

**MINUTES OF A REGULAR MEETING OF THE CITIZENS UTILITY BILLING REVIEW
ADVISORY COMMITTEE OF THE CITY OF PEARLAND, TEXAS, HELD ON THURSDAY,
March 11, 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 4:04 p.m.

ROLL CALL AND CERTIFICATION OF QUORUM;

Mayor	Kevin Cole
Chairman	Steve Saboe
Committee Member	Jimmy Davis
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
Director of Communications	Joshua Lee
Chief Information Officer	Daniel McGhinnis
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 March 4, 2021 & March 8, 2021 Minutes: Chairman Stephen Saboe

Upon motion by Committee Member Julie Ward, seconded by Committee Member Ralph King, after full discussion and the question being put to the Committee, the Advisory Committee voted unanimously to approve minutes for March 8, 2021.

Minutes from March 8, 2021 was tabled to be reviewed and discussed at the next meeting.

II. Comments from Mayor Cole;

III. Input, Discussion, and Possible Action; [Initial recommendations](#) were presented at the February 22, 2021 Council Meeting.

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; Chairman Saboe recognized Josh Rauch who presented to and reviewed the recommendations provided in the Raftelis Report.

- 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.

Chairman Saboe recognized Mr. Josh Rauch who presented to and reviewed with the Advisory Committee recommendation 16 from the Raftelis report. Ms. Nancy Massey discussed the memo regarding Tyler Technologies' uses, disruptions, workarounds and system improvements.

Upon motion by Committee Member Ralph King, seconded by Committee Member Julie Ward, after full discussion and the question being put to the Committee, the Advisory Committee voted unanimously to approve Recommendation 16 in the Raftelis Report.

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.

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

a. AMI – Further discussion of the AMI project implementation plan.

Chairman Saboe recognized Committee Member Ralph King who presented to and reviewed with the Advisory Committee the Meter Basics and Failure Modes. Mr. Ralph King discussed the importance of creating a successful dialogue between staff and residents regarding the capabilities of the new meters. Mr. King states there are suspicions of the design of the meters which utilize pulsed ultrasonic signals that submits the sound of a chirp to measure velocity.

Committee Member Jimmy Davis suggested the AMI system create a proactive method to notify residents when water usages appear higher than normal. Mayor Cole discussed an option for individuals to set parameters and thresholds in the AMI system but stated more information would come. Ms. Nancy Massey added an overview of the AMI system is expected to be discussed in a later meeting. Discussion ensued. Committee Members Julie Ward and Jennifer Sheffield provided support in seeking a proactive step to understanding the capabilities of the new meter and providing a solution for customers shown to have high unexplainable consumptions. Committee Member Patrick O'Day discussed the implications of addressing high consumption accountability between possible meter mode failure or a resident's actual usages. Chairman Saboe offered a solution such as creating a simple checklist to determine the accountability of water usages. Chairman Saboe stated the process would help thoroughly evaluate all scenarios leading the impact of water usage and/or meter capability issue.

b. Recommendation 6; Consider alternatives to the 32-30 Plan.

- 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 Monday, March 15, 2021 at 4 p.m.

ADJOURNMENT

Meeting was adjourned at 6:11 p.m.