

**MINUTES**  
**PIQUA CITY COMMISSION WORK SESSION**  
**June 10, 2011**  
**10:30 A.M.**  
**201 WEST WATER STREET**  
**PIQUA, OHIO 45356**

Piqua City Commission met in a Work Session at 10:00 A.M. in the Municipal Government Complex Administrative Conference Room, 201 W. Water Street. Mayor Fess called the meeting to order at 10:00 A.M. Also present were Commissioners Wilson, Martin, Terry and Vogt. Absent: None. Also present Utility Directors and Managers Todd Brandenburg, Nick Berger, Dave Davis, Dave Burtner, Devon Alexander, Cynthia Holtzapple, Robin Hungerford, and City Manager Fred Enderle. Citizens in attendance included: Joe Drapp, Chuck Starrett.

Purpose of the Work Session is review the Utility Rules & Regulations

Finance Director Cynthia Holtzapple stated several of the Utility Managers were present and would interject information from time to time during the presentation as needed.

Ms. Holtzapple went over the background information stating these changes will not affect the majority of the general customers, and they would not be discussing any rate changes at this time. Ms. Holtzapple explained why it is necessary to make the changes at this time. The addition of Stormwater as a utility to be governed by these rules, the review and update of information for current and future practices taking into account the need for a new billing system and industry practices, and finally considering how to provide more efficient and cost saving customer service to all of the citizens.

Utility Supervisor Robin Hungerford provided an explanation on each of the sections that are to be changed.

**Section 6: Bills and Service**

Remove words "certain" and "all" which relates to the outdated electric rate for commercial and industrial customers. "Regardless of delivery method" update of wording related to handling of utility payments received by mail to reflect current industry standards and fairness to all customers.

**Section 19: Metering Inaccuracies**

Clarify the wording to distinguish between "in-house" and "3<sup>rd</sup> party" meter testing. Set meter testing rates for both Electric and Water that reflects industry standards. Meters will be replaced if they are found to be incorrect after testing.

**Section 11: Discontinuation of Service**

Add "electric meter seals" for clarity of Electric and Water equipment that has been damaged by the customer.

**Section 14: Meter Locations**

Add "any improvements or repairs to customer electric equipment will require the customer to move the meter socket outside to an acceptable location." Add working to require customers to update their Electric service if repairs or improvements are done. Currently the Water ordinance already contains this requirement.

Several questions were raised concerning the movement of the water and electric meters by the customers as a choice or required when having repairs made, and were explained.

### **Addendum I – Utility Deposits**

Electric and Water Accounts:

- Set minimum deposits and letter of credit requirements for commercial & industrial accounts.
- Electric Industrial and Commercial require a \$250 min. deposit.
- Water Industrial and Commercial require a \$50 min. deposit.
- Change regulations to retain a utility deposit until account is closed, the deposit would then be applied to the final billing.
- Change requirements for utility guarantor accounts.
- Simplify the definition of “Acceptable Payment History” to be “12 consecutive full payments of all utilities and/or related charges made on or before each months due date.”

Several questions were raised and answered concerning the deposit fees, why the deposit will not be returned, how the deposit is handled when a customer moves from one residence to another within the City of Piqua, and when they move outside the City.

### **Addendum II – Utility Fees**

- Clarify wording to reflect current Electric reconnect/disconnect procedure.
- For non-routine service calls “outside of the normal duty hours” for Electric, Water and Wastewater the City will bill the customer the full cost.
- Set requirement and fees for “meter testing” for Electric.
- Set fees for “missing or damaged metering equipment” for Electric and Water.
- For Water only setting Annual Backflow Recertification fee will be \$20 per device.

Questions were raised and answered on how it is determined that the service call is “outside the normal duty hours” and when it is an emergency call for a water shut off or power outage, when the resident is charged the fee, and when the City is responsible for the problem.

### **Addendum III**

- Elimination of “New or Upgraded Electric Service” as part of the General Service Regulations.
- Policy will be placed within the Power System Department.

### **Time Frame**

Ms. Holtzapple stated they hope to have this information ready for Commission approval at the June 21<sup>st</sup> City Commission Meeting if possible.

Several questions were raised and answered concerning the reason for keeping the deposit, there were concerns over due dates, and who is responsible for Stormwater bills, and demand charges. It was stated with the new computer system going in place these changes are needed to make the bills easier for customers to understand charges.

Ms. Holtzapple stated just to recap the change that was discussed and agreed on by the Commissioners in addition to the changes previously discussed is:

- In Addendum II – to include the wording for non-routine service calls “outside the normal duty hours” for Electric, Water and Wastewater **if not the responsibility of the City**, the City will bill the customer the full cost.

Ms. Holtzapple stated she would make the noted change and get back to the Commission in the near future.

Mayor Fess reminded Commissioners that the City can’t pay their bills late and we need citizens to pay their bills on time, and there are specific guidelines that need to be followed. Mayor Fess further stated she appreciates the Utilities Department working with the elderly residents, and is anxious to get the new computer billing system in place.

Moved by Commissioner Martin, seconded by Commissioner Wilson, to adjourn from the Work Session at 11:30 A.M. Voice vote, Aye: Martin, Wilson, and Fess. Nay: None. Motion carried unanimously.

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LUCINDA L. FESS, MAYOR

PASSED: \_\_\_\_\_

ATTEST: \_\_\_\_\_  
REBECCA J. COOL  
CLERK OF COMMISSION