

Citizens Utility Billing Review *Ad hoc* Advisory Committee

COMMITTEE MEMBERSHIP AND TERM

The Committee, appointed by the City Council, shall consist of eight (8) residents of the City of Pearland serving a term of six (6) months.

SCOPE

The Committee, utilizing the recommendations of the `December 2020 Utility Billing Process and System Review, completed by the Raftelis Financial Consultant, Inc. (Raftelis Report), shall perform the following tasks designed to prospectively evaluate the Utility Billing System and identify System improvements to enhance Utility Billing Services and build public trust with Utility Billing customers:

- Complete a review and analysis of the Raftelis Report
- Complete a review and analysis of the Staff Response to the Raftelis Report
- Provide formal recommendations to the City Council regarding each recommendation contained in the Raftelis Report
- Provide additional recommendations to the City Council, as they apply to the Utility Billing systems, processes and infrastructure that may not be captured in the Raftelis Report

MEETINGS

The Committee shall meet no less than once per month, except that the Committee, at its discretion, shall have the ability meet more frequently.

Public notice of each Committee meeting shall be posted on the City's Utility Billing webpage no less than 24 hours prior to each meeting. Each meeting shall be recorded and posted to the Utility Billing webpage for public access within 72 hours following the meeting.

The Mayor shall serve as the City Council the liaison to the Advisory Committee.

The City Manager or designees from the City staff will provide technical and administrative assistance to facilitate the work of the Committee. City staff will be available for sharing background information and reports to assist the Committee.

The Committee Chair shall be designated by the City Council as part of the formation of the Advisory Committee and the vice-chair shall be selected by the Advisory Committee members.

RECOMMEDATIONS (VOTING)

The Committee shall conduct a vote on each recommendation provided to the City Council. An affirmative vote of 6 Committee members shall be required to adopt Committee recommendations.