

City of Gainesville

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



Meeting Agenda

November 09, 2006

5:00 PM

CITY HALL ROOM 16

Regional Utilities Committee

*Mayor-Commissioner Pro Tem Craig Lowe, Chair
Commissioner Ed Braddy, Member
Commissioner Jack Donovan, Member/Alternate*

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 AGENDA

APPROVAL OF MINUTES

060678. Regional Utilities Committee Meeting Minutes for October 12, 2006 (B)

RECOMMENDATION *The Regional Utilities Committee approve the minutes for October 12, 2006 as circulated.*

RUC meeting minutes for October 12 2006.pdf

COMMITTEE ACTION ITEMS

060613. Gainesville Regional Utilities Billing and Collection Policies (NB)

Explanation: On October 9, 2006 the City Commission referred the issue of billing and collection policies to the Regional Utilities Committee.

In 2005, staff chartered a self-directed work team to perform a business process re-engineering of the utility's collections processing procedures which would 1) result in improved financial performance and 2) improve customer value. 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 Information System (CIS) was implemented.

The self-directed work team researched each of the ten (10) stages of the current 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. This data helped the team identify the process elements and constraints that must be met or changed when re-engineering the process. After evaluating all the opportunities, the team agreed that the following strategies would provide the highest gain: 1) Cost - Create processes to minimize the amount in an account referred to the credit bureau or for delinquent processing; 2) Speed - Create a process to reduce cycle time for the delinquent and credit bureau referral processes; and 3) Quality/Service - Provide better communication for delinquent accounts.

After developing the strategies for re-engineering, the team sought input from the key community stakeholders by hosting a social service summit. Representatives of local government, churches, and social services agencies were present to discuss re-engineering alternatives. In general, the participants 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.

The proposal to shorten the credit bureau referral process by seven (7) days was implemented in February 2006. However, adoption of the remaining proposals was deferred until the new CIS was implemented: 1) Replacing combined utility deposits with deposits for each utility service provided; 2) Shortening the delinquent eligibility date by seven (7) days; and 3) Mailing separate delinquent notice letters.

Fiscal Note: Funds are available in the FY 2007 budget to implement the proposed process changes.

RECOMMENDATION

The Regional Utilities Committee receive a presentation on proposed revisions to the utility's collections processing procedures recommended for adoption upon implementation of the new Customer Information System (CIS) in March 2007.

Legislative History

10/9/06 City Commission Referred (7 - 0) Regional Utilities Committee

060627.

Energy Efficiency Update (B)

Explanation: At the October 23, 2006 City Commission meeting the Interim General Manager asked that a referral be made to the Regional Utilities Committee to consider the recently completed Residential Appliance Survey

As part of the baseline research for the expanded commitment to conservation, the Strategic Planning Department developed and administered a residential appliance survey. The last appliance survey completed was in 1991. It was considered important to update the survey of residential appliances in light of the changes in residential appliances. Examples of appliances that were not adequately represented in the former survey include home computers, flat screen televisions and second refrigerators.

A random sample of 1,200 electricity customers was drawn and the survey instrument was mailed with a cover letter from the Mayor. A \$5 incentive for completion of the survey was offered. The response rate was forty two percent, or 506 completed questionnaires. The responses were 71.5% single family, 25.3% multifamily and 3.2% mobile home. The preliminary report is attached.

RECOMMENDATION

The Regional Utilities Committee receive a presentation on the Residential Appliance Survey of GRU customers.

Legislative History

10/23/06 City Commission Referred (6 - 0 - 1 Absent) Regional Utilities Committee

060627_200610231300.pdf
Appliance Survey.pdf

MEMBER COMMENT

CITIZEN COMMENT

OUTSTANDING REFERRALS

050457

Streetlights and Electric Rates

Legislative History

9/26/05	City Commission	Approved as Recommended and Referred (6 - 0 - 1 Absent)	Regional Utilities Committee
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050905

Assimilation and Evaluation of DSM Options

Legislative History

2/2/06	City Commission	Referred (5 - 0 - 2 Absent)	Regional Utilities Committee
3/16/06	Regional Utilities Committee	Discussed	
4/27/06	Regional Utilities Committee	Approved as shown above (See Motion)	

050850

Wastewater Service to the City of Archer

Legislative History

2/13/06	City Commission	Approved as shown above and Referred (6 - 0 - 1 Absent)	Regional Utilities Committee
2/22/06	Regional Utilities Committee	Recommended for Approval, as shown above	
2/27/06	City Commission	Approved, as shown above (Motions)	
9/20/06	Regional Utilities Committee	Discussed	

050850_200602131300.pdf

doug drymon letter.pdf

051194

GRU Wholesale Sales of Electricity

Legislative History

4/12/06	City Commission	Referred (7 - 0)	Regional Utilities Committee
6/8/06	Regional Utilities Committee	Discussed	

051193 Establishment of a Financing Program for Renewable Energy SystemsLegislative History

4/12/06 City Commission Referred (7 - 0) Regional Utilities
Committee

060168. Review of Current Standards for Construction, Retrofit and Maintenance of City Buildings - Referral Item #060168Legislative History

6/12/06 City Commission Referred (7 - 0) Regional Utilities
Committee
6/12/06 City Commission Referred General Manager for
Utilities
6/13/06 City Commission Referred City Manager
9/20/06 Regional Utilities Deferred
Committee
10/12/06 Regional Utilities Discussed
Committee

060274. Digital Downtown ReferralLegislative History

7/17/06 City Commission Referred (7 - 0) Regional Utilities
Committee
10/12/06 Regional Utilities Discussed
Committee

060294. General Fund Transfer from GRULegislative History

7/25/06 City Commission Referred (7 - 0) Regional Utilities
Committee

060671. Special Assessment District for Energy Conservation ProgramsLegislative History

10/23/06 City Commission Referred (7 - 0) Regional Utilities
Committee

NEXT MEETING DATE

The next RUC meeting originally scheduled for December 14, 2006 is being changed due to an MTPO meeting scheduled for 6 pm on the same day.

ADJOURNMENT