

# **City of Gainesville**

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



## **Meeting Agenda**

**March 19, 2008**

**3:15 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

### **071004. Regional Utilities Committee Meeting Minutes for February 12, 2008 (B)**

**RECOMMENDATION**      *The Regional Utilities Committee approve the minutes for the February 12, 2008 meeting as circulated.*

RUC Meeting Minutes for Feb 12 2008.pdf

## CURRENT RUC ACTION ITEMS

### **070744. GRU's Delinquent Policies (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; 3) Mailing separate delinquent notice letters; and 4) Applying the same day express service fee for turn-on requests made the same*

*workday to delinquent reconnect requests made the same workday.*

*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.*

*Staff believes the issue of shortening the delinquent eligibility date by seven (7) days should not be changed to a longer period. The adopted change has fulfilled the objective promoted by the local social service agencies to lower customer debt and customers have been accustomed to the new policy.*

*However, staff recommends the application of the same day express service fee to delinquent reconnect requests should be eliminated. Timing issues between customer payments and actual disconnect action often yield customer complaints that are difficult to justify. In place of the same day express service fee, staff recommends the delinquent service charge be increased from \$20 to \$40 to cover the expense of delinquent service reconnects. The delinquent service charged was last changed over 12 years ago in October 1995.*

*Fiscal Note: Increasing the delinquent service charge by \$20 combined with eliminating the application of the same day express service fee should have minimal, if any, impact on budgeted fiscal revenues.*

**RECOMMENDATION**

*Staff recommends the Regional Utilities Committee: 1) receive a presentation that reviews the current delinquent processing policy in comparison with prior policies and practices; and 2) recommend the City Commission: (a) increase the service charge for a field visit due to delinquent payment from \$20.00 to \$40.00; and (b) eliminate the additional same day express service fee for requests made for delinquent reconnection during normal working hours.*

**Legislative History**

12/10/07	City Commission	Referred (5 - 0 - 2 Absent)	Regional Utilities Committee
1/30/08	Regional Utilities Committee	Deferred	

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

Backup for #070744 Delinquent Policy Review Revised Jan 30 2008.pdf

Attachment to Item #070744 Delinquent Policy Referral Mar 19 2008.pdf

*Explanation: The RUC discussed this item at the June 12 and July 10, 2007 meetings. The RUC submitted an item back to the City Commission on August 27 recommending that: 1) GRU maintain existing rebate levels and dual metering policies for residential photovoltaic electric systems through FY 08; and 2) retain this item on the RUC referral list.*

*On December 18th, 2007 the Florida Public Service Commission (FPSC) initiated a rulemaking to amend Rule 25-6.065, Florida Administrative Code, relating to Interconnection and Net Metering of Customer-Owned Renewable Generation. These rules have been adopted and differ from GRU's current practices related to net metering. The Public Utility Regulatory Policies Act of 1978 (PURPA) was modified by the Energy Policy Act of 2005 (EPA 2005) to require state utility commissions and non-regulated utilities to consider standards related to net metering of customer owned generating facilities by August, 2008.*

*Based on these developments and in order to promote the deployment of renewable energy, staff is proposing to modify GRU's current net metering practices for renewable energy to be consistent with FPSC requirements for regulated electrical utilities in the State of Florida.*

**RECOMMENDATION**      *The Regional Utilities Commission (RUC) receive a presentation from staff reviewing recent Florida Public Service Commission actions and requirements under the Public Utility Regulatory Policies Act related to net metering, reviewing results to date of GRU's photovoltaic rebate program, and summarizing recommendations for GRU's customer owned renewable generation metering practice.*

**Legislative History**

4/23/07	City Commission	Referred (7 - 0)	Regional Utilities Committee
6/12/07	Regional Utilities Committee	Discussed	
7/10/07	Regional Utilities Committee	Approved as shown above (See Motion)	
8/27/07	City Commission	Approved as shown above (See Motion) (5 - 1 - 1 Absent)	

Backup to RUC item #061214 Mar 19 2008.pdf  
 Backup for RUC item #061214 PV policies Mar 19 2008.pdf

**070772.                      Energy Supply Options Matrix (B)**

*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.*

*A draft matrix was presented to the RUC at the January 30, 2008 meeting for review.*

**RECOMMENDATION**

*The Regional Utilities Committee discuss the draft matrix received at the January 30, 2008 committee meeting which compares energy supply options on a wide range of criteria.*

**Legislative History**

1/30/08 Regional Utilities Discussed  
Committee  
2/12/08 Regional Utilities Deferred  
Committee

Backup for Item #070772 Energy Supply Options Matrix.pdf  
Backup for Item #070772 Chilled Water Map.pdf  
Backup for RUC item #070772 Mar 19 2008 re Matrix.pdf

**MEMBER COMMENT**

**CITIZEN COMMENT**

**070773.**

**Regional Utilities Committee Outstanding Referral Status Report (B)**

**RECOMMENDATION**

*The Regional Utilities Committee review the Outstanding Referral Status Report.*

**Legislative History**

1/30/08 Regional Utilities No Action Taken  
Committee  
2/12/08 Regional Utilities No Action Taken  
Committee

RUC Outstanding Referrals status report January 8, 2008.pdf  
RUC Outstanding Referrals status report Feb 12 2008.pdf  
RUC Outstanding Referrals status report March 19 2008.pdf

**NEW BUSINESS**

**NEXT MEETING DATE**

*The next RUC meeting is scheduled for April 8, 2008 at 5:15 pm.*

**ADJOURNMENT**