

**MINUTES OF A REGULAR MEETING OF THE CITIZENS UTILITY BILLING REVIEW
ADVISORY COMMITTEE OF THE CITY OF PEARLAND, TEXAS, HELD ON THURSDAY,
MAY 20, 2021, VIA TELEPHONE/VIDEO CONFERENCE AT 5:00 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 5:01 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 Financial Officer	Amy Johnson
Utility Billing Manager	Nancy Massey
Executive Assistant	Melanie Lawson
Utility Billing Assistant Manager	Dara Eng

CONSENT AGENDA:

- I. **Approval of April 22, 2021 Minutes:** The Advisory Committee tabled the approval of the April 22, 2021 minutes due to the necessity to verify the minutes.
- II. **Comments from Mayor Cole:** Mayor Cole discussed a few updates happening around the City and expressed his appreciation of the work and diligence by the Committee.
- 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:**
 - 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.

Vice-Chairman recognized Committee Member Jimmy Davis who presented to and reviewed with the Advisory Committee the Alternative Summary for Consideration recommendation.

Alternative Summary for Consideration was presented for the consideration of the Advisory Committee and read in full. It was then moved and seconded that such Alternative be recommended; and, after due discussion, such motion, carrying with its recommendation to the Council, carried by the following votes:

AYES: 8

NAYES: 0

Vice-Chairman confirmed 3 proxies were received with Ayes from Chairman Steve Saboe, Committee Members Mark Smith and Patrick O'Day. Vice-Chairman Hewitt confirmed proof of ayes will be sent to staff.

- 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.

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- 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.

Mr. Davis reviewed the Advisory Committees' Action Log with Staff and discussed the requests still pending responses. The following action items were reviewed:

- Action 4
- Action 5
- Action 8
- Action 30
- Action 39
- Action 40
- Action 41
- Action 42

A timeframe for responses to the action items were discussed. The time expected for the response to be submitted ranged between the May 21st to May 31st. Ms. Nancy Massey asked the Committee Members to centralize all requests under one Action Log and assured the responses will be provided in a timely manner.

ADJOURNMENT

Meeting was adjourned at 5:41 p.m.