

Mayor and Council Communication

DATE: 12/17/19

M&C FILE NUMBER: M&C 19-0385

LOG NAME: 60METER FEES 2020

SUBJECT

Adopt Ordinance Amending Section 35-39 "Monthly Readings; Customer Charges; Straight Connections", Section 35-56 "Water and Sewer Rates Within City", Section 35-61 "Deposit Required", and Section 35-63 "Where and When Bills Payable", of Chapter 35 "Water and Sewers" of the City Code to Revise Certain Water and Wastewater Account and Field Services Fees to be effective on April 1, 2020 (ALL COUNCIL DISTRICTS)

RECOMMENDATION:

It is recommended that the City Council adopt the attached ordinance to revise Amending Section 35-39 "Monthly Readings; Customer Charges; Straight Connections", Section 35-56 "Water and Sewer Rates Within City", Section 35-61 "Deposit Required", and Section 35-63 "Where and When Bills Payable", of Chapter 35 "Water and Sewers" of the City Code Sections 35-39, 35-56, 35-61 and 35-63 of Chapter 35 of the City Code to revise certain water and wastewater account and field services fees to be effective on April 1, 2020.

DISCUSSION:

As part of the MyH2O Program, staff has worked to optimize operations and incorporate the new technology into future state business processes. In order to execute the future business objectives within the water utility through MyH2O, certain ordinances and fees require updating. Many of the fees affecting customer account set up, field services, tampering and delinquency have been in place for more than a decade. With the implementation of advanced metering technology the utility has the opportunity to leverage the data to realize operational efficiencies. For instance, the new meters will send a notification when they are not communicating, indicating possible damage; when they have been tampered with, indicating possible unauthorized use; and continuous consumption over time, indicating possible leaks that need to be addressed by the property owner. To increase the utility's efficiency, truck rolls and staff time can be directed to the priority issues in a timely manner, reducing unauthorized water use, streamlining workflow and enhancing customer service. The proposed fee changes are designed to recover the actual costs incurred by the City when providing services in the field such as new meter sets, meter removal, providing access to same day and after hours services, and the others listed below. Language related to the field collection of fees will be eliminated from the ordinance.

A summary of account related fee changes is below:

Account Services	Current	Proposed	Change
New Meter Set	\$20.00	\$60.00	\$40.00
Standard activation Transfer	\$20.00	\$20.00	-
Same Day Activation Transfer	\$10.00+	\$25.00+	\$15.00
Same Day After Hours Activation Transfer	\$10.00+	\$50.00+	\$40.00
Other Field Services			
First meter test/investigation per 12-months	N/A	N/A	-
Additional meter test/investigation per 12-months*	\$15.00	\$75.00	\$60.00
Investigation by Appointment	N/A	\$100.00	\$100.00
Meter Replacement by Request	N/A	Actual Cost	Varies
Replacement Installation by Request (<2")	N/A	\$60.00	\$60.00
Replacement Installation by Request (>2")	N/A	Actual Cost	Varies
*fees waived if meter fails or leak is identified			
Tampering/Theft			

Meter Removal	\$20.00	\$60.00	\$40.00
Tampering, damage, inactive/unauthorized consumption	\$50.00 + estimated use	\$150.00+ estimated use + cost of damage	\$100.00+ cost of damage
Delinquency			
Late Payment	5% past due	10% past due	5% past due
Notify Tag	\$20.00	N/A	(\$20.00)
Disconnect / Lock / Shutoff	\$20.00	\$20.00	-
Broken Lock	\$25.00	\$25.00	-
Standard Reactivation	\$20.00	\$20.00	-
Same Day Reactivation	\$10.00+	\$25.00+	\$15.00
Same Day After Hours Reactivation	\$10.00+	\$50.00+	\$40.00

Customers will be notified of the proposed changes and implementation timeline beginning in February 2020 to allow for multiple communications efforts prior to the April 1, 2020 effective date. The 10 percent late fee will be applied to customer bills starting with the April 2020 service period and will be reflected on their May billing statement.

A Form 1295 is not required because: This M&C does not request approval of a contract with a business entity.

FISCAL INFORMATION / CERTIFICATION:

The Finance Director certifies that the Water Department is responsible for collection of all fees due the City by adoption of the revised ordinance.

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