



**CITIZENS UTILITY BILLING REVIEW AD HOC ADVISORY COMMITTEE
May 20, 2021; 5:00 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 May 20, 2021 at 5:00 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>

The Committee notes that Agenda items II, III, IV and V are standing and continuing items that are expected to remain on the published Agenda for the duration of the Committee’s charter. Time allowance at each published meeting may require some or all of these items to be discussed on a future agenda.

- I. Approval of April 22, 2021 Minutes:** Vice Chairman Denise Hewitt
- II. Comments from Mayor Cole**
- III. Input, Discussion, and Possible Action:** 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.
 - a. Review open action items and information requests in correspondence between the Ad Hoc Advisory Committee and Staff
 - b. Review activity of Ad Hoc Subcommittee regarding Meter to Cash process
- IV. Input, Discussion, and Action:** [Initial recommendations](#) were presented at the February 22, 2021 Council Meeting.
 - a. Agreed, already underway; (Completed. Further discussion as needed)**
 - 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 (Time permitting)

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

V. Input, Discussion, and Possible Action:

a. Disagree

- i. Recommendation 6: Consider alternatives to the 32-30 Plan.
- ii. Recommendation 10: Enhance delinquent account communications.
- iii. Recommendation 14: Pilot a 4-10 schedule for meter-to-cash staff.

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.

I certify that a copy of this notice for the Citizens Utility Billing Review Ad Hoc Advisory Committee meeting on May 20, 2021, was posted at City Hall, 3519 Liberty Dr., Pearland, TX 77581 on May 19, 2021 by 5:00 p.m.

Stephen Saboe

Chairman

Citizen Utility Billing Review Ad Hoc Advisory Committee