



**CITIZENS UTILITY BILLING REVIEW AD HOC ADVISORY COMMITTEE  
FEBRUARY 1, 2021; 4:00 PM  
VIA TELEPHONE/VIDEOCONFERENCE**

**NOTICE IS HEREBY GIVEN** that pursuant to the rules adopted by the City Council at its January 11, 2021 City Council Regular meeting, the Citizens Utility Billing Review Advisory Committee of the City of Pearland will conduct a meeting on February 1, 2021 at 4:00 p.m., via telephone or video conference in order to advance the public health goal of limiting face-to-face meetings (also called “social distancing”) to slow the spread of the Coronavirus (COVID-19).

Residents may watch this meeting online within 72 hours post meeting at:  
<https://www.pearlandtx.gov/departments/water-billing/utility-billing-advisory-committee>

- I. **Presentation: Utility Billing Dashboard & Future Data Analytics Including Quantification of Outlier Billings:** Eric Roche, Budget Officer and Khoa Nguyen, Finance Analyst
  
- II. **Approval of January 21, 2021 Minutes:** Chairman Steven Saboe
  
- III. **Input and Discussion:** Staff Response to Raftelis' Report Recommendations - All
  - a. **Agreed, already underway**
    - i. Recommendation 1: Foster a culture of engagement and continuous improvement.
    - ii. Recommendation 2: Establish formal performance measures to track service delivery.
    - iii. Recommendation 3: Review and update written standard operating procedures (SOPs) regularly.
    - iv. Recommendation 4: Develop an enhanced training program.
    - v. Recommendation 7: Synchronize meter reading and billing cycles
    - vi. Recommendation 13: Adjust staffing to reflect short-term needs and prepare for AMI implementation.
    - vii. Recommendation 15: Create an inclusive AMI Implementation Team.
  
  - b. **Agreed, with caveats**

- i. Recommendation 5: Improve external communication plans for meter-to-cash activities
- ii. Recommendation 8: Implement a streamlined meter-to-cash process.
- iii. Recommendation 11: Create designated morning and afternoon call-takers to streamline CSR workload.
- iv. Recommendation 16: Continue engaging Tyler Technologies to resolve inefficiencies and errors in New World.

c. **No Opinion Put Forth**

- i. Recommendation 9: Reorder billing cycles
- ii. Recommendation 12: Transition to a centralized staffing structure over time.

IV. **Input and Discussion: Committee Collaboration Procedure:** Nancy Massey, Water Billing and Collections Manager

V. **Input & Discussion: Selection of Vice Chair** – all

VI. **Input and Discussion:** Next meeting goals and information requests

a. **Disagree**

- i. Recommendation 10: Enhance delinquent account communications.
- ii. Recommendation 14: Pilot a 4-10 schedule for meter-to-cash staff.

b. **No Opinion Put Forth**

- i. Recommendation 6: Consider alternative options to the 32/30 Plan.

I certify that a copy of this notice for the Citizens Utility Billing Review Ad Hoc Advisory Committee on January 27, 2021, was posted at City Hall, 3519 Liberty Dr., Pearland, TX 77581 on January 29, 2021 by 5:00 p.m.

Crystal N. Roan  
\_Crystal N. Roan, TRMC, CMC  
City Secretary