

1. 05-14-18 Special Called Council Meeting Agenda-WORKSHOP

Documents:

[05-14-18 SPECIAL CALLED COUNCIL AGENDA.PDF](#)
[05-14-18 CC PACKET.PDF](#)



**NOTICE OF MEETING
OF THE
CITY COUNCIL OF
LLANO, TEXAS**

This notice is posted pursuant to the Texas Open Meetings Act. Notice is hereby given that a **Special Called Council Meeting** of the City of Llano, Texas, will be held on **Monday, May 14, 2018 at 5:30 p.m.** in the City Hall Council Chambers at 301 W. Main Street, Llano, Texas 78643, at which time the following subjects will be discussed:

A. CALL TO ORDER

B. PUBLIC COMMENTS CONCERNING MATTERS NOT ON THE AGENDA

- (Visitors shall be limited to no more than (3) three minutes to address the Council or at the discretion of the Mayor
In accordance with Section 551.042 of the Texas Government Code, an inquiry made at a meeting shall be conducted as follows:
- (a.) If at a meeting of a governmental body, a member of the public or the governmental body inquires about a subject for which notice has not been given as required by this subchapter, the notice provisions of this subchapter do not apply to:
 1. A statement of a specific factual information given in response to the inquiry;
 2. A recitation of existing policy in a response to the inquiry.
 - (b.) Any deliberation of or a decision about the subject of the inquiry shall be limited to a proposal to place the subject on the agenda for a subsequent meeting.

C. WORKSHOP AGENDA ITEMS

1. Discussion and direction to Staff, with possible action on various utility and customer service policy changes.

D. ADJOURNMENT

If during the course of the meeting covered by this notice, the City Council should determine that a closed or executive meeting or session of the City Council or a consultation with the attorney for the City should be held or is required, then such closed or executive meeting or session or consultation with attorney as authorized by the Texas Open Meeting Act, Texas Government Code §551.001 et seq. (the "Act"), will be held by the City Council at the date, hour and place given in this notice or as soon after the commencement of the meeting covered by this notice as the City Council may conveniently meet in such closed or executive meeting or session or consult with the attorney for the City concerning any and all subjects and all purposes permitted by the Act, including, but not limited to the following sanctions and purposes: Texas Government Code Section §551.071 – Private consultation with the attorney for the City of Llano; §551.072 – Discussing purchase, exchange, lease or value of real property; §551.073 – Discussing gifts and donations; §551.074 – Discussing personnel; §551.087 – Discussing economic development negotiations.

Although a quorum of the members of other Boards or Commissions may or may not be in attendance, this notice is being posted to meet the requirements of the Texas Open Meetings Act and subsequent opinions of the Texas Attorney General's Office. I, the undersigned authority, do hereby certify that the above Notice of Meeting of the City Council of the City of Llano, was posted on the bulletin board in front of Llano City Hall, 301 W. Main, Llano, Texas, by 5:30 P.M. on Friday, May 11, 2018, which is readily accessible to the public at all times. Said Notice remained so posted continuously for at least seventy two (72) hours preceding the scheduled time of said Meeting.


Toni Milam, City Secretary, TRMC



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Toni Milam, City Secretary, TRMC



City Council Agenda Item Report

May 14, 2018

Special Called Agenda Item C-1

Contact – Lynda Kuder, 325-247-4158 x 111

lkuder@cityofllano.com

AGENDA TITLE: Discussion and direction to staff, with possible action on various utility and customer service policy changes.

- 1. BACKGROUND/HISTORY** - STAFF HAS BEEN OPERATING UNDER VERBAL POLICIES FROM MULTIPLE ADMINISTRATIONS AND WISHES TO OBTAIN A FORMAL POLICY FOR ITS UTILITY CUSTOMER SERVICE REGULATIONS. SEVERAL POLICY RECOMMENDATIONS ARE PROPOSED TO PROVIDE MORE RESPONSIVE CUSTOMER SERVICE AND MORE LENIENT POLICIES WITHOUT GREATLY IMPACTING COLLECTIONS.
- 2. FINDINGS/CURRENT ACTIVITY** – A SPREADSHEET LISTING UTILITY CUSTOMER SERVICE ISSUES STAFF WOULD LIKE TO HAVE ADDRESSED FOLLOWS. SOME POLICIES HAVE BEEN OBTAINED FROM OTHER UTILITY AGENCIES WHILE SOME ARE UNIQUE TO THE CITY OF LLANO.
- 3. FINANCIAL IMPACT** – THERE IS THE POTENTIAL OF INCOME REDUCTION FOR SEVERAL PROPOSED POLICIES.
- 4. ACTION OPTIONS/RECOMMENDATION** – **Develop a consensus for each of the policy issues and vote to approve the final outcome.**

Sec. 26-138. - Sewer service.

- (a) All residential and commercial customers shall be charged a minimum base charge as set out in the master fee schedule, appendix C. This minimum fee shall be charged irrespective of whether or not the customer used any water or not.
- (b) Sewer service for residential customers shall be billed per one thousand (1,000) gallons based on the "winter average" usage. The "winter average" is calculated on the amount of water used from November 16 through February 16.
- (c) The sewer service charge for all commercial customers shall be billed per one thousand (1,000) gallons of water used per month for each and every month with no "winter averaging."
- (d) Customers who pay all of the necessary fees for an additional and separate water meter for lawn irrigation use will not be required to pay any sewer service on water used through that meter, so long as the additional meter is not be used for any purpose other than irrigation.
- (e) "Master meter" systems (where one (1) entity serves many others through one (1) meter will only be allowed in the situations listed in Table Three and shall be billed for the minimum sewer as described, with no "winter averaging."

Table Three

Master Meter Minimum Base Charges

ENTITY DESCRIPTION: NUMBER OF MINIMUMS TO BE CHARGED

- (1) *Apartment buildings and mobile home parks:* Each unit or space available shall be considered 0.50 normal residential minimums with no regard for the number of units or spaces actually occupied.
- (2) *Recreational vehicle parks:* Each space available shall be considered .015 normal commercial minimums, with no regard for the number of spaces actually occupied.
- (3) *Hotels and Motels:* Every available rental room will be considered 0.15 normal commercial minimums, with no regard for the number of rooms actually occupied.
- (4) *Hospitals, schools, and churches:* Every lavatory, toilet, or urinal and shower bath shall be considered 0.10 normal commercial minimums.
- (5) *Strip centers:* Each business unit located in the center shall be charged the commercial minimum.
- (6) *Malls and office buildings:* Each fixture connected to the sewer will be considered 0.25 normal commercial minimums.
- (7) *New construction and remodeling (unoccupied):* Shall be considered to be on [one] (1) minimum for water (and sewer when applicable). Solid waste shall be negotiated separately.
- (8) *Other (not listed above):* To be established on a case by case basis by the city manager

and the finance director.

Note: In all the above cases, the total units will be rounded up to the next whole number. All normal minimums are at the rates listed in the master fee schedule, appendix C.

- (f) Customers beyond the city limits shall be charged at the same rate as specified by all applicable sewer fees.

(Ord. No. 93-O-7A, Art. I, § 3, 7-13-93; Ord. No. 97-O-7A, 7-22-97; Ord. No. 2004-O-8H, § III, 9-13-2004; Ord. No. 2006-O-9B, § VI, 9-25-2006; Ord. No. 2010-O-09B, § III, 9-27-2010; Ord. No. 2016-O-10A, § II, 10-18-2016)



SAWS CUSTOMER CENTERS CLOSED APRIL 27

[More Info >>](#)

General Class Water Service and Sewer Rates

Including Apartment, Commercial, Industrial and Municipal

Effective for consumption on or about January 1, 2018 and January 1, 2019

For business customers, a multi-step, base-excess use structure has been developed called the General Class. The base amount for General Class customers is 100% of customer's average annual usage. Increased unit rates apply as usage exceeds each customer's base amount.

Monthly Service Availability and Volume Charge

The Monthly Service Availability Charge (minimum bill) for all general water service furnished through meters of the following sizes together with the Monthly Volume Charge measured per 100 gallons for water usage in every instance of service for each month or fraction thereof shall be as follows:

MONTHLY SERVICE AVAILABILITY FEE

METER SIZE	INSIDE CITY LIMITS		OUTSIDE CITY LIMITS	
	NET SERVICE AVAILABILITY FEE		NET SERVICE AVAILABILITY FEE	
	CURRENT 2018	APPROVED 2019	CURRENT 2018	APPROVED 2019
5/8"	\$13.80	\$13.86	\$16.87	\$16.94
3/4"	19.71	19.79	24.02	24.12
1"	31.53	31.66	38.30	38.45
1 1/2"	61.05	61.29	73.97	74.27
2"	96.40	96.79	116.73	117.20
3"	179.02	179.74	216.60	217.47
4"	297.00	298.19	359.21	360.65
6"	591.95	594.32	715.81	718.67
8"	945.95	949.73	1,143.74	1,148.31
10"	1,358.90	1,364.34	1,642.97	1,649.54
12"	2,538.80	2,548.96	3,069.37	3,081.65

MONTHLY VOLUME CHARGE

USAGE BLOCKS	INSIDE CITY LIMITS		OUTSIDE CITY LIMITS	
	RATE PER 100 GALLONS		RATE PER 100 GALLONS	
	CURRENT 2018	APPROVED 2019	CURRENT 2018	APPROVED 2019
Base	\$0.1803	\$0.1810	\$0.2345	\$0.2354
>100-125% of Base	0.2076	0.2084	0.2699	0.2710
>125-175% of Base	0.2706	0.2717	0.3519	0.3533
>175% of Base	0.3158	0.3171	0.4105	0.4121

The Base Use is defined as 100% of the Annual Average Consumption

Sewer charged by water meter size

General Class Sewer Rates

MONTHLY SEWER SERVICE AVAILABILITY CHARGE

METER SIZE	INSIDE CITY LIMITS		OUTSIDE CITY LIMITS	
	CURRENT 2018	APPROVED 2019	CURRENT 2018	APPROVED 2019
	5/8"	\$13.45	\$14.53	\$16.14
3/4"	14.79	15.97	17.76	19.18

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NEED HELP? CHAT NOW!

MONTHLY SEWER SERVICE AVAILABILITY CHARGE

METER SIZE	INSIDE CITY LIMITS		OUTSIDE CITY LIMITS	
	CURRENT 2018	APPROVED 2019	CURRENT 2018	APPROVED 2019
1"	16.80	18.14	20.17	21.78
1 1/2"	23.53	25.41	28.24	30.50
2"	33.62	36.31	40.35	43.58
3"	67.23	72.61	80.67	87.12
4"	100.84	108.91	121.02	130.70
6"	168.07	181.52	201.69	217.83
8"	268.90	290.41	322.70	348.52
10"	403.38	435.65	484.05	522.77
12"	537.83	580.86	645.40	697.03

Customers who do not have a San Antonio Water System water meter will be charged the Sewer Service Availability Charge based on a 2" meter size.

MONTHLY SEWER VOLUME CHARGE

Usage Blocks Base*	INSIDE CITY LIMITS		OUTSIDE CITY LIMITS	
	RATE PER 100 GALLONS		RATE PER 100 GALLONS	
	CURRENT 2018	APPROVED 2019	CURRENT 2018	APPROVED 2019
1,496	\$0.000	\$0.000	\$0.000	\$0.000
Over 1,496	0.3851	0.4159	0.4622	0.4992

*The Base Use is defined as 100% of the Annual Average Consumption

← Sewer charge based on water use for large volumes



UTILITY CUSTOMER SERVICE POLICY ISSUES

MAY 11, 2018

Issue	Current policy	Consider
Penalties		
Waiver for penalty for over 60	no waiver	Texas Utilities Code policy- waiting on TPPA guidance
waiver for penalty for first occurrence	no waiver	wave if no penalties in last 12 months with at least 12 month history
postmarks	don't use	continue not to use -some envelopes don't have ie Arrowhead Bank bill pay
waiving penalty with pledge of assistance	no waiver	wave penalty if Hill Country Community Action pledges payment-takes up to 45 days
Service Application		
permission to reside at address	rental agreement or deed/closing papers	make official; have landlord verify persons with permission to live at address
owing old bill and living under another's account	no policy	require all responsible adults be listed on service application and all past due bills be paid or make pmt arrangement
Utility Service Agreement list next of kin	not required	next of kin not residing at address to help emergency service personnel
additional deposit	requires no late payments during previous consecutive 12 months	allow one late payment in previous 12 months
credit report to waive/reduce deposit	can request	remove-no exact criteria established for credit score. Would need to spend \$ 105 to set up account with agency + \$200/year.
Account Maintenance		
credit card payments over phone	yes	require customers to use special phone #; service - no additional cost to City
disconnects over the phone	yes	require to be made in person, by fax, or by email for documentation
Garbage service	waived if proof of nursing home residency or multiple electric services	make official
leak forgiveness	limited to 3 months with proof of repair	make official and require one year's history to be eligible
prorate services for connects and disconnects	sewer and garbage are prorated	prorate base charges for <u>water</u> , sewer, and garbage
Sewer averaging	exclude City installed water meters for irrigation use only	make official; discuss similar policy for swimming pools
Disconnect for non-pay		
Disconnect days	not on Friday or if temperature is below 40 or above 100 degrees	make official; none on Friday or if temperatures are forecasted to fall below ____ or above ____
reconnect	add fee to next month's bill	make official
payment plan		pay balance over average of one high summer or winter bill over 3 months total current bill must be paid in addition to short pmt balance (Customers are not eligible for budget billing if there are more than 2 late payments)
accept utility payments from non account holders	yes, but may violate confidentiality	direct payee to telephone or online pay-will require knowledge & acceptance of account holder
Water customer shut off	policy for taps only	if water is is turned off- require installation of customer cut-off to turn back on
Sewer customer clean outs	policy for taps only	if sewer stop and no customer clean out, a plumber must install at house before City addresses stop
Sewer base charges		
small commercial sewer base rate	\$84 all commercial vs. \$68 for residential	add small commercial category with \$68 base 237 sm com*\$16*12 mo = \$ 45,504 lost revenue
# of minimums for water & sewer	one per residential unit. Option for locking cut-off valves	make official - affects garage apartments Marble Falls-RV parks & hotel rooms - % of base/space or room schools, nursing home, hospital,churches \$/fixture strip centers - each business pays base San Antonio-commercial sewer charges are based on water meter size "amount billed shall cover cost to provide service" i.e. Law Enforcement Center
Granting City privileges if not in good standing	no policy	require customer/contractor to be in good standing with City before granting privileges/awarding contracts i.e. outstanding utility account balances should be paid before park can be reserved i.e. outstanding utility account balances should be paid before contracting for goods or services

KEY:

added to spreadsheet dated 4-2-18