

**CHIEF OPERATING OFFICER
HUNTSVILLE UTILITIES
Huntsville, Alabama**

PROFILE

Huntsville Utilities' Chief Operating Officer (COO) reports to the President & Chief Executive Officer. The position is a result of planned reorganization and will directly manage Vice Presidents over Operations, Engineering, and Operations Support divisions and a Business Services Manager directing key accounts and special projects. The division employs a total of 570 personnel.

CONDITIONS AND REQUIREMENTS

Huntsville Utilities' Mission is to provide crucial infrastructure to our growing community and consistently demonstrate stability, dependability, and fairness.

Huntsville Utilities harnesses experience and embraces innovation to deliver essential services to meet evolving needs, advance economic development, and to enrich quality of life. The utility is enjoying the benefits of stable-to-above average community growth and Huntsville receives around 24% of the State of Alabama's growth. Huntsville Utilities has seen customer growth around 15% over the last five years and is currently studying and executing solutions to prepare the organization for as much as 20% customer growth through 2028.



HUNTSVILLE UTILITIES
ELECTRICITY • NATURAL GAS • WATER

Huntsville Utilities seeks COO candidates that thrive in a collaborative and team-based environment with leadership communicating at a high level in all directions and driven to gain buy-in and accountability to the strategic goals of the organization from all personnel. Ideal candidates will be naturally analytic, process-oriented, and enjoy debating options with a team of peer and subordinate professionals. Huntsville Utilities is historically engineering-driven and effective in finding technical solutions to challenges but must find ways to become more efficient to combat the ever-rising cost of providing excellent service to customers. A motivational leader who develops subordinates' skills as leaders, builds the team's confidence in decision making, and enhances the organization's capability to be proactive and skilled in preventative planning to improve a more reactionary culture is desired. Huntsville Utilities began rebuilding its benchmarking and goal-measurement process in 2022 and will expect the COO to be a critical leader in the development and tracking of the process in the future.

Primary directives for the COO:

- Execution of Huntsville Utilities' strategic objectives and monitoring and reacting-to operational benchmarks.
- Identify and lead performance and improvement initiatives.
- Enhancing workforce and leadership development while serving as a coach and mentor.
- Embrace technology and driving grid and operational innovations to create efficiencies and avoid rising costs.
- Communicate and gain buy-in to management objectives and strategic plan guidelines with operational and field personnel.
- Contribute to long-term planning and monitoring the successful completion of large projects.
- Relationship development with key accounts and ensuring the needs of commercial and industrial customers are addressed.
- Supporting the executive team in its execution of duties related to power, gas, and water delivery and supplies.
- Proactively identifying and capitalizing on opportunities for business growth.

The City of Huntsville offers one of the more unique industrial customer profiles of any municipal utility in the nation with a substantial population of defense, aerospace, and automotive industries. New large load development, although recently stymied by power supply availability and economic trends, is occurring within the utility territory and Huntsville Utilities assumed utility maintenance and operation for the Redstone Arsenal in recent years. The COO is expected to assist in relationship management with such customers and large industry experience with similarly critical key accounts is desired. While large customer load growth is slowing in Huntsville, overall customer growth continues to be a significant challenge for the team.

Huntsville Utilities is an all-distribution utility with an extensive network of 46 kV substations (around 120 total) and 13 transmission delivery points owned and operated by the Tennessee Valley Authority (TVA). The distribution system breaks down to 12.47 kV in the densely populated areas and 25 kV in rural areas. The organization will soon begin a sub-transmission study and the COO will likely be addressing planning for a long-term network modernization in upcoming years. Huntsville Utilities invested significant dollars in its water assets over the last few years but further significant investments in water system infrastructure are planned for the next 20 years. The utility serves around 60,000 natural gas customers. Although no large growth is immediately planned in the natural gas business, it is a potentially significant growth opportunity in the future. Both natural gas supply pipelines into the territory are fully subscribed. Candidates with a substantive track record of successful project management are required.



Huntsville Utilities is replacing a legacy outage management system (OMS) with a modern system while also completing phased installation of electric and gas automated meters. An extensive Fiber network is leased to Google Fiber to provide retail services, and other government and education entities use Huntsville Utilities' fiber. Huntsville Utilities desires candidates that offer experience with substantive technology projects as well.

Candidates must offer a strong track record of safety leadership focused on proactive and preventative safety practices. In 2022, Huntsville Utilities set a goal of less than 2.0 injury incident rate (IR) and a preventable vehicle accident ratio of less than 4.0. Achievements that year included 1.75 and 2.4, respectively. The utility accomplished a 95% safety training attendance that year as well, surpassing its goal of 75% attendance.

It is vitally important to the Huntsville Utilities governance team that the organization maintains or improves its strong local and regional brand and reputation. Ideal candidates should expect to offer high visibility and leadership in the Huntsville community and will assist the CEO in providing exemplary leadership in representation of Huntsville's interests with its power supplier, the Tennessee Valley Authority (TVA), its regional distribution utility service organization, the Tennessee Valley Public Power Association (TVPPA), and national associations representing all three utility services. Candidates should offer exemplary written and oral communication skills as well as comfort and experience providing presentations to professional and public audiences and media. Experience presenting to a board of directors is desired. Candidates should offer a transparent and hands-off management, leadership, and communication style and a natural approachability by customers, board members, and employees.

Candidates should anticipate a well-established yet evolving strategic planning culture and adherence to strategic planning as a guide to decision making. Candidates with experience assisting a team to execute annual strategic plans and resultant initiatives are desired.

Huntsville Utilities' next COO will be expected to further and champion ongoing development of a modern workforce. Those with experience in succession planning and workforce development are desired. In addition to investment in the utilities' personnel, the Huntsville Utilities Board anticipates long-term challenges with the rising costs of employment and seeks leadership with experience managing an efficient and accountable workforce and an employee culture that seeks to maintain low overhead and resultant low rates for customers.

Huntsville is an Equal Opportunity Employer and candidates are expected to offer experience furthering diversity and inclusion in the workplace.

Critical thinking skills, change management experience, demonstrated sound judgment, ethics, and integrity are absolute requirements.

A bachelor's degree in engineering, business, or a related field is required. An MBA or master's degree in a related field is desired. A minimum of ten years of leadership and management experience with a utility providing electric and either natural gas or water supply services is desired. Candidates with experience with all three utilities could be ideal.

HUNTSVILLE UTILITIES

Located in Huntsville, Alabama, Huntsville Utilities is owned by the City of Huntsville. Huntsville Utilities includes three separate utility systems operating under three Boards appointed by the City Council. The Gas, Waterworks, and Electric Systems share top management, customer services, and administrative personnel. Each System pays its share of these expenses and maintains its own financial reports. Due to a common goal of outstanding customer service and cost savings, Huntsville Utilities provides billing services to adjacent utility and municipal entities.

Huntsville Utilities provides service to 210,000 electric, 105,000 water, and 60,000 gas customers with nearly \$750 million in total revenue. The organization employs around 800 personnel, including all three service departments and shared customer service, administrative, and temporary or contract employees. The organization provides significant Payment In Lieu of Taxes (PILOT) to the City of Huntsville.



Huntsville Utilities provides electricity that is purchased from the Tennessee Valley Authority (TVA) and distribute to electric customers throughout Madison County.

Natural Gas is purchased from several suppliers and from two pipelines. Customers are provided a safe, reliable supply of natural gas in quantities sufficient to meet their needs.

Water is supplied through groundwater wells and from the Tennessee River. This water is purified in accordance with rules and regulations of the Alabama Department of Environmental Management (ADEM) and the Environmental Protection Agency (EPA). Water quality is closely monitored by an on-site certified laboratory. The System's water system has been recognized as having the best-tasting drinking water and some of the best operated

plants in Alabama. Huntsville Utilities regularly wins awards from the Alabama/Mississippi Section of the American Waterworks Association and the Alabama Water Pollution Control Association.

See the Statistics Report on the final page of this document for more detailed information.

Benefits

All regular, full-time employees are automatically enrolled as a member of the Employee's Retirement System of Alabama. The ERS is a defined benefit plan qualified under Section 401(a) of the Internal Revenue Code. A defined benefit plan provides the employees with a specific benefit at retirement by calculating the retirement benefit based upon a formula. Our employees make contributions per their Tier enrollment plan. ERS currently has two tiers depending upon date of hire and prior service credit. This plan also offers a Pre-Retirement Death Benefit equivalent to one year's salary to all employees who have at least one year of service.

Huntsville Utilities offers two health care plans to choose from administered by BCBS of Alabama. These plans include low co-pays and deductibles, air medical coverage, wellness/preventive care, point-of-sale prescription coverage a prescription drug card program dependent on the plan selected. All regular, full-time employees, spouses and dependents (age 12 and older) who are covered on the HU Medical plans are eligible to use the clinic. All full-time employees can use the clinic regardless of medical enrollment. The clinic is completely voluntary and there is no co-pay when visiting the clinic. To provide protection for employees and their families, a basic level of life insurance is provided by the company at no cost to all regular, full-time employees. In addition to basic life insurance, we offer options for supplemental and voluntary life insurance. Our Basic and Supplemental policies are administered by VOYA Life Insurance Company. Voluntary Life Insurance is administered by Guardian Life Insurance Company for Employee, Spouse and Dependents. Medical and Dependent Care Spending Accounts are administered by TASC. You may elect pre-tax dollars to pay for qualified medical expenses that are not paid by your health insurance plan such as deductibles, co-pays, dental expenses, orthodontics, etc. Contributions may also be put into an account to pay for dependent care expenses.

Anticipated Timeline:

Resumes preferred by March 13 (will accept later).
Virtual interviews with semi-finalists completed by April 7.
On-site finalist interviews completed by April 21.

Web Links for Huntsville Utilities:

[Huntsville Utilities - Main Web Site](#)
[About Huntsville Utilities](#)
[Key Facts & Figures](#)

Web Links for Huntsville, Alabama

[City of Huntsville](#)
[Chamber of Commerce](#)
[Wikipedia - Huntsville](#)
[City-Data.com - Huntsville](#)

Contact Information

Patrick Prouse
Senior Recruiter
pprouse@mfpllc.us
Mycoff, Fry & Prouse LLC
Conifer, CO 80433
(800) 525-9082
www.mfpllc.us

Application materials (resume and cover letter) preferred in PDF format.

*****SEE NEXT PAGE FOR MORE DETAILED STATISTICS*****

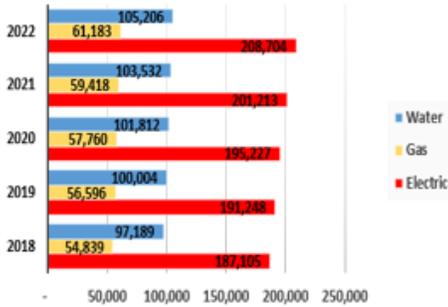


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STATS REPORT

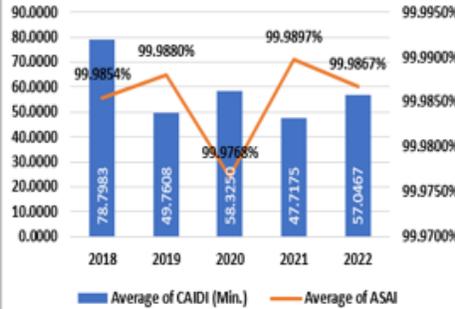
CUSTOMER COUNT

HU CUSTOMERS BY SERVICES BY YEAR



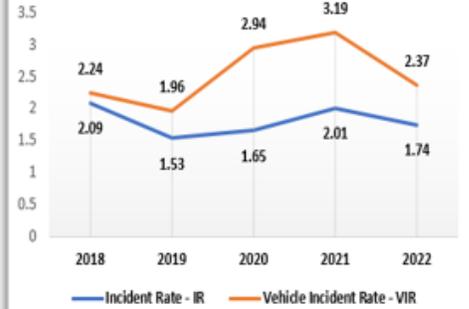
ELECTRIC RELIABILITY

HU ELECTRIC RELIABILITY



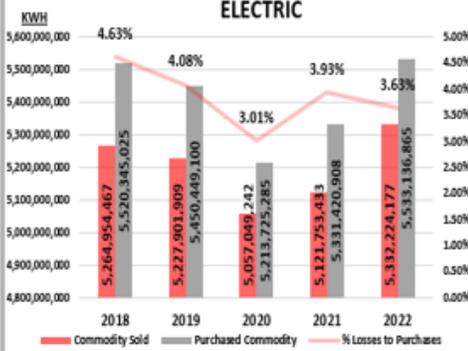
SAFETY

HU SAFETY IR & VIR STATISTICS

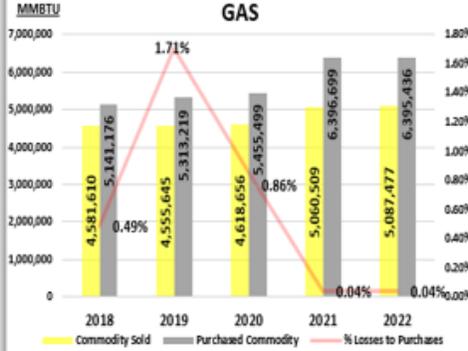


SYSTEMS PERFORMANCE

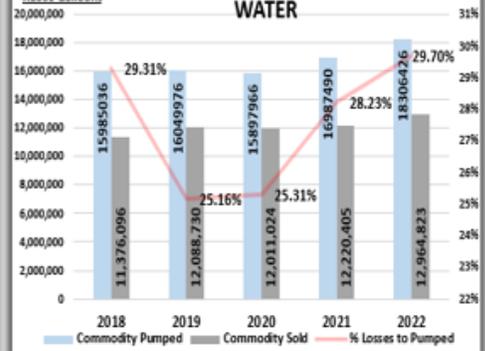
ELECTRIC



GAS

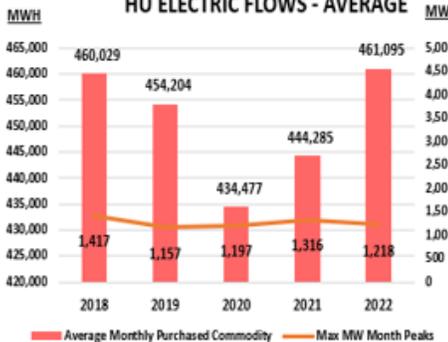


WATER

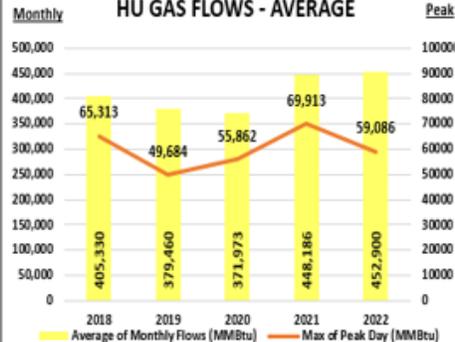


SYSTEMS FLOWS

HU ELECTRIC FLOWS - AVERAGE



HU GAS FLOWS - AVERAGE



HU WATER FLOWS - AVERAGE

