

Citizens' Water Advisory Committee, Bill Redesign Ad Hoc Subcommittee

Legal Action Report

October 26, 2015

and maintaining alignment is already budgeted, and the Utility feels this modification is worth the overtime.

6. **Bill Mock-Up Options** – Tucson Water staff member Johanna Hernandez reviewed the two bill mock-ups that were produced based on the requests of the Subcommittee members. Differences between the two mock-ups were reviewed in depth. Staff clarified the breakdown of specific charges on page two of the mock-ups. It was reported that Administrative Service Fees and PILOT fees are not calculated by service or usage and so cannot be represented on the customer's bill as a separate fee. It was agreed that these mock-ups comprehensively represent the ideas of the Subcommittee. The Utility will consider how to present a pared down version of the mock-ups for Focus Groups, who will have the current bill to consider, along with any mock-ups staff provides. Candice Rupprecht, on behalf of Conserve 2 Enhance (C2E), spoke to the Subcommittee about their ideas for the donation box on the bill. C2E collects about \$10k/year from this donation box, and appreciates the opportunity to provide feedback in this area. Based on research, C2E would like to continue to work with staff and the Subcommittee to include multiple options for donations on the bill. Considerations will be made with regards to pictures, or text that can be included to make the donations relatable to the customer. It would be helpful to have some text near the donation box that helps people understand how their donations are used. The language included in the paragraph currently on the bill regarding the donation will need to be revisited. The Subcommittee provided feedback on the number of options that should be given (2-3), and the amounts that may be appropriate for those options (2-3 whole dollar amounts and 1 write-in). C2E expressed concern with the horizontal design of the payment portion of the bill as it relates to donation write-ins, as math is generally done vertically. Staff will continue to work with C2E to design this section. Staff will also look into donation options for on-line payments.
7. **Cost Implications** – Tucson Water staff discussed the cost implications of the current mock-ups. It was noted that so far the mock-ups are unlikely to incur additional costs. Static changes will not incur costs; however, dynamic changes will incur costs. Staff is looking into the possible costs associated with the dynamic labeling of tiers (summer surcharges) for non-residential customers. It was discussed that the non-residential labels are useful information to include if possible. Costs will be more clear after Focus Groups have narrowed our choices.
8. ***Focus Group Discussion** – Tucson Water staff member Fernando Molina discussed with the Subcommittee the role of Focus Groups and the work of the Utility to achieve consistency across the bill redesign, the website redesign, and the updates to the bill pay system and Click2Gov. Research shows that 90% of people coming to Tucson Water's website are there to pay their bill. One of the results of the recent focus groups on website design is the need for uniformity between the languages and images on the physical bill and the website. Customers consistently request communications that are clean, easy, have consistent terminology, and are compatible with multiple platforms. Care must be taken when using jargon on the bill and website, as that terminology is not common knowledge. The updates to systems in process now will be customized to the current bill; upon completion of bill redesign, the systems will be updated to reflect the new design. Current mock-ups may change considerably based on customer feedback received in Focus Groups.
6. **Future Meetings / Agenda Items** – Chairman Freitas reviewed the projected schedule.
7. **Adjournment** – Meeting adjourned at 11:57 a.m.

*Item taken out of order, before Item 6



UTILITY SERVICES STATEMENT



Bill Date	Service Period	Due Date	Last Bill	Payments (Credits)	Adjustments
October 03,2015	09/02/15 - 10/02/15	October 26, 2015	\$303.48	-\$114.07	\$0.00

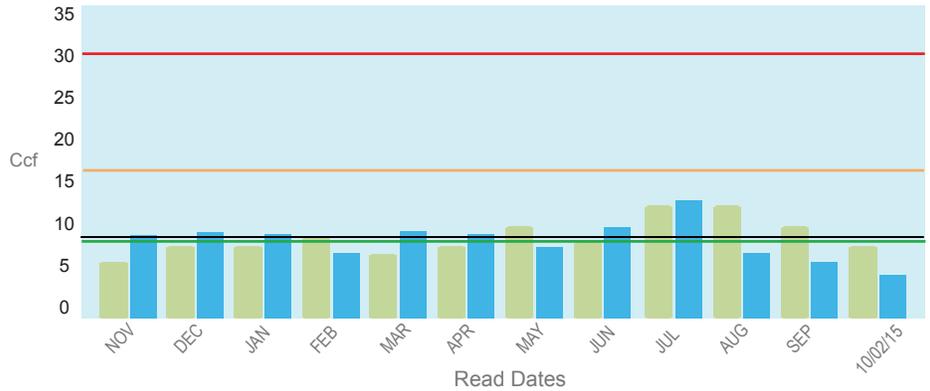
JOE SCHMOE
 123 E THAT ONE RD
ACCOUNT NUMBER
 1234567-89123
AMOUNT DUE:
 \$293.30

Useful Info

 SEWER \$23.20	 WATER \$18.14	 ENVIRON. SVC. \$1.06
 BALANCE FORWARD \$189.41	 MISCELLANEOUS \$61.49	

METER #: 21166299
WATER

- CURRENT USAGE
- PREVIOUS USAGE
- TIER 1
- TIER 2
- TIER 3
- CLASS AVG.



Cycle - Route	Current Read	Previous Read	Usage (Ccf)
05-03	329	326	3

Water Usage	In Gallons	In Ccfs (1 Ccf = 748 Gallons)
Current Usage:	2,244	3
Previous Usage:	4,488	6



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

Pay by phone: 520-791-3242

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

Service Period	Due Date	Account Number
09/02/15 - 10/02/15	October 26, 2015	1234567-89123
C2E Contribution**	Amount Due*	Amount Paid
<input type="checkbox"/> \$1.00	\$293.30	
<input type="checkbox"/> \$ _____		

Addressee

Please Make Checks Payable And Remit To



JOE SCHMOE
 123 E THAT ONE RD
 TUCSON, AZ 12345-6789



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

Billing Summary

	Last Bill	\$303.48
	Payments (Credits)	-\$114.07
	Adjustments	\$0.00
	Balance Forward Subtotal*	\$189.41
	Service Fee	\$12.63
	Sewer Residential	\$10.57
	Sewr Flow Volume = 3	\$38.91
	Sewer Subtotal	\$23.20
	Monthly Service Charge	\$11.90
	Vol 3.00 @ \$ 1.40	\$4.20
	Cap Charge \$.60/CCF	\$1.80
	Consrv Fee \$.08/CCF	\$0.24
	Water Subtotal	\$18.14
	Groundwater Protect Fee	\$1.06
	Environment Services Subtotal	\$1.06
	City Sales Tax	\$1.47
	State Sales Tax	\$4.50
	DLQ Lock Service Charge	\$55.52
	Miscellaneous Subtotal	\$61.49
TOTAL AMOUNT DUE ON 10/26/2015*		\$293.30

MESSAGE CENTER

TERMS AND CONDITIONS

*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 late fee will be charged for any returned checks.

**Your tax-deductible contribution to "C2E Donation" 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 to learn more. Your contribution will not affect service fees.

Questions?



Pima County Regional Wastewater
Reclamation Department
Phone: 520-724-6609
www.pima.gov/wwm



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



City of Tucson Environmental Services:
Phone: 520-791-3171
www.tucsonaz.gov/esd



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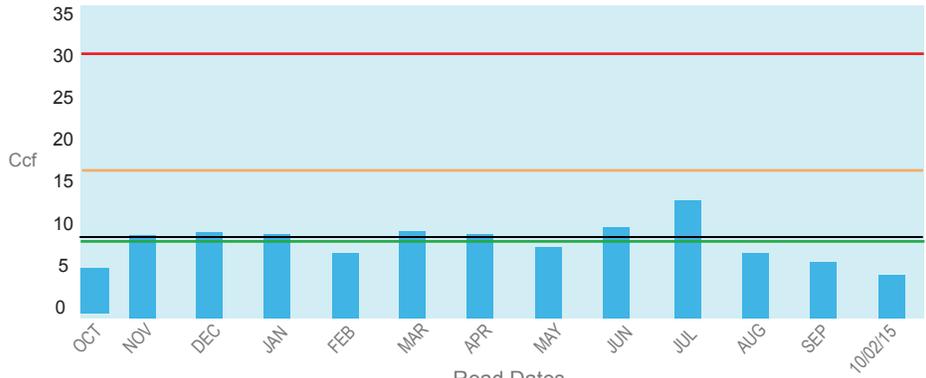
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WATER METER #: 21166299

■ CURRENT USAGE — CLASS AVG.

- TIER 1 - 0-7 Ccf at \$1.40/Ccf
- TIER 2 - 8-15 Ccf at \$2.70/Ccf
- TIER 3 - 16-30 Ccf at \$7.23/Ccf
- TIER 4 - 31+ Ccf at \$11.50/Ccf



Questions?

 Pima County Regional Wastewater Reclamation Department
Phone: 520-724-6609
www.pima.gov/wwm

 City of Tucson Environmental Services:
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www.tucsonaz.gov/esd

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Service Phone: 520-791-3242
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TUCSON, AZ 12345-6789

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<input type="checkbox"/> \$3.00 		
<input type="checkbox"/> \$5.00 		
<input type="checkbox"/> \$10.00 		

Please Make Checks Payable And Remit To



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

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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: JOHN DOE
Account Number: *****
Service Address: 12345 E STREET
Bill Date: 12/27/2011
Service Period: 11/23/2011 to 12/23/2011
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
\$92.61	-\$92.61	\$0.00	\$0.00	\$0.00	\$85.11	\$85.11

METER INFORMATION

Meter number	Service Type	Start Date	End Date	Current Read	Previous Read	Consumption (Ccfs)
*****	WA	11/23/11	12/23/11	2341	2331	10

Your meter was read in Ccfs on 12/23/2011

ACCOUNT ACTIVITY

LAST BILL	\$92.61
TOTAL PAID SINCE LAST BILL	-\$92.61
ADJUSTMENTS	\$0.00
BALANCE FORWARD	\$0.00
NEW CHARGES	
ENVIRONMENTAL SVCS FEES	\$17.87
SEWER VOLUME	\$40.26
WATER VOLUME	\$24.73
MISCELLANEOUS	\$2.25
TOTAL NEW CHARGES	\$85.11
ACCOUNT BALANCE	\$85.11
PAY THIS AMOUNT BY: 01/16/2012	\$85.11

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



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 to learn more. Your contribution will not affect service fees.

Account Number: *****
Service Address: 12345 E STREET
Cycle-Route #: **_**

DUE DATE:	01/16/2012
AMOUNT DUE:	\$85.11
Open Space / Riparian Contribution (optional)	
AMOUNT PAID:	

AUT05-DIGIT ***** 27 PS5 *****-A-1
 **** 1 AV 0.340



JOHN DOE
 12345 E STREET
 TUCSON AZ 85***-****



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

000*****000000085116

Utility Services Statement - Continued

Your Water Provider is: TUCSON WATER

CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
GRNDWTR PROTECT FEE	1.06
GARBAGE 95 GAL CURB	16.75
ES FUEL SURCHARGE	0.06
TOTAL:	\$17.87

PIMA COUNTY ITEMIZED SEWER CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
SERVICE FEE	11.14
SEWER RESIDENTIAL	SEWER FLOW VOLUME 10.00 29.12
TOTAL:	\$40.26

CITY ITEMIZED WATER VOLUME CHARGES

<u>WATER USAGE</u>	<u>IN GALLONS</u>	<u>IN Ccfs</u> (1 Ccf = 748 GALLONS)	<u>AMOUNT</u>
THIS MONTH:	7,480	10	
LAST MONTH:	10,472	14	
THIS MONTH LAST YEAR:	5,984	8	
<u>DESCRIPTION</u>			
MONTHLY SERV CHRG			7.53
CAP CHARGE \$.05/CCF			0.50
CONSRV FEE \$.07/CCF			0.70
VOL 10.00 @ \$ 1.60			16.00
TOTAL:			\$24.73

MISCELLANEOUS CHARGES

<u>DESCRIPTION</u>	<u>AMOUNT</u>
CITY SALES TAX	0.49
STATE SALES TAX	1.76
TOTAL:	\$2.25

Projected Schedule

	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Subcommittee Meeting <ul style="list-style-type: none"> Meter Read/Winter Quarter Avg Customer Education Legal Discussion Review of Bills 	■						
Prepare Mock-Ups		■					
Subcommittee Meeting <ul style="list-style-type: none"> Bill Mock-Up Options Cost Implications Focus Group Discussion 		■					
Focus Groups				■			
Subcommittee Meeting <ul style="list-style-type: none"> Focus Group Results/Discussion 					■		
Evaluate Options Internally					■		
Subcommittee Meeting <ul style="list-style-type: none"> Options/Impacts 						■	
Recommendations to Full CWAC							■