Volume I – Business Information and Past Performance

Segment Number: 17

1. **Business Model – A detailed explanation of the applicant or applicants, the role or roles of each entity, and the value of those entities based on the sustainability of the business model, experience, and role within the region or industry. If a lead applicant is participating in more than one partnership, then the lead applicant must submit one Volume I per partnership.**

General Information and Location:

The City of Lake Worth Beach is pleased to apply for the Florida Department of Environmental Protection, Electric Vehicle Charging Infrastructure (EVCI) Phase 2 Grant opportunity under RFA No. EVCI-RFA-02 for Segment 17, located in Palm Beach County.

The City of Lake Worth, Florida ("City"), was incorporated as a municipality under the laws of the State of Florida in 1913. In March 2019, voters of the City formally approved the name change to Lake Worth Beach. The City is located in Palm Beach County, and is bounded by West Palm Beach on the north, the Town of Lantana on the south, the Intracoastal Waterway and Atlantic Ocean on the east and various municipalities and areas of unincorporated Palm Beach County on the west.

The City is primarily a residential community with a total area of 6.46 square miles according to the United States Census Bureau. The 2019 Census estimate set the City's population at approximately 38,484. The median age of City residents has declined over the past two decades from 50 years to 40 years. Tourism, retail and construction are the main industries supporting the local economy. Over the past few decades, the City downtown and historic neighborhoods have undergone a cultural renaissance. The City includes a quarter-mile beach, an oceanfront park, a municipal pier, a cultural plaza, and a golf club located on the Intracoastal Waterway, among other attractions. The City is served by major highways, including Interstate I-95 and the Florida Turnpike and the Palm Beach International Airport is just 7.5 miles outside of the City.

Government:

The City Commission is comprised of five members who serve overlapping three year terms. All members are elected on a nonpartisan basis by residents of the City. The commissioners are elected representing the four designated districts in the City. The Mayor is elected at-large to serve as the presiding officer at City Commission meetings and as the official head of the City of Lake Worth Beach for legislative and ceremonial purposes. The City Commission is responsible for adopting ordinances and other policy directives and legislation for the operation of the City, for approving the City's budget, for setting rates for taxes and fees, and for appointing the City Attorney and members of the various Boards and Agencies in the jurisdiction.

The current Mayor, Commissioners and the years in which their terms expire are listed below:

Official	Beginning Term	Term Expires
Pam Triolo, Mayor	March 2018	March 2021

Andy Amoroso, Vice Mayor	March 2018	March 2021
Scott Maxwell, Vice Mayor Pro Tem	March 2018	March 2021
Carla Blockson, Commissioner	Appointed –Dec. 2020	March 2021
Herman Robinson, Commissioner	March 2019	March 2022

City Administration:

The administration of the City is conducted by the City Manager, who serves as the Chief Executive Officer. The City Manager, who is appointed by the Commission, provides leadership in administration of policies and objectives formulated by the Commission. The Assistant City Manager and department heads are appointed by the City Manager and work closely together with the City Manager to provide policy recommendations regarding the health, safety and welfare of the community to the City Commission.

Strategic Plan:

Mission, Vision and Values

While the City had been acting strategically for the previous seven years, the City Commission formalized their actions and adopted the five (5) year Strategic Plan on June 18, 2019. This Plan documents and itemizes our pursuits to create a unified guiding document to direct our decisions and actions to build a reality based on our dreams making Lake Worth Beach Bold & Beautiful, Exciting and Enthusiastic, Ambitious and Artsy, Compassionate and Confident ... but most importantly .... HOME!

The adoption of the Strategic Plan completes the City Commission's tools that guide the City. The triad of tools includes the Comprehensive Plan, Strategic Plan, and Annual Budget. The Strategic Plan aids in the making of critical policy and budgetary decisions about investing resources TODAY in order to maximize performance in the FUTURE.

Pillars

The City adopted Core Values that all city employees embrace and exemplify. The values are Team Work; Ethics; Accountability and Transparency; Commitment to Innovation and Excellence; and Honesty and Integrity.

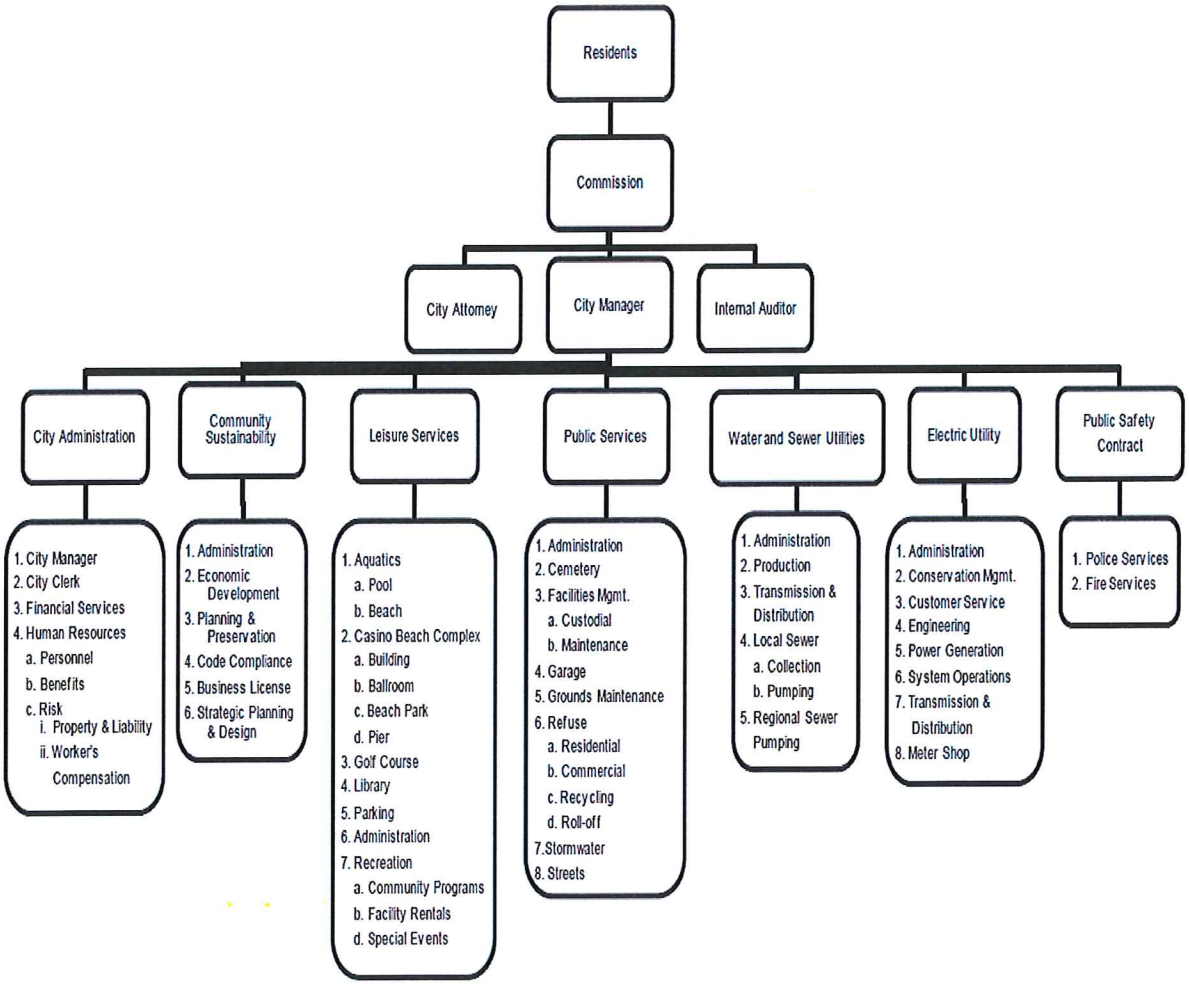
The 2020-2025 Strategic Plan consists of five (5) strategic priorities and 23 supportive objectives. The strategic pillars are;

a) Positioning Lake Worth Beach to be a COMPETITVE VIABLE LOCATION of choice
b) Strengthening Lake Worth Beach as a COMMUNITY OF NEIGHBORHOODS
c) Celebrating the unique, historical, coastal and cultural DIVERSITY OF THE CITY
d) Navigating towards a SUSTAINBALE COMMUNITY
e) Affirming GOVERNMENT FOR ALL.

City Employees:

The City currently has approximately 307 full-time employees in ten operating departments. A copy of the City's organizational chart can be found on the following page.

City-Wide Organizational Chart



Municipal Electric Utility Department:

The City of Lake Worth Beach owns and operates its own electric utility. The Electric Utility Department is comprised of 7 Divisions. They include Electric Utility Administration, System Operations, Transmission and Distribution, Power Generation, Engineering, Utility Revenue Protection, and Utility Customer Service, all of which report to the Electric Utility Director. Descriptions of each and their respective roles and responsibilities are included below.

Electric Utility Administration
This division includes the office of the Electric Utility Director who oversee all aspects of the City of Lake Worth Beach's electric utility operations as well as all the City's utilities metering and customer service functions. This group performs functions such as budget management, performance measurement and benchmarking, and overall utility administrative functions.

System Operations
The System Operations division operates the City's electric transmission and distribution control center. This division operates from a secure location where they monitor the City's electric delivery network and dispatch field-based crews to perform switching operations, operate remote equipment, effect emergency repairs, balance energy flows, etc. as needed to ensure continuity of electric delivery to the City's electric utility customers.

Transmission & Distribution (T&D)
The T&D division maintains the City's electric utility transmission and distribution system that is comprised of electric switching stations, substations, and circuits operating at voltages from 138,000 volts to 110 volts. Most commonly recognized as line workers operating out of bucket trucks the division also includes supporting staff performing engineering, work planning and scheduling, construction and project management, system monitoring and electronic control, and materials supply functions. Division personnel include line worker crews, substation crews, trouble crews, engineering teams, operational technology staff, and warehouse personnel.

Power Generation
The Power Generation division is responsible for coordination of the electric utility power supply for the electric utility. Staff in this division include power plant operators, mechanics, technicians and electricians who operate and maintain power generation equipment, as well as management and administrative support. The electric utility obtains its electric supply from a combination of power plants statewide as well as its own power plant located within the City of Lake Worth Beach.

Engineering
The Engineering division is responsible for the design, construction, maintenance, operation, and compliance of the electrical system for the City. Staff in this division include several engineers including; Distribution Engineers, Field Planner, Substation & Transmission Engineers and Operational Technology who oversee and prepare the plans, specifications and standards for all electric utility infrastructure projects as well as new development projects.

Utility Revenue Protection
The utility revenue protection division oversees all of the electric and water utilities' metering functions including the automated metering infrastructure and when required performs manual meter reading. The division manages the activation and deactivation of meters at customer premises, investigates customer issues related to potential metering problems and theft of

service events, and performs in-home energy audits for customers. The division also manages the process of enrolling customers in the electric utility's net metering program.

Utility Customer Service
The utility customer service division manages the City's interaction with customers of its electric, water, sewer, and waste removal services. The division includes staff for call center operations, as well as customer billing and payment functions.

Business Team for EV Charging Stations:

In furtherance of its support for renewable energy, the City of Lake Worth Beach has assembled a team that includes market leaders in the design, development, deployment and operations of electric vehicle (EV) charging infrastructure. This team has proven its ability to meet deadlines and complete milestones associated with large, complex projects on many occasions. With this project, the team will deliver robust and reliable, fast charging solutions to support EV drivers in the event of an evacuation. This critical infrastructure will also support local economies by promoting EV adoption, enhancing tourism, and reinforcing local resilience and sustainability goals.

DESCRIBE THE CITY'S ROLE WITHIN THE REGION AND/OR INDUSTRY

The City of Lake Worth Beach's role in the project is to:

- Provide a host site, rich with amenities, that are valuable to travelers
- Provide a cost share benefit with the installation of electric infrastructure utilized to power the units.
- Perform site design and engineering design services utilizing in-house staff
- Procure EV charging hardware and support services that:
    - Provides 62.5kW of higher DC fast charging
    - Is connected to a cellular network
    - Is accompanied by a 5-year warranty and maintenance package that guarantees 98% uptime
    - Exceeds minimum standards for safety, including enclosures for equipment and the use of equipment to reasonably withstand environmental factors
    - Accepts credit card information and adheres to all applicable laws governing the collection and processing of credit card data
    - Displays fees on a screen on the chargers and smart phone application
    - Provides the user information such as date and time of the session, price of the session, and total energy (kWh) provided in the session
    - Provides immediate customer support 24 hours a day, 7 days a week, through a toll free number displayed on the chargers
- Ensure operation, maintenance and technical support of the funded chargers for a minimum of five years
- Ensure the project site remains publicly accessible and well lit for five years or more
- Provide the charging utilization data to the Department quarterly for 5 years

INSTALLER ROLE IN THE PROJECT AND WITHIN THE REGION OR INDUSTRY

INSTALLER's role in the project is to:

- Install EV Charging Station equipment in accordance with the manufacturers recommendations, project specifications and maintain consistency with the project objectives
- Obtain permits and coordinate interconnection with the City's Electric Utility
- Install chargers, ancillary equipment, signage and bollards

ChargePoint operates the largest and most open EV charging network in the world, and has completed numerous past projects that demonstrate relevant technical and business experience necessary to support the installation, management, and maintenance of the EV charging infrastructure. ChargePoint currently operates over 112,000 total charging spots globally, roughly 2,500 of which are in Florida. As of April 2020, there have been approximately 1.5M charging sessions on ChargePoint charging stations in Florida dispensing over 13,000 MWh and saving over 5 metric tons of GHG emissions.

Founded in 2007, ChargePoint is the only charging technology company that designs, develops, manufactures hardware, and provides charging network software solutions for an unsurpassed driver experience. Leading EV hardware makers, automakers, and other partners rely on the ChargePoint network to make charging stations operate seamlessly via our mobile app, online, and in navigation systems for popular EVs. ChargePoint has also been the hardware and network of choice at hundreds of auto dealerships across the country including BMW, Volkswagen, Mini and Jaguar Land Rover.

ChargePoint's experienced team of dedicated professionals who have helped others to execute projects of similar size and scope. The ChargePoint team includes experienced grant managers, grant accounting specialists, site acquisition specialists, and a design and build team that can assist with managing contractors, permitting, and utility coordination. Collectively this team has been awarded over $50M of public funds for both ChargePoint and customer owned and operated EV charging stations. A table of past projects of similar size and scope are listed below:

Project	# of Sites	# of DCFC	# of Level 2	Status	Owner & Operator
California Interregional Corridors	49	99	98	In progress	ChargePoint owned and operated
Plug-in Monterey Bay Phase 1	16	0	80	Complete	Site host owned and operated
Plug-in Monterey Bay Phase 2	12	10	50	In progress	Mix
Plug-in Monterey Bay Phase 3	15	18	50	In progress	Mix
Colorado VW Settlement	34	102	0	In progress	Mix
Charge to Work New York	14	0	130	Complete	Site host owned and operated
Northern California Express Corridor	8	10	16	Complete	ChargePoint owned and operated

Maine VW Settlement	7	14	14	In progress	ChargePoint owned and operated
Pennsylvania VW Settlement	5	10	4	In progress	Mix
Southern California Express Corridor	4	7	8	Complete	ChargePoint owned and operated
Central California Express Corridor	4	12	8	Complete	ChargePoint owned and operated
Charge on Chesapeake	3	10	6	Complete	ChargePoint owned and operated
Oklahoma VW Settlement	3	4	20	In progress	Site host owned
Maryland Express	2	4	0	Complete	ChargePoint owned and operated
Idaho VW Settlement	3	4	0	In progress	Site host owned and operated
Total	**179**	**304**	**484**		

ChargePoint's primary business model is to enable site hosts that want to own and operate DC fast chargers, offering charging services as an amenity to their visitors. With ChargePoint's guidance, site hosts are responsible for setting prices, paying electricity costs, and for keeping the charging site clean and clear of debris. Site hosts are free to set pricing as they desire to recover electricity costs, make a small profit, or attract customers by keeping charging costs low or even free. ChargePoint will consult with and provide guidance to site hosts to ensure they are charging a reasonable fee to drivers to maximize driver satisfaction and utilization. The City of Lake Worth Beach will own all EV charging infrastructure funded by the project. The City of Lake Worth Beach will set prices for charging and assume the role as customer of record with the utility.

Partnership for Property:

The City of Lake Worth Beach will be utilizing property in partnership with Three Palms Investments, LLC located at 2003 10th Avenue North, Lake Worth Beach, FL 33461. This property provides both a viable location for the grant's purpose of emergency stations near the highway, an opportunity to promote small local businesses and an opportunity for community improvement.

Three Palms Investments, LLC, (Three Palms) is a Florida LLC, which locally owns, operates and developed the mixed use site which houses several small businesses at this location.

Beginning in 1984, the family owned and operated this site under Carefree Park Corp. In 2013, Three Palms Investments, LLC was formed and continued with site improvements and development. The site offers a multitude of amenities including Fun Depot, a family entertainment center with 45,000 square feet of entertainment including; game room, go-carts, bowling, a recently added full-service restaurant & bar, ice-cream shop and laser tag. This site also features a 24-hour Dunkin', El Guanaco a Salvadorian Restaurant, Latin Bakery & Café, Barber Shop and multiple other establishments within walking distance including WoodSpring Suites Hotel.

The partnership between the City of Lake Worth Beach and Three Palms consists of the land owner dedicating (2) parking spaces to be utilized for the installation of the Level 3 EV Charging Stations. The partnership agreement will include the following requirements;

- Duration of the Agreement will be for a minimum of five (5) years
- Site will remain accessible to the public for a minimum of five (5) years
- Site will remain well-lit and publicly accessible seven days a week
- All other grant requirements will be fulfilled by the City of Lake Worth Beach

This development is only possible because of the positive working relationship between the City and the private sector.

Equipment Used:

The City of Lake Worth Beach (CLWB) has the availability of several accessible departments and tools to complete this project. For the car charger equipment portion, CLWB will be utilizing ChargePoint Level 3 chargers. CLWB already has a Master Service Agreement in place with ChargePoint and will be purchasing the chargers directly from them for this project if awarded. The features of the charger(s) are as follows:

Name: ChargePoint Express 250 station (62.5kW)
Model: CPE250C-625-CCS1-200A-CHD
Features:

- 62.5kW and paired up to 125kW of fast charging capability
- Cellular connection with data providing global access to ChargePoint's locator map service and cloud data for individual users and owner
- Purchase of 5 year assurance plan with ChargePoint
- Small design with sealed and self-contained power units to avoid all wet conditions
- Modular design to allow for quicker repairs and no specialized tools
- Universal charging connectors for each station to cover majority of electric vehicles
- Supports 200V to 100V battery packs
- Compatible with international electrical grid standards and supports global standards including CCS1, CCS2, and CHAdeMO connectors

From previous installation projects the city has found several electrical contractors approved through ChargePoint. The City will utilize the services of the approved contractors to obtain installation quotes or bids depending on the total installation costs. The City's Electric Utility will provide and install all primary power, transformers, poles and wire for charger installations. Following installation CLWB will utilize ChargePoint's activation process which includes on site visual inspection and operation of the units to verify readiness.

Services Provided:

Signage will be placed on and/or near the chargers for ChargePoint's 24/7 phone line. All stations being installed will have their own cellular connection directly connected to the ChargePoint Cloud. From this cloud service the owner will have the ability to collect and monitor statistics such as use and downtime. Additionally, customers will have location access through

ChargePoints locator map and charge station data when charging through the ChargePoint App on their phone or smart device.

The app will provide user transaction information such as:

- Date and time of the session
- Price of the session
- Total energy usage

In addition to the application on the smart device the users will have data access right on the charge station itself through its touch LCD screen. The availability for multiple pay platforms will exist to make this a smooth and simple process for the customer including options that do not require ChargePoint accounts. Available methods are as follows:

- **Contactless Credit Card.** Credit cards with embedded RFID chip may be used.
- **FREE ChargePoint Account and RFID Card.** Cards are free, and drivers can simply tap and charge. Several OEMs, including BMW, General Motors, Mercedes Benz, Cadillac, and Smart provide ChargePoint cards with the purchase of one of their EVs.
- **ChargePoint Mobile App.** EV drivers can start and stop charging with just one tap in the mobile ChargePoint app. This app is synched to the driver's ChargePoint account.
- **Apple Pay and Android Pay.** Drivers can authenticate and pay by tapping their phone.
- **Apple Watch.** ChargePoint drivers can also use their phone or Apple Watch as if it were a ChargePoint card to start a charging session via NFC on compatible Android and iOS devices.
- **Credit Card.** Drivers may call the toll-free number clearly displayed on every station 24/7 in order to authorize charging

Projects of a Similar Size and Scope:

The City of Lake Worth Beach recently installed three Level 2 charging stations which feature dual charging units for City of Lake Worth Beach electric vehicles. These charging stations were installed in 2019 towards a green initiative for the city to phase out most gas type vehicles where possible. The stations are provided by ChargePoint and are capable of charging two vehicles. Additionally, this pilot allowed the city the ability to contract ChargePoint as a sole provider eliminating process time for bidding.

In addition to the charging stations for city fleet workforce, the City has recently completed 2020 installation of three ChargePoint Level 2 charging stations. The locations are strategically placed in areas of leisure to ensure effective time for charging and include the City's Municipal Golf Course, Beach & Casino Complex and downtown parking area. All locations are publically accessible to the amenities of Lake Worth Beach. Lake Worth Beach purchased the stations utilizing the contract from the pilot and utilized local contractors to provide a turnkey installation. If any primary power connections require modification such as a transformer upgrade, Lake Worth Beach will provide the workforce and materials for quick service restoration. All stations will have 24/7 customer service, digital access to charge information, and warranty for 5 years. The spots will be monitored by City parking department to ensure smooth operation.

EV CHARGING STATIONS CURRENTLY IN SERVICE:

Quantity – 3

Manufacturer - ChargePoint

Model – CPF25

Unit Type – Bollard

Use Type - Fleet

Quantity – 3

Manufacturer - ChargePoint

Model – CT4020-HD-GW

Unit Type – Bollard

Use Type - Public