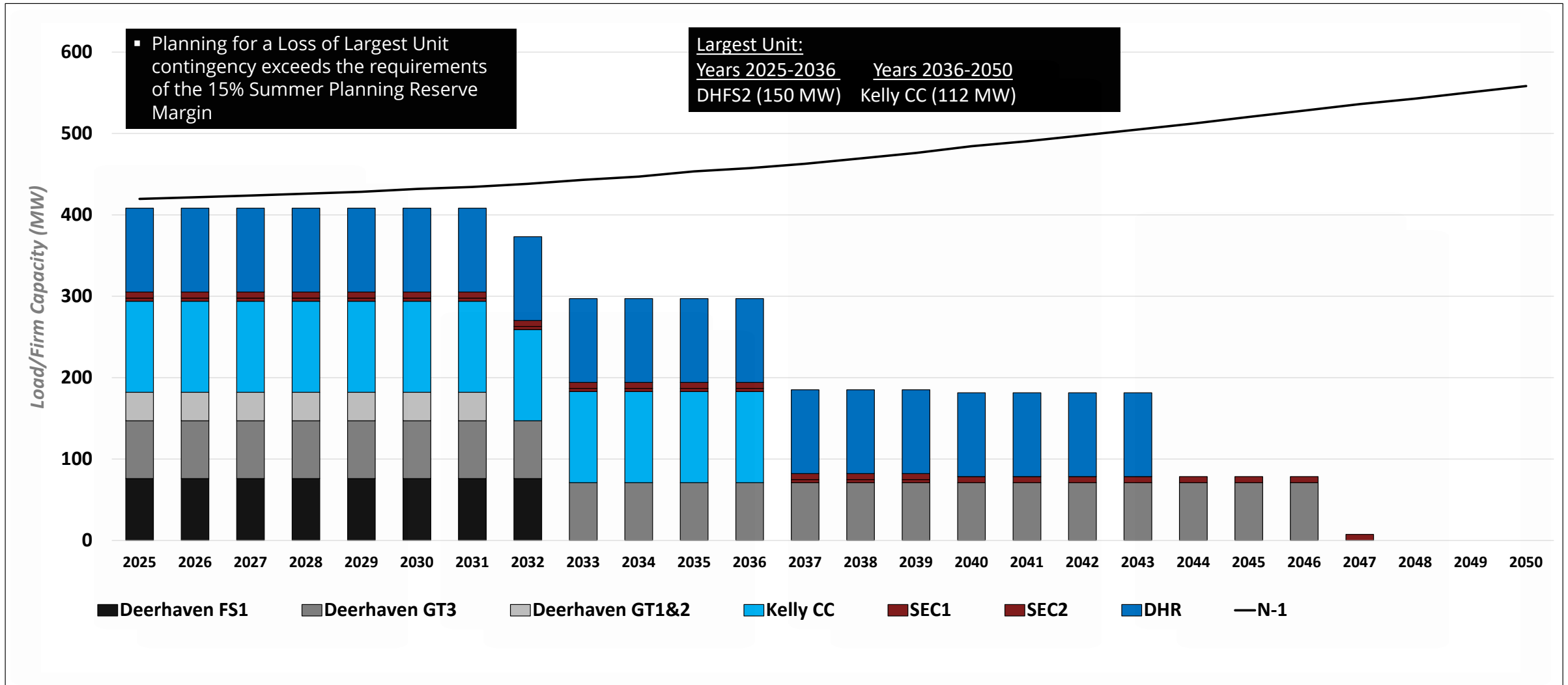
DH1 Life Extension	Refurbishment Cost
5 years	~ \$13 million

*Fuel cost savings calculation: (8,000 vs. 12,000 heat rate) (33% capacity) \$3.50 per MMBTU

N-1 Chart w/o Extensions



N-1 Chart w/ Extensions



The IRP is evolving based on facts on the ground.

- Life extension of DH2 and now DH1.
- Life extension of CT1 and CT2.
- Short-term and long-term PPAs (with TEA's assistance) to enhance reliability and competitiveness of overall generation cost.
- Terminated the Sand Bluff Solar PPA due to higher cost.
- Monitoring opportunities within industry for further solar PPAs.



Gainesville Regional Utilities Authority Agenda Item Report

File Number: 2025-811

Agenda Date: October 8, 2025

Department: Gainesville Regional Utilities

Title: 2025-811 GRU Review – September, 2025 (B)

Department: Gainesville Regional Utilities/Office of the Chief Executive Officer

Description: An update to the Board on the significant and most meaningful events since the last board meeting. The GRU Review isn't meant to replace all the granularity of the State of the Utility (which is included under Consent Agenda), it is intended to supplement it and can evolve over time depending on the requirements set forth by the Board.

Fiscal Note: None

Recommendation: The Authority hear a presentation from the CEO and ask questions, if desired.

GRU Review

September 2025



CUSTOMER FIRST

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- Vacancy rate bumped up from **8.21%** in August to **8.51%** in September
- Effective October 1st, all human resource services are handled in-house
- Collective bargaining meeting was held on Sept. 11

- Revenue thru August is \$13 M ahead of budget
 - Electric - \$ 9.6 M
 - Gas - \$.8 M
 - Water - \$1.3 M
 - Wastewater - \$ 1.3 M

Community

- Residential Efficiency Coordinators and Customer Service Rep's attended a community outreach on Sept. 17th to answer questions
- GRU's AMI Team attended Bradford County's Career Fair on Sept 2nd.
- W/WW team worked from midnight until 5 AM to repair a force main break at Gainesville Airport avoiding a shutdown of the runway
- Fast response by electric crews avoided fatalities to a pest control crew tenting a home
- Hosted Florida's American Water Works Young Professional Seminar at EOC
- Safety Team volunteered at Ronald McDonald House to serve meals in September

- Appeal before 1st DCA:
 - Brief filed on Sept. 3 – awaiting hearing
- Complaint for Declaratory Judgement and Injunctive Relief at 8th Judicial Court
 - Filed on Aug. 27
 - Motion to suspend enforcement was denied on Sept. 30