



**ORGANIZATION & PERSONNEL COMMITTEE  
SUMMARY NOTES  
For March 24, 2017 Meeting**

**(Corrected and Amended—There was a meeting on March 3 2017.  
Notes will be provided for a later Board Review.  
There was no meeting in February)**

**I. Call to Order:**

Chair Green called the meeting to order at 9:10 AM.

**II. Pledge of Allegiance:**

Director Green lead the Pledge of Allegiance.

**III. Roll Call:**

Committee Member Parent was excused for this meeting. Directors Green and Reuck, designated alternate to Committee, were present were present.

Also in attendance: General Manager Gentry and Account Clerk 2/Operations Coordinator Parent.

**IV. Oral and Written Communications:**

There were no persons in attendance wishing to speak on a matter not on the agenda.

**V. AGENDA**

**1. Review and Discuss approval of revisions to District Utility Billing, late fees, appeal and collection policy and procedures**

General Manager Gentry introduced this request item and gave an overview of submitted written report. GM pointed out that this revision includes new procedures and policies related to utility billing, late fees appeal and collection policies and procedures. The appeal process spells out a formal appeal process for ratepayers disputing any utility charge, which may ultimately be heard by the General Manager then the Board of Directors.

A proposed collection process using the County Tax Collector is a part of this proposed revision. The Board of Directors would make this determination to collect any unpaid utility billing through the tax rolls after conducting a hearing procedure.

Chair Green asked if the District currently collects a reconnect fee. Account Clerk/Operations Coordinator Parent replied that the District does charge a reconnect fee of \$60 for water that has been shut-off and \$37 for sewer shut-offs.

Chair also asked about segregated deposits accounting. GM replied that the UB program does separate the customer deposits but would have to look at the accounting program to see how the funds are shown and what report provides that information.

There was brief discussion about the legal procedures of the public hearing process. GM answered that the process would be like the weed abatement hearing process to have the uncollectible utility bills assessed against individual property tax rolls.

Director Reuck asked about the current procedures for late pays. GM described the current procedures that involve making direct phone calls to unpaid customers after the present 10-day late period. Those direct calls are made by the Account Clerk and have been done since 2014 as a means of reducing and eliminating late pay accounts. What is missing, currently, is an appeal process and a formal collection system, in the event, that all other methods fail.

Chair Green stated that he has been confronted by several property owners asking why the District attempts to collect against them for their tenants that leave unpaid bills. GM stated that this situation is a common one and should also be addressed because there is concern that vacating tenants are leaving more unpaid bills than other category of ratepayers.

There was discussion about changing the tenant base rate to reflect a formula approach that approximates a base rate x 2 plus a 10% penalty assessment and using 5 days, instead of 10 days for late pay notices. Discussions also include changing deposits for service to a minimum of \$200.00 and include a clause or provision addressing uninhabitable residence and relief of monthly water and sewer charges with specific conditions stated in an "uninhabitable residence" situation, such as: mold, medical emergency, i.e.: coma or other similar conditions, that involve the resident(s) being hospitalized and unable to make payments, flooding and/or fire destruction. Director Reuck spoke about his own medical situation as an example of medical conditions.

GM indicated that these circumstances were not considered in developing these proposed changes, but agreed that such circumstances could lead to unpaid bills that might need a relief mechanism or process. Staff could research and bring back additional information. Committee also asked staff to look at seasonal situations as well as but indicated that there might not be a means to provide relief in this area.

Staff asked to bring back in April, if there is time to complete added work in time for packet distribution, otherwise bring back in May.

## **2. Review and Discussion of General Manager's Report on Union Credit Card Use.**

GM gave a brief report of the submitted written report. GM reported that the use of Union Gas, fleet card, have been assigned to key personnel by card id and number. These cards can also be used by Fire personnel during local events and training to gas up fire vehicles. For away trips, such as wildland fires, another credit card is available for their use. The Union account provides monthly reports specific on each card purchase, odometer reading for each vehicle and id of assigned driver.

A specific safe is available in the Apparatus Bay for credit card storage and retrieval during weekends for fire fighter use in out of district fire events.

The new Bank of West credit card has been received but is not being widely distributed or used because there is a need to set up a District Board policy on credit card usage. A draft of a proposed policy is scheduled for an April Committee meeting before a Board meeting in May. GM reported that there was no requested Committee action needed since this was a status report only.

Committee members unanimously agreed to bring a credit card policy forward for their review and discussion and thanked GM for the status report.

There were no public comments or requests to speak on this item.

## **VI. COMMITTEE COMMENT:**

Chair Green asked GM to speak about upcoming Committee agenda items. GM replied that the credit card policy, a review of salaries for surrounding agencies and the Board Handbook unless there are no specific questions of the Board members. If there are no specific Board questions or comments regarding the Board Handbook that has been circulated, then item will be scheduled for Board action in April. If there are questions or comments, then item will come back to Committee for added work/analysis.

Chair asked GM to check with Director Parent about his availability for an O & P Committee meeting in April. There were no other Committee comments to consider.

Chair adjourned the meeting at 9:56 AM.

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