

UTILITY ADVISORY BOARD MEETING
November 10, 2014
CITY COUNCIL CONFERENCE ROOM
5:30 P.M.

MEMBERS PRESENT

Daniel Peterson
Arthur Hoffman
Shawn Libby
Tom Willis

OTHERS PRESENT

Blaine Cox, Deputy City Manager
Rob Partridge representing
Frank Spinale

MEMBERS ABSENT

Sharon Parshley

MINUTES

1. Call to Order.

Daniel Peterson called the meeting to order at 5:30 P.M. Sharon Parshley was absent; all other Board members were present.

2. Acceptance of October 14, 2014 Minutes

Tom Willis **MOVED** to accept the October 14, 2014 minutes as written. The motion was seconded and was **ADOPTED** on a unanimous voice vote.

3. Old Business

3.1 Spinale Appeal

The customer is seeking reconsideration of his March appeal and requesting abatement of 115 units of water and sewer that Mr. Spinale attributed to having an old water meter.

Deputy City Manager Cox's recommendation is that no abatement of water fees and no abatement of sewer fees be granted.

Mr. Rob Partridge was present and explained the abatement request for 66 Washington Street. He described how the original water meter was changed out and tested, how "scale build-up" can effect meter readings and that "air surges" were encountered during construction of the Groen Building. Upon questioning of the UAB, it was ascertained that the pizza shop pays 2/3's of the water bill and the two residential units pay the other 1/3.

Shawn Libby **MOVED** to abate 100 units of water and sewer valued at \$1,084.00, however, the motion did not gain a second and therefore **FAILED**.

Arthur Hoffman noted that a lime scale build-up would be noticed as a gradual change in meter readings over time and not a sudden change in readings. Tom Willis **MOVED** to deny any abatement, Arthur Hoffman provided a second to the motion which was **ADOPTED** on a unanimous voice vote.

4. Appeals

4.1 Wentworth Appeal

The appellant seeks an abatement of \$5.64 in interest charges.

Deputy City Manager Cox's recommendation is that no abatement be granted to this request.

The above recommendation is based upon the following findings:

1. Invoice for water meter installation was mailed to the correct address and was received by the customer as evidenced by his visit to the Revenue Building on September 23, 2014 in an effort to discuss the billing.
2. Customer's inability to "address the bill" on September 23, 2014 when the Utility Billing office closed early does not eliminate his responsibility to make payment in a timely manner.
3. Per the City's Water Ordinances, specifically, Section 17.19 Billing and Payment, "Water bills shall be due and payable upon presentation and shall become delinquent thirty (30) days after the date of issuance. Interest shall accrue on bills not paid when due...the failure of a customer to receive water bills does not relieve the customer of the responsibility of making prompt payment...."
4. Although the Utility Billing Office was closed on September 23, 2014 when the customer appeared at the Revenue Building, the Tax Office was open and able to take the customer's payment.

Arthur Hoffman **MOVED** to deny the abatement request. The motion received a second and the motion was **ADOPTED** on a unanimous voice vote.

4.2 Brown Appeal

The appellant is seeking abatement of the \$60.00 reactivation fee.

Deputy City Manager Cox's recommendation is to abate the \$60.00 fee.

The above recommendation is based upon the following findings:

1. Customer claims she "was never made aware" that her water service would be subject to termination the next business day if she failed to make any one of her agreed upon payment plan payments. The Utility Billing staff report that the customer's verbally agreed upon payment plan discussion included telling her that failure to make payments on or before the due dates would result in termination of services.
2. Per the City's Water Ordinances, specifically, Section 17.21 Agreements and Shutoffs " An agreement between the City...and the customer may be signed on a form...established by the Finance Director..." A Payment Arrangement form has been in use for many years (copy attached).
3. A Payment Arrangement form was not utilized in this case and there is no way to document exactly what payment terms were conveyed to the customer.

Arthur Hoffman **MOVED** to abate the reactivation fee of \$60.00. The motion received a second and the motion was **ADOPTED** on a unanimous voice vote.

5. Financials

There was no discussion on the Monthly Financial Statements.

6. Other

There was no other items brought forth for discussion

7. Adjournment

Dan Peterson **MOVED** to adjourn the meeting. The motion received a second and the motion was **ADOPTED** on a unanimous voice vote.

The meeting adjourned at 6:29 P.M.

Respectfully,

Blaine M. Cox
Deputy City Manager

BMC: sam