

# CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

## Bill Redesign Ad Hoc Subcommittee

Monday, June 1, 2015, 2:00 p.m.

Director's Conference Room

Tucson Water, 3<sup>rd</sup> Floor

310 W. Alameda Street, Tucson, Arizona



## Legal Action Report

### 1. Roll Call/Call to Order

The meeting was called to order by Subcommittee Chair, Alan Tonelson, at 2:00 p.m. Those present and absent were:

#### Present:

Alan Tonelson	Chairperson – Representative, Ward 1
Chuck Freitas	Representative, City Manager
Catlow Shipek	Representative, City Manager
Bruce Billings	Representative, Ward 3

#### Absent:

Mark Taylor	Representative, City Manager
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#### Tucson Water Staff Present:

Belinda Oden	Water Administrator
Daniel Ransom	Water Conservation Supervisor
Nancy Gradillas	Lead Financial Accountant
Candice Rupprecht	Public Information Specialist
Johanna Hernandez	Staff Assistant
Kris LaFleur	Staff Assistant

#### Others Present:

Brian Wong	Representative, City Manager (not a member of subcommittee)
Melody Burton	Pima County Finance

- Announcements** – Chairperson Tonelson announced his retirement from CWAC as of June 3, 2015.
- Call to Audience** – No action taken.
- Review and Approval of April 28, 2015 Meeting Minutes** – Subcommittee Member Freitas motioned to approve the Meeting Minutes of April 28, 2015. Member Billings seconded. Motion passed unanimously by a voice-vote of 4-0.

At this point, Chairperson Tonelson entertained motions for a replacement Chair due to his impending departure. Having no volunteers, Member Freitas motioned to postpone election of a Chair until the June 3<sup>rd</sup> CWAC meeting. Member Billings seconded. Motion passed unanimously by a voice vote of 4-0.

- Discuss Potential Modifications to Utility Services Statement** – Tucson Water staff member Belinda Oden provided three handouts to the Subcommittee – a sample DataProse statement reflecting redesign suggestion summaries from the April 28<sup>th</sup> meeting; a sample statement reflecting a few of the redesign suggestions; and a sample Tucson Water statement.

# Citizens' Water Advisory Committee, Bill Redesign Ad Hoc Subcommittee

## Legal Action Report

June 1, 2015

Pima County finance staff member Melody Burton spoke to the Subcommittee on issues related to the Winter-Quarter average and calculation of sewer charges. The County charges are codified specifically as the billing months for December, January, February, presuming these months will reflect the three lowest months of usage. However, the code is not directly related to usage months. While the County retrieves billing information directly from Tucson Water's system for its Tucson Water customers, it manually processes the billing information for its 30,000 non-Tucson Water customers. Any attempt to mark accounts affected by Winter-Quarter usage versus billing period would be unduly burdensome. Additionally, any changes would have to be implemented uniformly and consistently across all of the County's customers. Any changes to the calculation of sewer charges would require an Ordinance change. The County has an appeal process set up to request calculation of charges based on three consecutive usage months of lower statements than may be reflected in the December, January, and February statements. Notice of this process is sent out quarterly, has been included in Tucson Water's billing inserts, is readily available online, and is conveyed to customers when they call with concerns. Ideally, manipulation of the read cycle may correct the issue. Tucson Water may be able to phase into reading cycles that are congruent with billing cycles. However, with twenty-one Tucson Water read cycles, any attempts to modify this schedule would likely be a process phased in, completed over time.

The Subcommittee members discuss including a recommend solution on reading/billing cycles in their report to the full Committee.

Ms. Oden summarized the benefits of some of the design features of the sample DataProse statement provided. This design removes some of the duplication, improved utilization of space, and provides information on the averages for the customer class in the graph. It was discussed that feedback from other utilities reflected that some customers may respond poorly to any negative feedback placed on statements related to usage, such as frowny faces or the use of red. Member Shipek suggested that instead of negative reinforcement, the statement reflect positive feedback for decreases in usage and conservation tips for increases in usage. Subcommittee members were generally agreeable to the DataProse sample as a starting point for redesign of the Tucson Water statement. Additional discussion was held on reflecting tiers on the graph by color; delineating Ccf versus gallons on the front, as opposed to the back; color denotation for Water, Sewer, and Environmental Services of statement; and inclusion of average temperatures on the graph. All color considerations are a matter of cost. The graph should span a full year and considerations need to be made for size and location of graph compared to space on the statement. The City Attorney's Office has been contacted to discuss the legal aspects of breaking apart the various fees, specifically the local government fees, on the statement. At the next meeting, Tucson Water will provide a mock-up of its statement with aspects discussed in both meetings by the Subcommittee. Additional considerations include C2E on-line options, as well as automatic, recurring, and round-up options.

6. **Future Meetings / Agenda Items** – A future meeting and agenda will be coordinated upon election of a new Chair, with consideration to the timeframes needed to create a mock-up of the redesigned statement.
7. **Adjournment** – Meeting adjourned at 2:40 p.m.

## Utility Services Statement---Re-design Statement

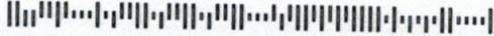
- **Usage Graph**
  - **Concern regarding consumption representing the bill period which may not be the month that the consumption occurred.**
    - **Options**
      - **Changing the winter/quarter calculation for the sewer component of the bill to make it more fair for the customers Pima County will discuss with group**
      - **Change display to reflect read date**
      - **Additional--- change graph to line graph with comparison to individual prior year usage and class average for prior year.**
    - **Other items related to graph**
      - **Conversion to gallons in display**
      - **Add average temperature to chart**
      - **Have chart display tiers**
      - **Display Happy Face or Sad Face regarding water usage**
- **Other Display items**
  - **Use more colors on the bill to differentiate the various services**
  - **List other types of fees/break-out additional components like**
    - **Local Government Fees**
      - **This might not be an easy change—currently all Tucson Water charges on the Utility Services Statement are specifically Adopted by Mayor and Council via the rate process and included in the City Code. To change how rates/fees are reflected most likely would require a vote of the City Council via the annual rate process.**



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CALL TOLL FREE 800.876.5015



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## ACCOUNT STATEMENT

or the service period 05/02/2014 to 06/08/2014

Account Number	Due Date	Amount Due
0999-009999	07/10/2014	\$95.44

ACCOUNT NAME: JOHN Q SAMPLE  
SERVICE ADDRESS: 12345 W MAIN STREET  
PIN NUMBER: 99999999  
BILLING DATE: 06/10/2014

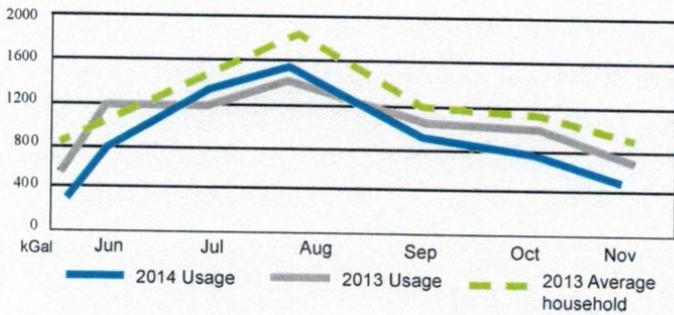
### QUESTIONS ABOUT DATAPROSE?

Customer Service ..... 800.876.5015  
Office Hours..... Monday - Friday 8:00 am - 5:00 pm  
Fax..... 972.462.5428  
Online account access at [www.dataprose.com](http://www.dataprose.com)

### Water Usage for 12/04/2013 to 01/08/2014

Meter Number	Service	Previous	Current	Usage
67341736	WA	127440	127560	120
67341737	SW	127440	127560	120

### USAGE HISTORY



### ACCOUNT SUMMARY

LAST STATEMENT BALANCE	\$112.35
PAYMENTS	-\$112.35
LATE FEE	\$0.00
ADJUSTMENTS	\$0.00
<b>BALANCE FORWARD</b>	<b>\$0.00</b>

### SUMMARY OF CHARGES

WATER — 120 kGAL @ 0.634	\$ 76.08
SEWER	\$ 7.50
DRAINAGE	\$ 1.50
REFUSE	\$ 8.50
REFUSE SVC SALES TAX	\$ 1.86

**TOTAL CURRENT CHARGES** \$95.44

**TOTAL AMOUNT DUE NOW:** \$95.44  
Amount due if paid after 07/10/2014: \$98.44

## GET INVOLVED and GO GREEN

Do your part to help the environment, sign up for green e-statements. Call or visit our website for details.

1-800-876-5015 | [www.dataprose.com](http://www.dataprose.com)



**PAYMENT COUPON** — PLEASE FOLD ON PERFORATION BEFORE TEARING — RETURN BOTTOM PORTION WITH YOUR PAYMENT



1122 W BETHEL ROAD | COPPELL TX 75019  
CALL TOLL FREE 800.876.5015

Account Number	Due Date	Amount Due
0999-009999	07/10/2014	\$95.44

AMOUNT DUE IF PAID AFTER 07/10/2014 \$98.44

AMOUNT ENCLOSED \$

Please make check payable to DataProse Utilities and write account number on check and remit payment to:



DATAPROSE UTILITIES  
1122 W BETHEL ROAD  
COPPELL, TX 75019

### OFFICE USE ONLY

ACCOUNT NUMBER: 0999-009999



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# UTILITY SERVICES STATEMENT



Tucson Water Customer Service Office  
 Phone: 520-791-3242  
 Outside Tucson: 800-598-9449  
 www.tucsonaz.gov/water

Account Name: [REDACTED]  
 Account Number: [REDACTED]  
 Service Address: [REDACTED]  
 Bill Date: 10/27/14  
 Service Period: 09/25/14 to 10/24/14  
 Hours: 8:00 am - 5:00 pm MST (Mon-Fri)

Pima County Regional Wastewater  
 Reclamation Department  
 Phone: 520-724-6609  
 www.pima.gov/wwm  
 City of Tucson Environmental Services:  
 Phone: 520-791-3171  
 www.tucsonaz.gov/esd

Last Bill	Payments (Credits)	Deposits Applied	Adjustments	Balance Forward	New Charges	ACCOUNT BALANCE
\$82.20	-\$82.20	\$0.00	\$0.00	\$0.00	\$87.89	\$87.89

### METER INFORMATION

Meter Number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Ccfs)
14428460	WA	09/25/14	10/24/14	36	28	8

WATER

NOV DEC JAN FEB MAR APR MAY JUN JUL AUG SEP OCT NOV

Last Year      Your meter was read in Ccfs on 10/24/14      This Year

### ACCOUNT ACTIVITY

LAST BILL	\$82.20
TOTAL PAID SINCE LAST BILL	-\$82.20
ADJUSTMENTS	\$0.00
<b>BALANCE FORWARD</b>	<b>\$0.00</b>
<b>NEW CHARGES</b>	
ENVIRONMENTAL SVCS FEES	\$17.81
SEWER VOLUME	\$40.81
WATER VOLUME	\$27.08
MISCELLANEOUS	\$2.19
<b>TOTAL NEW CHARGES</b>	<b>\$87.89</b>
<b>ACCOUNT BALANCE</b>	<b>\$87.89</b>
<b>PAY THIS AMOUNT BY: 11/17/14</b>	<b>\$87.89</b>

Due date applies to current charges ONLY.  
 Any balance forward is due now.  
 Please allow 7 days for payments to post to your account.

A \$28.00 fee will be charged for any returned check.

### IMPORTANT MESSAGE

Tucson Water offers speakers for your organization or group. Learn more about the four stages of drought, our three sources for water, and Tucson Water's long-range plans. Thanks to residents supporting one of the longest-running conservation programs in the nation. We are using water at the same level as we were in 1989, while serving 200,000 more customers. To request a speaker, call 520-791-4331 or e-mail [pico@tucsonaz.gov](mailto:pico@tucsonaz.gov).



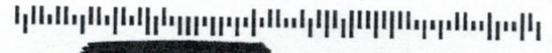
**UTILITY SERVICES**  
 PO Box 28804  
 Tucson, AZ 85726-8804

Please fold on perforation before tearing and return bottom portion with your payment.

MAKE CHECKS PAYABLE TO:  
 CITY OF TUCSON

Your tax-deductible contribution to "Open Space or Riparian Enhancement" will support the preservation of biologically-rich open space and the Conserve to Enhance program, an effort that links local river and wash enhancement with individual water conservation efforts. Visit [www.tucsonaz.gov/water/checkbox](http://www.tucsonaz.gov/water/checkbox) to learn more. Your contribution will not affect service fees.

TUC1025A SCH 5-DIGIT 85716  
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Account Number: [REDACTED]  
 Service Address: [REDACTED]  
 Cycle-Route #: [REDACTED]

DUE DATE:	11/17/14
AMOUNT DUE:	\$87.89
Open Space / Riparian Contribution (optional)	
AMOUNT PAID:	



CITY OF TUCSON  
 PO BOX 28804  
 TUCSON, AZ 85726-8804

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**Utility Services Statement - Continued**  
**Your Water Provider is: TUCSON WATER**

<b>CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES</b>			
<u>DESCRIPTION</u>			<u>AMOUNT</u>
GRNDWTR PROTECT FEE			1.06
GARBAGE 95 GAL CURB			16.75
	<b>TOTAL:</b>		<b>\$17.81</b>
<b>PIMA COUNTY ITEMIZED SEWER CHARGES</b>			
<u>DESCRIPTION</u>			<u>AMOUNT</u>
SERVICE FEE			12.63
SEWER RESIDENTIAL	SEWER FLOW VOLUME 8.00		28.18
	<b>TOTAL:</b>		<b>\$40.81</b>
<b>CITY ITEMIZED WATER VOLUME CHARGES</b>			
<u>WATER USAGE</u>	<u>IN GALLONS</u>	<u>IN Ccfs</u>	(1 Ccf = 748 GALLONS)
THIS MONTH:	5,984	8	
LAST MONTH:	5,236	7	
THIS MONTH LAST YEAR:	5,984	8	
<u>DESCRIPTION</u>			<u>AMOUNT</u>
MONTHLY SERV CHRG			11.00
VOL 8.00 @ \$ 1.38			11.04
CAP CHARGE \$ .56/CCF			4.48
CONSRV FEE \$ .07/CCF			0.56
	<b>TOTAL:</b>		<b>\$27.08</b>
<b>MISCELLANEOUS CHARGES</b>			
<u>DESCRIPTION</u>			<u>AMOUNT</u>
CITY SALES TAX			0.54
STATE SALES TAX			1.65
	<b>TOTAL:</b>		<b>\$2.19</b>