CITIZENS' WATER ADVISORY COMMITTEE (CWAC)

Bill Redesign Ad Hoc Subcommittee

Monday, October 26, 2015, 11:00 a.m.
Director's Conference Room
Tucson Water, 3rd 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, Chuck Freitas, at 11:01 a.m. Those present and absent were:

Present:

Chuck Freitas	Chairperson - Representative, City Manager
Mark Stratton	Representative, City Manager
Catlow Shipek	Representative, City Manager
Mark Taylor	Representative, City Manager
Bruce Billings	Representative, Ward 3

Absent:

None

Tucson Water Staff Present:

Melodee Loyer	Water Administrator
Scott Clark	Deputy Director
Christine Rodriguez	Water Administrator
Fernando Molina	Water Program Supervisor
Nancy Gradillas	Lead Financial Accountant
Cheryl Avila	Water Operations Superintendent
Jane Slama	Water Operations Superintendent
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)

2. Announcements – No action taken.

3. Call to Audience – No action taken.

4. Review and Approval of September 22, 2015 Meeting Minutes – Subcommittee Member Billings motioned to approve the Meeting Minutes of September 22, 2015. Chairperson Stratton seconded. Motion passed unanimously by a voice-vote of 5-0.

5. Modification of Meter Read Cycles – Tucson Water staff member Johanna Hernandez addressed specific concerns regarding modification of the Meter Read Cycles, continued from September's meeting. In review, the current meter read cycles can allow for usage outside of the billing period, adversely affecting the calculation of the winter-quarter average for certain cycles. To correct for this, TW plans to condense the read dates outside of the billing period into the billing period. Some overtime will be necessary to achieve and maintain this alignment within the target number of days in a cycle. Aligning the meter read cycles as planned will alleviate the Utility's effect on the winter-quarter average. The overtime necessary for achieving

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

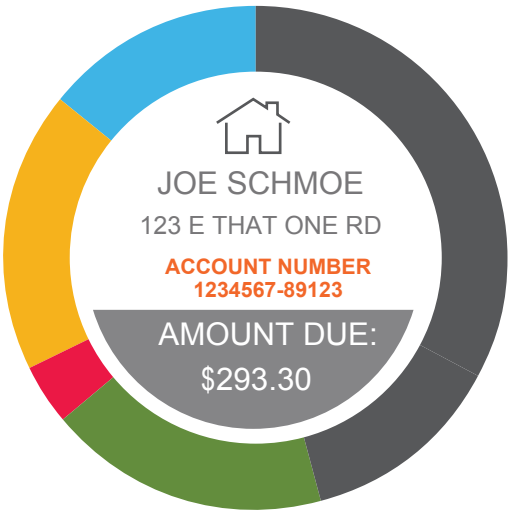
6. **Future Meetings / Agenda Items –** Chairman Freitas reviewed the projected schedule.

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



SEWER $23.20

WATER $18.14

ENVIRON. SVC. $1.06

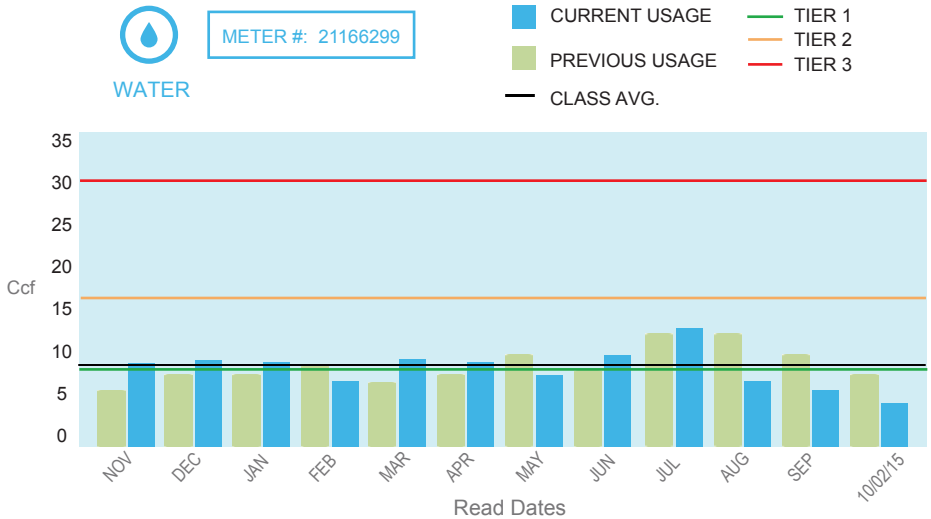
BALANCE FORWARD $189.41

MISCELLANEOUS $61.49

Useful Info

WATER

METER #: 21166299



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
Prvious Usage:	4,488	6

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

Pay by phone: 520-791-3242

Sevice Period	Due Date	Account Number
09/02/15 - 10/02/15	October 26, 2015	1234567-89123

C2E Contribution**	Amount Due*	Amount Paid
☐ $1.00	$293.30	
☐ $_____		

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

Addressee

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

Please Make Checks Payable And Remit To

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
Enviroment 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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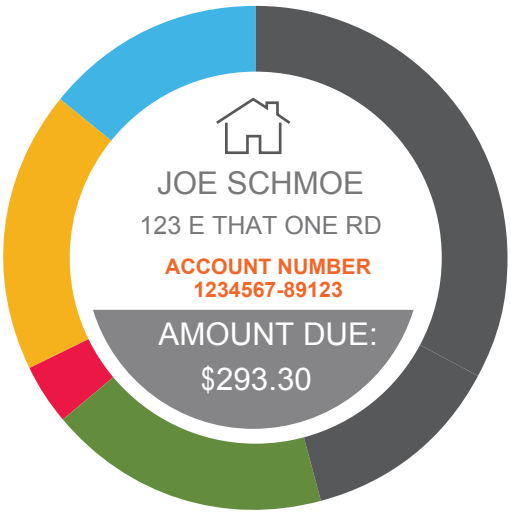

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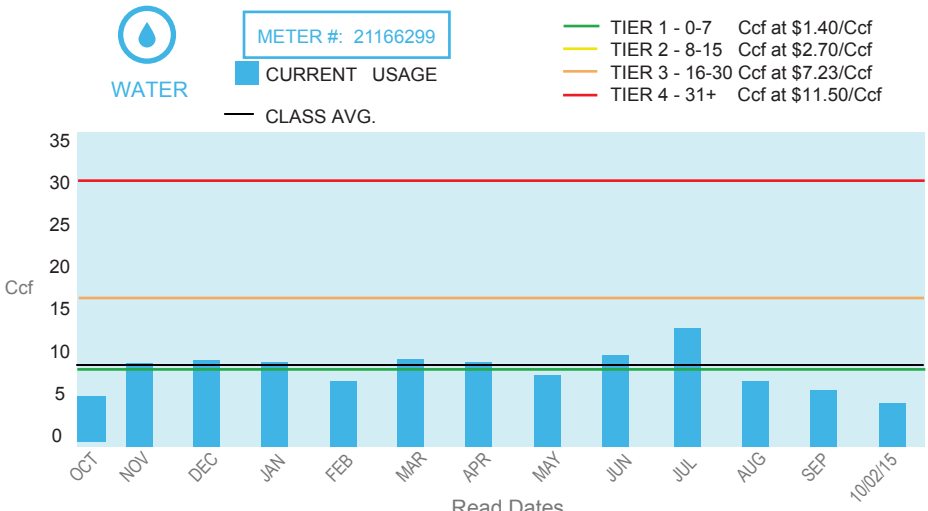

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MESSAGE CENTER

TERMS AND CONDITIONS

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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)

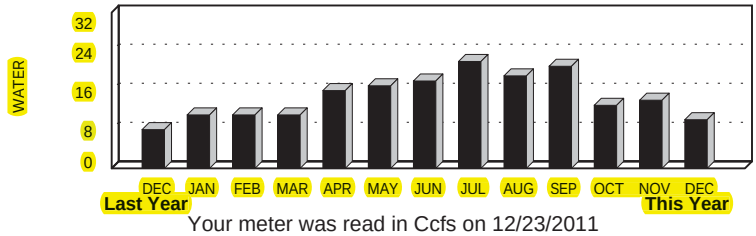
Pima County Regional Wastewater
Reclamation Department
Phone: 520-724-6609
www.pima.gov/wwm

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

IMPORTANT MESSAGE

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	
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.

6

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

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:	

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.

AUTO5-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

**********0000000851116

Utility Services Statement - Continued

Your Water Provider is: TUCSON WATER

CITY ITEMIZED ENVIRONMENTAL SERVICES CHARGES

DESCRIPTION		AMOUNT
GRNDWTR PROTECT FEE		1.06
GARBAGE 95 GAL CURB		16.75
ES FUEL SURCHARGE		0.06
	TOTAL:	**$17.87**

PIMA COUNTY ITEMIZED SEWER CHARGES

DESCRIPTION		AMOUNT
SERVICE FEE		11.14
SEWER RESIDENTIAL	SEWER FLOW VOLUME 10.00	29.12
	TOTAL:	**$40.26**

CITY ITEMIZED WATER VOLUME CHARGES

WATER USAGE	IN GALLONS	IN Ccfs	(1 Ccf = 748 GALLONS)
THIS MONTH:	7,480	10	
LAST MONTH:	10,472	14	
THIS MONTH LAST YEAR:	5,984	8	

DESCRIPTION		AMOUNT
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

DESCRIPTION		AMOUNT
CITY SALES TAX		0.49
STATE SALES TAX		1.76
	TOTAL:	**$2.25**

Projected Schedule

	Sep	Oct	Nov	Dec	Jan	Feb	Mar
Subcommittee Meeting • Meter Read/Winter Quarter Avg • Customer Education • Legal Discussion • Review of Bills							
Prepare Mock-Ups							
Subcommittee Meeting • Bill Mock-Up Options • Cost Implications • Focus Group Discussion							
Focus Groups							
Subcommittee Meeting • Focus Group Results/Discussion							
Evaluate Options Internally							
Subcommittee Meeting • Options/Impacts							
Recommendations to Full CWAC							