

**MINUTES OF A REGULAR MEETING OF THE CITIZENS UTILITY BILLING REVIEW  
ADVISORY COMMITTEE OF THE CITY OF PEARLAND, TEXAS, HELD ON THURSDAY,  
February 25, 2021, VIA TELEPHONE/VIDEO CONFERENCE AT 4:00 P.M.**

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

**CALL TO ORDER**

Chairman Saboe called the meeting to order at 4:00 p.m.

**ROLL CALL AND CERTIFICATION OF QUORUM;**

Mayor	Kevin Cole
Chairman	Steve Saboe
Committee Member	Jimmy Davis
Committee Member	Denise Hewitt
Committee Member	Ralph King
Committee Member	Julie Ward
Committee Member	Patrick O'Day
Committee Member	Jennifer Sheffield
Committee Member	Mark Smith
Raftelis Consultant	Josh Rauch
Raftelis Consultant	Seth Garrison
City Attorney	Darrin Coker
Chief Information Officer	Daniel McGhinnis
Director of Communications	Joshua Lee
Director of Engineering & Capital Projects	Robert Upton
Interim Finance Director	John McCarter
HR Assistant Director	LaRae James
Utility Billing Manager	Nancy Massey
Executive Assistant	Melanie Lawson
Utility Billing Assistant Manager	Dara Eng

**CONSENT AGENDA;**

**I. Approval of February 9, 2021 Minutes:** Chairman Stephen Saboe

Upon motion by Committee Member Ralph King, seconded by Committee Member Denise Hewitt, after full discussion and the question being put to the Committee, the Advisory Committee voted unanimously to approve the minutes of February 9, 2021.

**II. Comments from Mayor Cole;** Mayor Cole recognized Darrin Coker who presented to and reviewed with the Advisory Committee the Code of Conduct for Boards and Commission Members. Mr. Coker discussed the following items listed on the Code of Conduct:

**a. Integrity and Honesty**

- b. Confidentiality**
- c. Fairness and Accountability**
- d. Respect**
- e. Communication**

Vice-Chairman Denise Hewitt and Committee Member Jimmy Davis expressed their concerns on the interpretation of the Code of Conduct. Committee Member Patrick O'Day inquired on clarification of the confidentiality policy. Discussion ensued. Mr. Darrin Coker addressed all concerns and questions brought by the Advisory Committee.

III. **Input, Discussion, and Possible Action;** Chairman Saboe inquired on the status of the III.A Committee's recommendations from the Raftelis report to be discussed by the Council. Mr. McCarter confirmed the Committee's recommendations were enclosed with Council's packet dated February 22, 2021. There was no decision made on this item.

**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;** There was no discussion or decision made on this item.

- 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;** There was no discussion or decision made on this item.

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

IV. **Input, Discussion, and Possible Action;** There was no discussion or decision made on this item.

**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.

V. **Input, Discussion, and Possible Action (Time permitting);**

- a. **AMI** – Overview of the AMI project. Mr. Robert Upton presented to and reviewed with the Advisory Committee the Advanced Meter Infrastructure PowerPoint.

Chairman Saboe inquired on the action plan to inform residents the information and advantages of the AMI process. Ms. Nancy Massey detailed the AMI system training is underway to educate staff to assist customers through the transition. Ms. Massey stated the purpose of the training is to provide staff with full knowledge of the system to be able to explain and guide customers to understanding the benefits of AMI. Discussion ensued.

VI. **Input, Discussion, and Possible Action:** Information requests, set next meeting goals, date/time and agenda.

- a. Information requests from the Committee may require external or extraordinary resources, with related costs; discuss process for Council / staff review and approval of these resources.

Chairman Saboe moved the continued discussion on the Raftelis' report for the Advisory Committee meeting to be held on Thursday, March 4, 2021 at 4 p.m.

**ADJOURNMENT**

Meeting was adjourned at 6:12 p.m.