

City of Gainesville

*City Hall
200 East University Avenue
Gainesville, Florida 32601*



Meeting Agenda

January 08, 2008

5:15 PM

City Hall Room 16

Regional Utilities Committee

*Commissioner Jack Donovan, Chair
Commissioner Ed Braddy, Member
Commissioner Craig Lowe, Member*

Persons with disabilities who require assistance to participate in this meeting are requested to notify the Office of Equal Opportunity at 334-5051 or call the TDD phone line at 334-2069 at least two business days in advance.

CALL TO ORDER**ADOPTION OF THE AGENDA****APPROVAL OF MINUTES****070771. Regional Utilities Committee Meeting Minutes for November 28, 2007 (B)**

RECOMMENDATION *The Regional Utilities Committee approve the minutes for the November 28, 2007 meeting as circulated.*

RUC Meeting Minutes for Nov 28 2007.pdf

CURRENT RUC ACTION ITEMS**070181. Forest Certification Stewardship Issues - Biomass Sustainability Ad Hoc Subcommittee (NB)**

Explanation: On October 8, 2007 the Gainesville City Commission referred the issue of how to assure that the use of biomass to generate electricity would not lead to inappropriate land use practices and/or result in diminished environmental quality. Staff has assembled a group of stakeholders from the forestry industry to discuss current practices, various stewardship programs, and best practices in order to develop a long term stewardship program.

RECOMMENDATION *The Regional Utilities Committee receive a status report from staff on the ad hoc biomass sustainability committee which is helping staff develop a program designed to assure a sustainable and environmentally benign source of fuel for electric generation.*

Legislative History

| | | | |
|---------|------------------------------|------------------|------------------------------|
| 6/18/07 | City Commission | Referred (6 - 1) | Regional Utilities Committee |
| 10/9/07 | Regional Utilities Committee | Discussed | |

RUC Forestry Presentation October 9 2007.pdf
Backup for Forest Stewardship Item #070181 Oct 9.pdf

070772. Energy Supply Options Matrix (NB)

Explanation: On November 28, 2007 the Regional Utilities Committee expressed its interest in more fully comparing the nuclear capacity option to other alternatives. A matrix designed to accomplish this was discussed with staff, which were requested to bring a working draft for review by the Committee to the January

8, 2007 meeting. The alternatives to be compared included the responses to the Biomass RFP (received December 14, 2007) the nuclear capacity option, and expanded demand side management and solar deployment alternatives.

RECOMMENDATION *The Regional Utilities Committee receive for discussion purposes, a draft matrix comparing energy supply options on a wide range of criteria.*

070744.

GRU's Delinquent Policy (B)

Explanation: In 2005, a self-directed work team researched each of the ten (10) stages of GRU's Collections Process: Initial Deposit, Late Fees/Penalties, Delinquent Processing, GRU Payment Assistance, Additional Deposit, Agency Payment Assistance, Convert to Final Pending, Credit Bureau Referral, Credit Bureau Collections and Bad Debt Write-off. At each stage of the process, business and customer measurements used to identify improvement opportunities were calculated for cost, quality, service and speed.

During the summer of 2005, a Social Services Summit was held with all the local social service agencies - Community Action Agency of North Central Florida, Salvation Army, Gainesville Community Ministries, Catholic Charities, Mid-Florida Area Agency on Aging, and the Alachua County Department of Social Services. The consensus of the agencies was that GRU needed a more timely response to its nonpayment actions. The agencies were having a difficult time assisting people who had run up two or more months' worth of utility bills. Specifically, the agencies were supportive of proposals to: 1) revise the initial and additional deposit policies; 2) shorten the delinquent and credit bureau referral processes; and 3) mail a separate delinquent notice letter.

In January 2006, a final report was submitted to the General Manager for Utilities along with an action plan which deferred adoption of several revised procedures until the new Customer Care System (CCS) was implemented. In November 2006, the Regional Utilities Committee received a presentation on the deferred actions recommended for adoption in April 2007: 1) replacing combined utility deposits with deposits for each utility service provided; 2) shortening the delinquent eligibility date by seven (7) days to 28 days from date the utility bill is rendered; and 3) mailing separate delinquent notice letters.

In March 2007, the City Commission received a presentation on the deferred actions. The changes to the City ordinance were adopted on second reading on March 26, 2007.

A small percentage of customers have had a difficult time adjusting to the revised delinquent policies and have directed questions through the Commission calling GRU's policies and practices into question. On November 26, 2007, the Commission called for a review of the delinquent processing policies and practices before the Regional Utilities Committee. The General Manager for Utilities submitted the referral at the December 10, 2007 Commission meeting.

RECOMMENDATION

Receive a presentation that reviews the current delinquent processing policy in comparison with prior policies and practices and recommend the City Commission affirm the delinquent processing policy.

Legislative History

12/10/07 City Commission Referred (5 - 0 - 2 Absent) Regional Utilities Committee

Backup for #070744 Delinquent Policy Review Jan 8 081.pdf

MEMBER COMMENT

CITIZEN COMMENT

OUTSTANDING REFERRALS

070773. Regional Utilities Committee Outstanding Referral Status Report (B)

RECOMMENDATION

The Regional Utilities Committee review the Outstanding Referral Status Report updated from the November 28, 2007 report.

RUC Outstanding Referrals status report Jan 8 2008.pdf

NEW BUSINESS

NEXT MEETING DATE

The next RUC meeting is scheduled for February 12, 2008 at 5:15 pm.

ADJOURNMENT