

MINUTES OF A REGULAR MEETING OF THE CITIZENS UTILITY BILLING REVIEW
ADVISORY COMMITTEE OF THE CITY OF PEARLAND, TEXAS, HELD ON THURSDAY,
APRIL 22, 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

Vice Chair Hewitt called the meeting to order at 4:02 p.m.

ROLL CALL AND CERTIFICATION OF QUORUM:

Mayor	Kevin Cole
Chairman	Steve Saboe
Vice-Chairman	Denise Hewitt
Committee Member	Jimmy Davis
Committee Member	Ralph King
Committee Member	Julie Ward
Committee Member	Jennifer Sheffield
Chief Information Officer	Daniel McGhinnis
Chief Financial Officer	Amy Johnson
Budget Officer	Eric Roche
Utility Billing Manager	Nancy Massey
Executive Assistant	Melanie Lawson
Utility Billing Assistant Manager	Dara Eng

CONSENT AGENDA:

I. **Approval of March 15, 2021 Minutes:** Vice-Chairman Denise Hewitt

Upon motion by Committee Member Ralph King, seconded by Chairman Steve Saboe, after full discussion and the question being put to the Committee, the Advisory Committee voted unanimously to approve minutes for March 15, 2021.

II. **Comments from Mayor Cole:** Mayor Cole discussed the expectation for the decision to be made on the 32/30 Plan to present to Council. Mayor Cole asked the Committee to provide a realistic timeframe and stick to it.

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: (Completed; Further discussion as needed)

- 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.

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

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

Chairman Saboe discussed staff may require additional resources on information requested for the 32/30 plan and suggested the Committee provide staff a formal recommendation before moving forward. Chairman Saboe added the consensus vote can always be reopened to discuss edits if needed, but staff will need a vote tonight to begin process. Chief Financial Officer Amy Johnson informed the Committee if the decision was made on the 32/30 Plan by the end of the meeting, the data can be presented by next Thursday. Chairman Saboe reminded the Committee the urgency of a consensus. Discussion ensued.

Chairman Saboe recognized Jimmy Davis who quickly reviewed and presented the 32/30 Alternative Financial summary. The committee recommends moving away from the 32/30 at the end of May 2021 and to calculate the amount each person owes for the current time. Mr. Davis also offered his assistance to Utility Billing staff to determine separating accounts into groups for specific calculated billing. Chairman Saboe inquired on the feedback from each committee member. All members of the committee, excluding and due to absence of Committee Member Mark Smith, agreed and supported Mr. Davis' alternative report. Discussion ensued and additional suggestions from the committee were made. Mr. Davis reviewed the edits suggested by committee members and presented the updated 32/30 Alternative Financial Summary with the

Committee. Ms. Johnson confirmed with the committee the process of reviewing the 32/30 Alternative Financial Summary and confirmed staff will analyze the requests, determine feasibility, and provide details if the methodology if agreed or not.

Upon motion by Chairman Saboe, seconded by Committee Member Ralph King, after full discussion and the question being put to the Committee, the Advisory Committee voted unanimously to approve presenting draft to staff on recommendations to the Raftelis' report and in the spirit of cooperation, staff will provide feedback by the next Advisory Committee meeting to be held April 29, 2021.

- 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, April 29, 2021 at 4 p.m.

ADJOURNMENT

Meeting was adjourned at 5:41 p.m.