1. Agenda

   Documents:

   2019-10-08 Public Works And Streets Agenda.pdf

2. Meeting Materials

   Documents:

   2019-09-30 Public Works Report.pdf
   Financial Report Aug 2019.Pdf
   Sept White Board 2019 Pw Report.jpg
   UB Sample Policy.pdf
   2019-09-10 Public Works Minutes.docx

CITY OF YACHATS

PUBLIC WORKS & STREETS COMMISSION MEETING

441 Hwy 101 N., Yachats Commons, Room 1

Tuesday, October 8, 2019 at 3:00pm

AGENDA

I. Meeting called to order

II. Minutes of September 10, 2019

III. Reports
- A. Public Works Department
- B. Emergency Preparedness Committee
- C. Solid Waste District Advisory Council
- D. Financial Report

IV. Current Business
- A. Utility Billing Software/Hardware - Discussion

V. New Business
- A. Utility Billing Policy Project

VI.
- A. Other Business
- B. From the Commission
- C. From the Floor

Next Meeting Tuesday, November 12, 2019 at 3:00 P.M.

This meeting is open to the public and all interested persons are invited to attend. This meeting will be audio taped. All items to be considered by the Commission must be submitted to City Hall no later than one week prior to the meeting. Minutes of all public meetings are available for review at City Hall, or on the City website at www.yachatsoregon.org .

In accordance with ORS 192.630, City of Yachats will make a good faith effort to provide accommodations for any person desiring to attend a public meeting, if the request is made at least 48 hours in advance of the meeting time. The meeting room is physically accessible to persons with mobility devices; a sign language or foreign language interpreter may be available, with advance notice. Call City Hall at 541- 547-3565 or Oregon Relay 1-800-735-2900 (TDD) two days in advance. Posted 10/04/19

Date: October 4, 2019

To: Shannon Beaucaire, City Manager

From: Public Works Department

Re: September 2019 Public Works Report

Rain fall at Yachats Public Works:

	Inches			
Year	**2019**	**2018**	**2017**	**2016**
September	3.50	0.73	1.70	1.30
Rain year to date:	38.37	37.47	54.57	32.35

Total water production:
The WTP produced 5,149,400.
At the time of this report, the amount of water sold is unavailable. So, using statistics of past years of water sold in the month of September which is **3,500,000 gallons** puts us at **67.9% efficient.**
1,649,400 gallons leaked from our water distribution system or in other words we have 38 gallons a minute in leaks. A leak detection company is scheduled for mid-November to come help us find these leaks.

Total wastewater treated: **3,874,000** gallons

The following is a list of what was done by Public Works staff outside of normal operations:

Streets:

- Replaced broken sign on 4th St.
- Limb removal on Shell St.
- Various potholes filled.
- Back bladed Shellmidden Way.

Drainage:

- No work this month.

Water:

- Plant maintc.
- Reedy Creek headworks clean-up.

Distribution Sys:

- Meter maintc.
- Fire hydrant maintc.
- Water valve box replacements on E.2nd St. and at the Dublin Motel.
- Water line break repaired on E. 2nd St.
- Water service repair on E.2nd St.
- Sensus water meter training.
- Water meter repair on Combs Circle.
- Horizon Hill water system repair.
- Removing fire hydrant on River Rd. in process.
- Read meters 2x.
- Developing new “Standard Operating Procedure” for Horizon Hill waster system.
- Water meter repair on Shellmidden Way.

Sewer:

- Plant maintc.
- City staff took a required Bloodborne Pathogen Training class.
- OSHA require life rings installed.

Collection Sys:

- Degreased Parkside, Riverside, Pontiac and Main pump stations. (16 man hours)
- Hydro-excavated the side of Riverside pump station. No problem found.
- Power outage on Sept. 15th . No issues.
- Main pump station maintc.
- Sewer manhole locating.
- Continued pump maintc.

Public Works:

- Shop maintc.
- Fleet maintc.
- Equipment maintc.
- First Aid training for City staff.
- Work orders from City Hall and the City website.
- Repaired broken window on the backhoe.

Parks & Trails:

- Piles picked up for trails.
- Sod removal at the playground.
- Worked on water system at Whale Tail.

City Hall

- Moved furniture in City Hall.
- Assisted new Code Enforcement Officer.

City Beautification:

- Installed and removed U.S. flags.
- Removed Banners.

Sewer & Water CIP:

- Installing cement pad for slide gate at Public Works.
- Working on Pole Bldg., Sliding doors for U.V. system and Slide Gate for Public Works.

Water Operating 660-1700

Monthly Financial Summary Report

AUGUST 2019

Printed: 9/27/2019 9:14:46 AM
Period 02 - 02
Fiscal Year 2020

Description	Budget for Year	Current Activity	Actual to Date	% of Budget
Beginning Balance	$ 248,072.00	$ -	$ -	0.00%
Water/Wastewater Services	$ 606,000.00	$ 62,220.21	$ 181,994.47	30.03%
Capital Reserve Fee	$ 37,000.00	$ (4,486.11)	$ 3,947.31	10.67%
Installation Charges	$ 3,000.00	$ -	$ 850.00	28.33%
Rents or Fees	$ (3,500.00)	$ -	$ 70.00	-2.00%
REVENUE	**$ 890,572.00**	**$ 57,734.10**	**$ 186,861.78**	**20.98%**
Personnel	$ 300,000.00	$ 36,779.02	$ 73,979.20	24.66%
Materials & Supplies	$ 287,900.00	$ 28,998.18	$ 53,683.06	18.65%
Interfund Transfer - Street	$ 5,000.00	$ -	$ -	0.00%
Interfund Transfer - Capital Reserve	$ 100,000.00	$ -	$ -	0.00%
Interfund Transfer Restricted	$ 43,000.00	$ -	$ -	0.00%
EXPENSES	**$ 735,900.00**	**$ 65,777.20**	**$ 127,662.26**	**17.35%**

	Budget	Current Mo Activity	Actual
Revenue from Rates	$ 642,500.00	$ 57,734.10	$ 186,861.78
Expenses paid by Rates	$ 735,900.00	$ 65,777.20	$ 127,662.26
Available for Reserve	$ (93,400.00)	$ (8,043.10)	$ 59,199.52

Wastewater Operating 670-1800

Monthly Financial Summary Report

AUGUST 2019

Printed: 9/27/2019 9:14:26 AM
Period 02 - 02
Fiscal Year 2020

Description	Budget for Year	Current Activity	Actual to Date	% of Budget
Beginning Balance	$ 226,078.00	$ -	$ -	0.00%
Water/Wastewater Services	$ 590,000.00	$ 60,903.13	$ 177,669.43	30.11%
Capital Reserve Fee	$ 43,000.00	$ 4,324.12	$ 12,364.04	28.75%
Installation Charges	$ 2,500.00	$ -	$ 375.00	15.00%
Rents or Fees	$ (4,500.00)	$ -	$ -	0.00%
REVENUE	**$ 857,078.00**	**$ 65,227.25**	**$ 190,408.47**	**22.22%**
Personnel	$ 340,000.00	$ 10,020.01	$ 20,134.96	5.92%
Materials & Supplies	$ 272,500.00	$ 27,410.42	$ 43,390.73	15.92%
Interfund Transfer - Capital Reserve	$ 80,000.00	$ -	$ -	0.00%
Transfer to Debt Services	$ 60,000.00	$ -	$ -	0.00%
Interfund Transfer - Street Capital Reserve	$ 5,000.00	$ -	$ -	0.00%
EXPENSES	**$ 757,500.00**	**$ 37,430.43**	**$ 63,525.69**	**8.39%**

	Budget	Current Mo Activity	Actual
Revenue from Rates	$ 631,000.00	$ 65,227.25	$ 190,408.47
Expenses paid by Rates	$ 757,500.00	$ 37,430.43	$ 63,525.69
Available for Reserve	$ (126,500.00)	$ 27,796.82	$ 126,882.78

Streets 100-1040

Monthly Financial Summary Report

AUGUST 2019

Printed: 9/27/2019 9:14:04 AM
Period 02 - 02
Fiscal Year 2020

Description	Budget for Year	Current Activity	Actual to Date	% of Budget
Beginning Balance	$ 101,393.00	$ -	$ -	0.00%
Tax - State Highway	$ 44,000.00	$ -	$ -	0.00%
Transfer from the General Fund	$ 2,000.00	$ -	$ -	0.00%
REVENUE	**$ 147,393.00**	**$ -**	**$ -**	**0.00%**
Personnel	$ 60,000.00	$ -	$ -	0.00%
Materials & Supplies	$ 72,500.00	$ 5,524.83	$ 14,845.43	20.48%
Interfund Transfer - Capital Reserve	$ 3,000.00	$ -	$ -	0.00%
EXPENSES	**$ 135,500.00**	**$ 5,524.83**	**$ 14,845.43**	**10.96%**

	Budget	Current Mo Activity	Actual
Revenue from Rates	$ 46,000.00	$ -	$ -
Expenses paid by Rates	$ 135,500.00	$ 5,524.83	$ 14,845.43
Available for Reserve	$ (89,500.00)	$ (5,524.83)	$ (14,845.43)

Storm Drains 100-1050

Monthly Financial Summary Report

AUGUST 2019

Printed: 9/27/2019 9:16:04 AM
Period 02 - 02
Fiscal Year 2020

Description	Budget for Year	Current Activity	Actual to Date	% of Budget
Personnel	$ 30,000.00	$ -	$ -	
Materials & Supplies	$ 12,000.00	$ -	$ -	
Transfer to Capital Reserve	$ 4,663.00	$ -	$ -	
EXPENSES	**$ 46,663.00**	**$ -**	**$ -**	

	Budget	Current Mo Activity	Actual
Revenue from Rates	$ -	$ -	$ -
Expenses paid by Rates	$ 46,663.00	$ -	$ -
Available for Reserve	$ (46,663.00)	$ -	$ -

2.34-2 on

9- 24, 10-1, 08

FF Oct. 22

RESOLUTION NO. 2013-3082

A RESOLUTION ADOPTING UTILITY BILLING POLICIES AND FEE INCREASES

RECITALS:

1. The utility billing policies should be reviewed on a regular basis.

2. The utility billing policies have been reviewed as presented and are shown in Exhibit A.

3. Per Newberg municipal code 13.15.090, fee increases must be adopted by the city council.

THE CITY OF NEWBERG RESOLVES AS FOLLOWS:

1. The city council approves the utility billing policies as attached in Exhibit A, which is hereby adopted and by this reference incorporated.

2. The city council approves the utility billing fee changes as attached in Exhibit B, which is hereby adopted and by this reference incorporated.

- **EFFECTIVE DATE** of this resolution is the day after the adoption date, which is: December 17, 2013.

ADOPTED by the City Council of the City of Newberg, Oregon, this 16th day of December, 2013.

Norma I. Alley, MMC, City Recorder

ATTEST by the Mayor this 19th day of December, 2013.

Bob Andrews, Mayor

POLICIES FOR UTILITY BILLING

A. New Accounts (see Exhibits A)

1. Customers sign up for service by providing detailed information, including 2 forms of acceptable identification, such as a Social Security number and a Driver's License number, and a current contact phone number. (See Exhibit A-2)

2. UB verifies that the address has been "finaled" so that the new customer can sign up.

3. Customer is informed of the $20 connect fee.

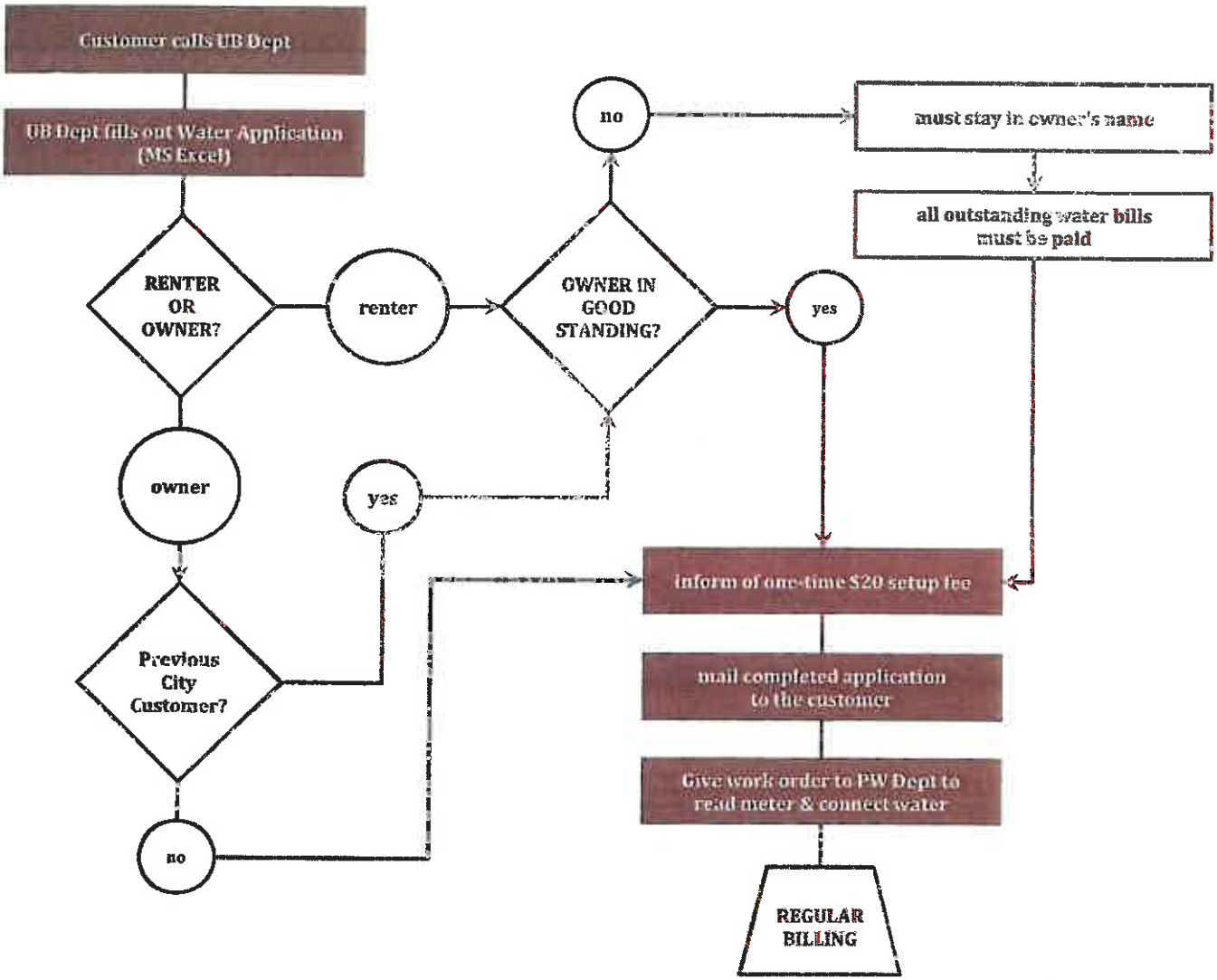
4. A work order email to connect service is created and sent to Public Works. (see Exhibit A-3)

5. A copy of the application is mailed to the customer.

City of Newberg

UTILITY BILLING PROCESS FLOWCHART

OPENING AN ACCOUNT



E. .BIT "A" TO
RESOLUTION 2013-3082 (Exhibit A-2)
No. _____

CITY OF NEWBERG

APPLICATION FOR WATER / SEWER / STORMWATER SERVICE

DATE: _____	Account No: _____
NAME: _____	Reading: _____
Renter? _____ Owner? _____	Reading Date: _____
Outside City? Yes _____ No _____	No In Household: _____
Service Address: _____	Phone No.: _____
Billing Address: _____	
Previous City Customer Yes ___ No _____	
Notes: _____	

Note: There is a $20.00 non-refundable turn on charge which will appear on your first bill.

I hereby apply for **water/sewer/storm water** service to the above premises. In consideration of the furnishing of service by the City of Newberg to the above premises. I agree to:

1. Be responsible for all charges for service from the date of this application until I give the City notice to discontinue service.
2. Abide and comply with all rules and regulation now in force or hereinafter enacted by the Newberg City Council.
3. Pay promptly all bills for service before the charges become delinquent and to notify the Finance Department that service is no longer required.
4. Have this application constitute a binding agreement between the City and myself only upon proper execution by myself and acceptance by the City.

Delinquency. The City of Newberg reserves the right to discontinue service when charges are not paid when due, and to refuse further service until the delinquency is paid in full.

Failure to Pay. Failure to pay all charges for service may result in further collection efforts by the City or the City may place a lien on the property. Unpaid charges which become a lien may be enforced and collected in the same manner as any other municipal lien.

_____ Initials _____
(Signature of Applicant)

ID #1:
Soc. Sec. No.: _____ and

ID #2:
Driver's License: _____

Forms of acceptable ID for collection purposes:
Soc. Sec. No., EIN, Driver's License, Passport, Other Federal or State ID

To: PW Utility Technician
Cc: UB Clerk.
Subject: 09/03/2013 CONNECT 1234 SMITH DR

METER # 987654321

John Smith
Utility Billing Clerk
City of Newberg
(503) 537-1205

POLICIES FOR UTILITY BILLING

B. Monthly Billing (see Exhibits B)

1. Meters are read at the end of each month.
2. Staff does a cursory review of the consumption reports.
3. Bills are mailed 3-5 days after reading, using a 3rd party provider. (See Exhibit B-2)
4. Staff does a more in-depth review of the consumption reports.

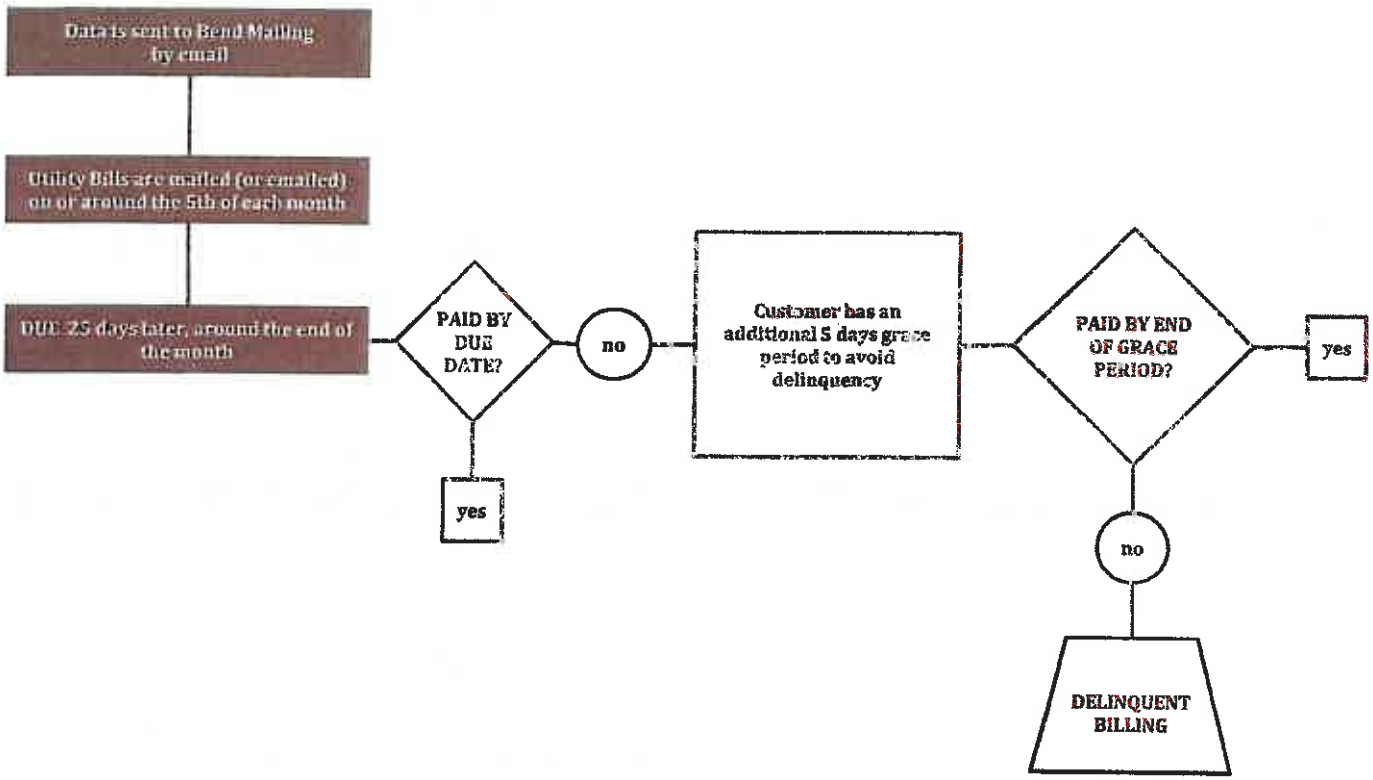
Timeline for bills:

Read meters:	End of the month
Bill Date:	3-5 days after Reading
Due Date:	25 days after Bill Date
Grace Period:	30 days total
Delinquent Letter:	5 days after Due Date
Delinquent phone calls:	Delinquent Letter Date; 2 days before Shut Offs
Shut offs:	10 days after Delinquent Letter Date

City of Newberg

UTILITY BILLING PROCESS FLOWCHART

REGULAR BILLING



City of Newberg

Account Statement

EXHIBIT "A" TO RESOLUTION 2013-3082 (Exhibit B-2)

ACCOUNT INFORMATION

ACCOUNT:
SERVICE ADDRESS:
SERVICE PERIOD: 9/21/2012 to 10/21/2012
BILLING DATE: 10/22/2012

DUE DATE: **11/7/2012**

METER READING

	Previous Reading		Current Reading		
Serial No	Date	Reading	Date	Reading	Cons
62573684	9/5/2012	43600	10/1/2012	44600	1000

NEWBERG, OR 97132

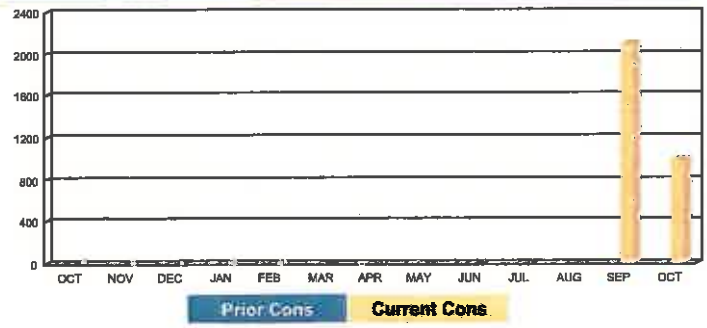
SPECIAL MESSAGE

NFD 72nd Turkey Carnival Nov 9 & 10 at the downtown Fire Station. Join us for dessert at 6pm. Bingo & kids games begin at 6:30pm. Fats, oils & grease don't belong down the drain or toilet but in the garbage. For flooding please call 503-537-1234

CURRENT CHARGES

Water	44.57
Sewer	89.34
Fire	1.50
Storm	5.29
Public Safety Fee	3.00
TOTAL CURRENT CHARGES	**143.70**

USAGE HISTORY



BILL SUMMARY

PREVIOUS BALANCE	243.82
PAYMENTS RECEIVED	0.00
ADJUSTMENTS	0.00
ADDITIONAL BILLING	0.00
CURRENT CHARGES	143.70
TOTAL AMOUNT DUE	**387.52**

Payment Coupon

AMOUNT DUE

TOTAL AMOUNT DUE BY **11/7/2012** **387.52**

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO:
CITY OF NEWBERG

ACCOUNT:
SERVICE ADDRESS:
SERVICE PERIOD: 9/21/2012 to 10/21/2012
BILLING DATE: 10/22/2012

DUE DATE: **11/7/2012**

NEWBERG, OR 97132

AMOUNT ENCLOSED

REMIT PAYMENT TO:

PO BOX 970

NEWBERG, OR 97132

POLICIES FOR UTILITY BILLING

C. Delinquent Billing (see Exhibits C)

1. Due date is 25 days after billing date.

2. Delinquent letters are sent out 5 days after due date. At that time a $20.00 late fee is assessed. The Delinquent Letter states that your water will be shut off by a certain date. You must pay your past due amount, plus the $20.00 late fee, by the date mentioned on the Delinquent Letter, which is the day before Shut Offs. If you fail to pay by the Delinquent Letter due date, another $50.00 will be assessed on the Shut Off day, whether or not you are actually shut off.

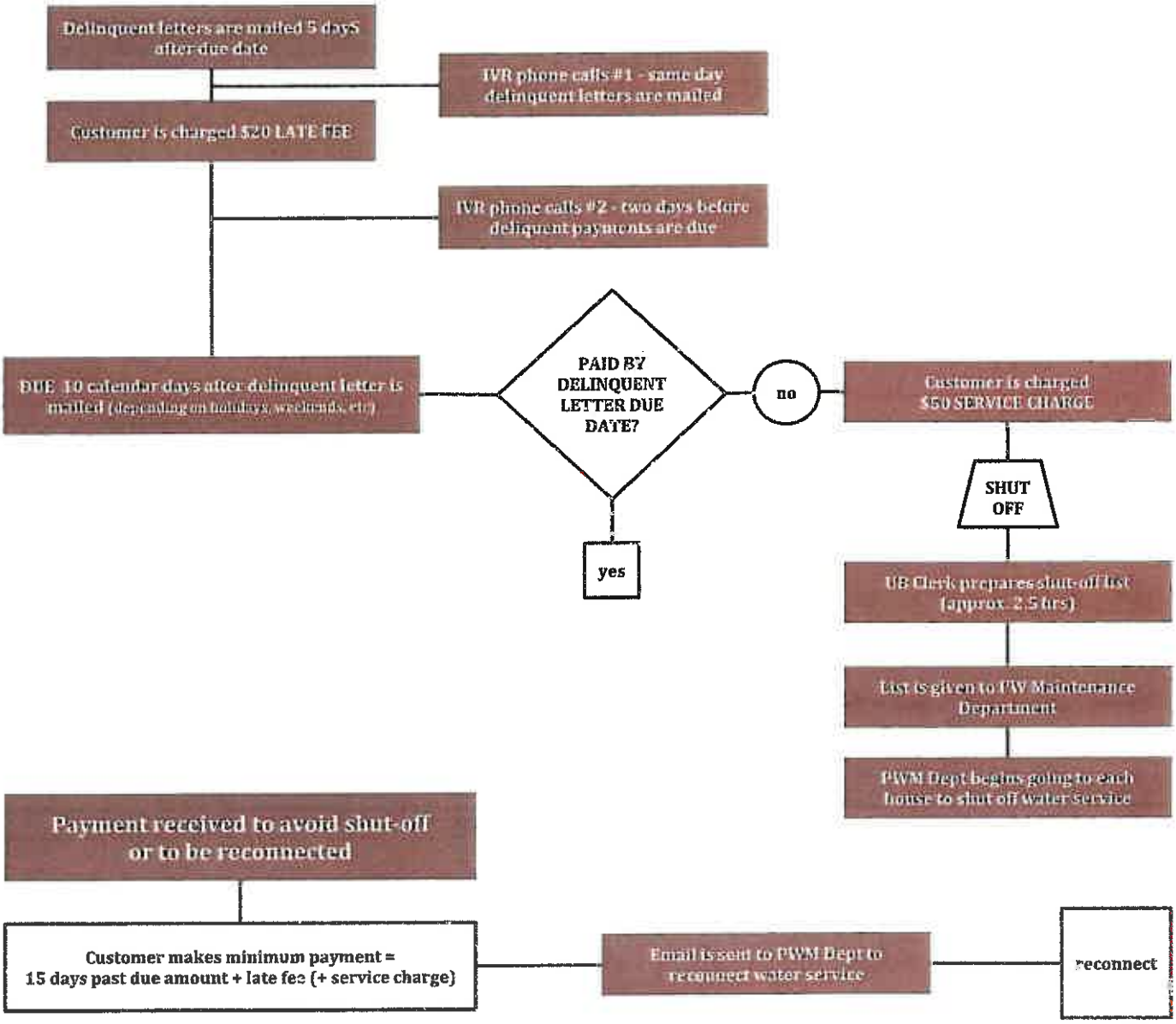
3. IVR (Interactive Voice Response); customers on the delinquent list are called the morning of the day Delinquent Letters are mailed. This lets the delinquent customer know that their water will be shut off if payment is not made by a certain date. This list is updated and the calls are repeated 2 days before shut-off.

4. See Exhibits C-2 and C-3 for comparisons to other utilities.

City of Newberg

UTILITY BILLING PROCESS FLOWCHART

DELINQUENT BILLING



414 E FIRST ST
PO BOX 970
NEWBERG, OR 97132
PHONE: 503-537-1205

EXHIBIT "A" TO RESOLUTION 2013-3082 (Exhibit C-

PAY BY NOV 14 -- 4:30PM

NEWBERG, OR 97132

RE:	Account Number	
	Account Name	
	Service Location	
	Past Due Amount	$243.82
	Additional Charge	$15.00
	Amount Due	$258.82
	Due Date	Wednesday, November 14, 2012

Dear Customer:

11/08/2012

Our records indicate that your account is past due and a $15.00 late charge has been applied to your account. If you have already made your payment, please disregard this notice.

If Amount Due payment has not been received by the deadline above, an additional $15.00 Service Fee will be applied to your account.

Also, if Amount Due has not been received by the above deadline, your WATER SERVICE WILL BE DISCONNECTED until Amount Due plus Service Fee has been received. To have service restored, payment must be received in our office no later than 4:00pm. There are no reconnections made after 4:00pm, on weekends, or holidays.

Payments can be made at City Hall, 414 E First Street. We accept VISA/Mastercard. Please bring this notice when paying in person. Do not pay via online services once you have received this notice.

Sincerely,

Utility Billing
PO BOX 970
414 E FIRST ST
NEWBERG, OR 97132

Payment Coupon

ACCOUNT INFORMATION

PLEASE RETURN THIS PORTION ALONG WITH YOUR PAYMENT
PLEASE MAKE CHECK PAYABLE TO:
CITY OF NEWBERG

ACCOUNT:
SERVICE ADDRESS:
BILLING DATE: 11/08/2012

DUE DATE: 11/14/2012

NEWBERG, OR 97132

AMOUNT DUE

PAST DUE AMOUNT		243.82
LATE CHARGE		$15.00
TOTAL AMOUNT DUE BY	**11/14/2012**	**$258.82**

AMOUNT ENCLOSED

REMIT PAYMENT TO:

PO BOX 970
414 E FIRST ST
NEWBERG, OR 97132

Comparisons between Utilities within Newberg
1/7/2013

Utility	Billing Period (days) after Reading	Due Dates	Grace Period (days)	Describe Grace Period	Late Fees	Shut-off Fees	Reconnect Fees	Deposit	Convenience Fee	Payment Plans Y/N	Length of Plans	Describe Plan	Other Comments
CON	21	Varies, around the 6th - 11th of the month	60	Due 8th of month following 2nd billing; Del ltr due 7 days; shut off on day after Dlq Ltr due date	$ 15.00	$ 15.00	none	none	N	N	0	On rare occasions, we work with the customer, but only over a 2-3 month period.	Not regulated by PUC
PGE 1-800-542-8818	2-3	Varies, around the 10th - 15th of the month	47	Due 18 days after bill is sent; late notice sent EOM allowing 15 days, then ltr sent stating 5 days to shut-off; shut-off next day	1.70%	$ 15.00	$30 standard hours $80 after hours	Not usually for new accounts.	$2.95 if using customer service, free on website.	Y	12	$ past due divided by length of plan and added to current bill.	Regulated by PUC
NWNG 1-800-422-4012	same day or next day	Varies, around the 6th - 11th of the month	50-55	Due 15 days after bill is sent; late fee is $3 or 1.7% over $50; due before next billing period; shut off 20-25 days later	$3 or 1.7%	$ 15.00	$30 standard hours $100 after hours	2 months avg	$2.50 if using customer service, free using website.	Y	3,6,9,12	Plan 1: $ divided by length of plan and added to equal pay bill. They do require that a down payment be made and then the balance divided equally the rest of the months. Plan 2: $ divided by length of plan and added to current bill. They do require that a down payment be made and then the balance divided equally the rest of the months.	Regulated by PUC

EXHIBIT "A" TO RESOLUTION 2013-3082 (Exhibit C-3)

Delinquency Comparisons

Created in March 2012

Organization	# of Accounts	Mail: Reminder or Bill	Mail: Delinq. Notice	Mail: Final or Urgent notice	Call: Courtesy Call	Deliver: # of Warning DH	Deliver: # of Shut offs	Fees: Late	Fees: Door Hanger	Fees: Disconnect / Reconnect	Fees: After hours	Restoration: What do they have to pay B4 restore	Restoration: Same day turn on	Restoration: If paid by	Payment Plans: Extensions	Payment Plans: Long Term	Other
Clackamas River Water	13,000	12,500	1,500		600 automated	See "Mail"	100	$5 or 5%	(It was $10 when they used to do DHs)	$40.00	100.00	Full balance or make arrangements	yes	4:30pm...additional fee after hours	yes-few days up to 2 weeks with partial pmt	yes-to be paid off in 6 months	only shut off if account owes more than $50.00
Forest Grove	9,379	yes	yes	yes				na	$12 inside city & $24 outside city limits	$60 Total $30 disconnect $30 reconnect	100.00	past due & fees	yes	8pm...additional fee from 5:01pm-8:00pm	yes-1 week	rare	They provide water, sewer, & electric
Newberg	6,500	6,400	500			See "Mail"	180	$15 00	na	$15.00	no	Ask them to pay balance, but must pay past due & fees	yes	4:00pm	yes	no	
Oregon City	10,000		800-1000		Busn. & Mult Accs	60-80	5-10		$25.00	$25.00		In full and with fees	yes	4:00pm	yes	3 months	
Sherwood	6,300	5,000	684	596		See "Mail"	18	na	$10.00	$60.00	50.00	Entire balance including fees	yes	4:30pm...additional fee after hours	yes	yes	They are working on phasing out the final request letter.
Sunrise Water Authority	14,000	8,000	450	100		See "Mail"	50	$5.00	10.00 shut off notice	$40.00	200.00	Current balance or past due and call out fee	yes	5:00pm	yes	yes	$300 fee if you tamper with the meter
Tigard	19,712	19,700	1,221		twice	253	67	na	$25.00	$50.00	NA	Ask for balance, then past due & fee, but must pay at least past due	yes		yes	rare	they call customers twice to try & remind them of delinquency.
Tualatin Valley Water D.	58,000	58,000	yes	yes		no door hangers		na	na	$60.00	50.00	Past due or partial pmt & plan to pay remainder	yes	4:00pm	yes	rare	
Wilsonville	4,800	4,800	312			198	22	1.25%	na	$27.50	44.00	past due & fees	yse	4:00pm	yes	yes-to be paid off in 6 months	we call customers that default on the pmt extension

EXHIBIT "A" TO RESOLUTION 2013-3082 (Exhibit C-

D. Shut-offs (see Exhibits D)

1. Shut-offs are done once a month. Shut-off days are figured around holidays, payment due dates, etc. They are usually on Wednesdays, with delinquent letters sent out 10 days before Shut Off date.

2. When customers are put on the Shut Off list, this means that they have not paid their bill by the due date on the Delinquent Letter. When this happens, they must pay the amount past due, plus the Delinquent Letter fee and the Shut Off fee, before their water can be turned back on.

3. Hours of operation on Shut-off days will be 8:30 am to 5 pm. Deadline to get water turned back on after payment is 5:00 pm. This allows the PW Maintenance person to get back to the Maintenance Shop by 6 pm to clock out. Statistics have shown that over the past year, there are on average only 3 customers that still have not paid their past due amount by 4:30pm on Shut Off day.

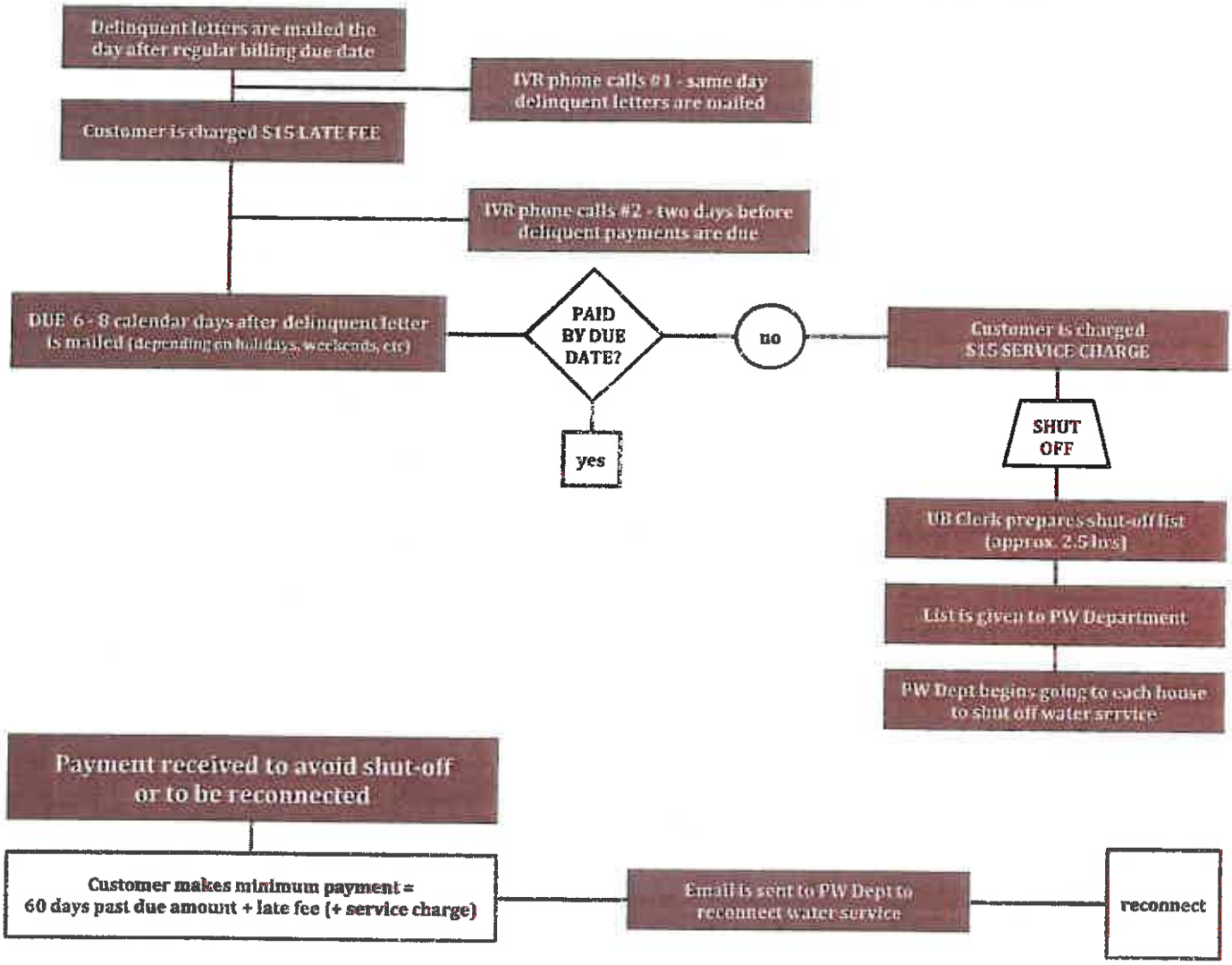
4. The PW Maintenance workers must still turn the customer's water off, even if the customer says I will call the UB Department right now, just wait a minute.

5. With the implementation of automatic calling of delinquent customers twice before Shut Off day, the number of customers that are still delinquent on Shut Off day has diminished significantly. Exhibit D-2 provides statistics of walk-in customers versus call-in customers and the number of people paying their bill to get turned on versus other types of utility billing services performed.

City of Newberg

UTILITY BILLING PROCESS FLOWCHART

DELINQUENT BILLING



STATS FOR SHUT OFF DAYS

Utility Billing

Date	Walk-Ins	Time	Comment	Phone Calls	Time		Total Customers
5/15/2012 UB Shut off Day				1	5:10	Shut off	1
				1	5:50	Shut off, too late to turn on	1
6/13/2012 UB Shut off Day			Didn't keep stats.			No data	0
7/18/2012 UB Shut off Day	1	5:10	Shut off, pd bill	1	5:38	Shut off, too late to turn on	2
8/15/2012 UB Shut off Day	1	4:50	Shut off	1	4:50	Shut off	2
	1	4:55	Shut off	1	5:05	Not Shut off	2
	1	4:56	Shut off	1	5:45	Shut off	2
				1	5:50	Shut off	1
9/18/2012 UB Shut off Day	1	4:48	Bill not past due, pd cash	1	4:55	Pay bill, not delinquent	2
				1	4:58	Verified acct info	1
				1	5:21	Shut off, pd bill	1
				1	5:36	Shut off, pd bill	1
				1	5:40	Water not turned on, Geo confirmed	1
10/17/2012 UB Shut off Day	1	4:50	Did not have info	1	4:50	Shut off, pd bill	2
	1	4:55	Shut off, pd bill	1	5:15	Shut off, pd bill	2
	1	4:58	Shut off, pd bill	1	5:40	Shut off, pd bill	2
	1	5:30	Shut off, pd bill & chngd acct info				1
11/15/2012 UB Shut off Day	1	4:54	Shut off, pd bill	1	5:00	Requested acct info	2
				1	5:35	Shut off, pd bill	1
12/18/2012 UB Shut off Day	1	5:32	Shut off, pd bill	1	4:50	Shut off, pd bill	2
				1	5:15	Shut off	1
				1	5:30	Shut off, pd bill	1
				1	5:40	Shut off, pd bill	1
1/16/2013 UB Shut off Day	1	5:32	Shut off, pd bill	1	4:50	Shut off, pd bill	2
				1	5:15	Shut off	1
				1	5:30	Shut off, pd bill	1
2/13/2013 UB Shut off Day	1	5:20	Shut off, pd bill	1	5:06	Shut off inquiry	2
				1	5:26	Shut off, pd bill	1
				1	5:35	Shut off, pd bill	1
				1	5:37	Inquiry about bill	1
				1	5:47	Inquiry about service	1
				1	5:55	Shut off, pd bill	1
3/13/2013 UB Shut off Day				0			0
				0			0
4/17/2013 UB Shut off Day				1	4:50	Shut off, pd bill	1
				1	5:15	Called to see why water hadn't been turned back on, since pd 2.5 hr ago. Geo said water had been turned on 2 hr ago, didn't know why they called.	1
				1	5:25	Shut off, pd bill	1
				1	5:57	Shut off, pd bill	1
5/15/2013 UB Shut off Day				1	4:40	Shut off, pd bill	1
				1	5:05	Shut off, pd bill	1
				1	5:13	Question about new acct	1
				1	5:25	Current, pd bill	1
				1	5:33	Inquiring about when srvc to be restored	1
6/18/2013 UB Shut off Day				1	5:20	Connect	1
				1		Shut off, pd bill	1
				1		Shut off, pd bill	1
7/17/2013 UB Shut off Day	1	4:44	Correct, pd bill	1	4:40	Shut off, pd bill	2
				1	4:47	Question about closing acct	1
				1	5:12	Shut off, pd bill	1
				1	5:44	Shut off, pd bill	1

15 days

	14	46	60
Avg for Shut off day:	0.9	3.1	4.0
Shut Off Customers:	10	32	42

POLICIES FOR UTILITY BILLING

E. Extensions

1. Extensions are given to customers who are eligible.

2. Customers who are not eligible are those who:
   * Failed to keep a previous extension within the last 12 months, and
   * Their account looks questionable by having lots of delinquent letters sent and/or shut offs.

3. Extension date is the day before the bills are figured.

4. If customers keep their extension, they are eligible to receive extensions every month. This allows them to work with when they get paid.

5. If customers do not keep their extension, customers are given notice that their water will be turned off the next day.

F. NSF Checks

1. Customers are given a yellow door hanger with the dollar amount of the Non-sufficient funds (NSF) check written on the door hanger, in addition to the NSF fee charge. The customer is given two days to cover the NSF check and fee, otherwise their water will be shut off.

G. Closing Accounts (see Exhibit E)

1. Customer says they are leaving the house and provide a forwarding address. A service request is generated and e-mailed to the meter reader like the connection as in Exhibit A-3.

2. The meter reader does a final meter read, gives the reading to the UB clerk who then bills the customer for the amount of the final bill, plus any outstanding bills.

City of Newberg

Utility Billing
Service Request Form

EXHIBIT "A" TO RESOLUTION 2013-3082

8/7/2013 - 1:51 PM
(Exhibit E)

Request Number: 000016-08-2013
Account Number: -000

Last Updated By:
On: 8/7/2013

Account Status: Active

Name:
Billing Address: 3605 OAK HOLLOW DR
NEWBERG, OR 97132

Home Phone: 5038407339
Business Phone:
Service Address: 3605 OAK HOLLOW DR

Request Date: 8/7/2013
Request Description: DISCONNECT SERVICE

Service Date: 8/7/2013

Water/Gas Meters	Route-Seq Read Dt	Serial No Cons	Register ID No Of Digits	MXU ID	Manufacturer	Model No	Reading
Existing Water Meter	17-000031 8/2/2013	57975572 500	57975572 6	13132771	X	F-3/.4-6-100	36500

Location:

Comments:

Follow up needed? yes no Serviced By:_____ Date: _____ Time: _____

H. Leak Adjustments (see Exhibits F)

1. An application for a leak adjustment is completed by the customer. Receipts of repairs must accompany the application. If not, the application is returned to the customer with the paragraph about providing receipts highlighted. If the repair has not been done, the credit is not given. Credit is given for a maximum of 2 months of the leak, depending on when the leak occured.

2. The meter reader reads the meter 3 different times to make sure there is not a leak. This is called "no spin".

3. If the leak has been repaired and there is "no spin", a Leak Adjustment Worksheet (see Exhibit F-2) is processed and the customer is given the credit accordingly.

4. Customers can only qualify for a Leak Adjustment once a year.

I. Hours of business (including phone calls)

1. Counter hours are Monday through Friday, 8:30am to 4:30pm with the phone being answered from 8:00am until 5:00pm.

J. Winter Averages

1. Winter Averaging is figured on the lowest consumption months of the year, which is during the winter.

2. Actual readings for the months of December, January, February, and March divided by 4, is used for the rest of the year, with a minimum of 200 cf charge, until the following December, when the Winter Averaging process starts again.

3. If water consumption for the month is less than the calculated Winter Average for March through October, the actual water consumption is used for that month.

K. Payment methods

1. By check, cash, credit/debit at the counter; credit/debit payments through the City's website, online banking through the customer's bank; and automatic deduction from the customer's checking/savings account.

City of Newberg

Utility Department
414 E First St
Newberg, OR 97132
(503) 537-1205

EXHIBIT "A" TO RESOLUTION
(Exhibit F-1)

Leak Adjustment Request Form

Account #: _____ Service Address: _____

Customer Name: _____ Daytime Phone No: _____

The City of Newberg's Utility Department allows for a Leak Adjustment credit because of loss of water through a leak in the customer's water line or fixtures. Credits are based upon your average usage for the same period in previous years. This average is deducted from the total consumption used during the time of the leak.

I, _____, am the Responsible Party for the account at the above service address.
(Name as shown on the account)

I am asking the City of Newberg's Utility Department to reduce the water/sewer bill for this account because of a leak beginning on (date) _____ and repaired on (date) _____. During this period the water lost from this leak was not used by anyone.

IN ORDER TO PROCESS YOUR APPLICATION QUICKLY & EFFICIENTLY, PLEASE READ THE FOLLOWING CAREFULLY AND GIVE A COMPLETE AND CLEAR DESCRIPTION OF THE REPAIRS.

Location of leak: _____

Description of repair: _____

_____

_____

ATTACH DOCUMENTATION OF THE REPAIR: date, address, type of repair, and cost. Acceptable documents include plumber's statement/bill or a receipt for parts. Businesses with in-house maintenance may submit a statement signed by two (2) employees who witnessed the repair.

In all cases, the Utility Department retains the right to make field verifications before approving leak adjustments. You will be notified when your request is approved or denied.

Signature of person requesting leak adjustment: _____ Date: _____

Signature of person who made repair: _____ Date: _____

PLEASE ALLOW 6 WEEKS FOR ADJUSTMENT TO BE PROCESSED

City of Newberg

Utility Department
414 E FIRST ST
Newberg, OR 97132
(503) 537-1205

Leak Adjustment Worksheet

Customer: _____
Address: _____
Account #: _____
Date Requested: _____

	Consumption	Water	Sewer	Storm	Fire	PSF	Total Bill
Billed	2,100	$ 84.82	$ 53.44	$ 6.22	$ 1.50	$ 3.00	$ 148.98
Adjusted Bill	900	$ 40.18	$ 53.44	$ 6.22	$ 1.50	$ 3.00	$ 104.34
Credit	1,200	$ 44.64	$ -	$ -	$ -	$ -	**$ 44.64**

Historical Usage

Month One	Year	Consumption
June	2012	500
June	2011	400
June	2010	1,800

Average Usage **900**

Prepared: _____ Date: _____

Approved: _____ Date: _____

POLICIES FOR UTILITY BILLING

L. Due Dates

1. UB coordinates with the City's holiday calendar, the Post Office closed calendar, PW Maintenance calendar and weekends to coordinate Due Dates and Shut Off Dates. See "Section B" for timeline.

M. Connects for Cleaning only

1. Connects for cleaning is $20.00 for a week, which includes 100 cf of water usage.

2. If the owner uses more than 100 cf in that week, they are sent a regular bill, which includes all minimum meter charges and are billed for actual consumption.

N. Connects for real estate agents selling homes

1. Connects for viewing is $20.00 for a week, which includes 100 cf of water usage.

2. If the real estate agent uses more than 100 cf in that week, they are sent a regular bill, which includes all minimum meter charges and are billed for actual consumption.

O. Disputes of Bill

1. Customer begins with the UB clerks. If they don't feel their issue has been resolved, they ask to speak to a supervisor (Finance Director or Assistant Finance Director).

2. If they don't get their answer resolved to their satisfaction, they can go before the City Council, through "due process" option.

P. Utility Assistance Voucher

1. Customer goes through YCAP or other local non-profit agencies to get approval for assistance. This is subject to a set dollar amount granted for each agency per year, through the budget process.

POLICIES FOR UTILITY BILLING

Q. Payment Plans – 3 months

1. Customers frequently ask to be allowed to make payments on their utility bills. Most customers do want to pay their bills.

2. Payment plans will only be given once in a 12-month period.

3. Customers will still need to pay their current bill in addition to the payment plan agreement.

4. If customer does not follow the payment plan, their water is turned off the next day with balance paid in full prior to reconnection.

5. Customers who are not eligible for a payment plan are those who:
   * Failed to keep a previous payment arrangement,
   * Their account looks questionable by having lots of delinquent letters sent and/or shut offs,
   * Accounts that have been open less than 12 months.

EXHIBIT "B" TO RESOLUTION 2013-3082

Per NMC 13.15.090 **Exhibit "B"**

Utility Billing Fee Schedule

DATES:	11/27/2013		12/16/2013
FEE:	Current	Increase	Adopted
NSF Fee	15.00	-	15.00
Late Fee	15.00	5.00	20.00
Service Charge	15.00	35.00	50.00

City of Yachats

PUBLIC WORKS & STREETS COMMISSION

September 9, 2019

Draft Minutes

I. Call to Order

Chair Bob Bennett called the September 9, 2019 regular meeting of the Public Works and Streets Commission to order at 3:00 pm in Room 1 of the Yachats Commons. Members present: Bob Bennett, Tom Bedell, Ann Stott, Ron Urban, Don Groth, and Tom Fisher. Absent: none. Staff present: Wastewater Plant Lead Dave Buckwald and Water Treatment Plant Lead Rick McClung. Council Present: Leslie Vaaler. Audience: 2.

II. Minutes of August 13, 2019

Commissioner Bedell moved to approve the August 13, 2019 meeting minutes as presented: Aye – 6; No – 0.

III. Reports

A. Public Works Department

Buckwald highlighted:

1. Completed extensive maintenance
2. Cleaning of Reedy Creek headworks
3. Repaired three water line breaks
4. Fire hydrants refurbished
5. Replaced variable frequency drive
6. Installed new pump at Pontiac station and doing 10-year maintenance
7. Removed fence at ballfield
8. Installed air valve actuator on SBR #1 (sequencing batch reactor)

Bennett stated the replacement pump was purchased three years ago and the crew refurbishes them regularly.

Bennett clarified the water main break on W 1st Street was caused by the construction workers and the contractor has not been contacted for reimbursement.

McClung reported Reedy Creek and Salmon Creek have not increased in flow much since recent rainfall.

B. Emergency Preparedness Committee

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McClung reported the Committee was looking for a new member. He stated he went to the Finance Committee meeting to ask that the budget include an operational and CIP fund for Emergency Management and indicated he would go to the Finance meeting on September 11, 2019 to make the same request. He also reported there would be a tabletop exercise on Monday, September 16, 2019 in Room 8 from 9:00 am to noon.

Bennett suggested the Commission could formally promote the creation of operational and CIP budgetary line items, noting the needs of maintaining certifications and doing exercises. Bennett clarified the request was for $10,000 for operations and $15,000 for CIP. McClung noted that he was now chair of the Emergency Preparedness and needed to charge his hours accordingly.

Commissioner Stott asked for clarification on where McClung has been allocating his hours. McClung indicated his time now was billed to water. McClung asserted that it was beneficial to more accurately account for how the time of the Public Works department was used. Bedell suggested this accounting would help in future planning for services needed. Stott noted they were not asking for new money and were only shifting funds between accounts. Bennett added that having an operations budget would help establish a more formal training system.

Commissioner Groth noted there was a line item in the General Fund for approximately $5,000 that could be used for container supplies.

Bedell moved to recommend to the City Manager and City Council to establish a cost center for Emergency Preparedness for $10,000 in operations and $15,000 in CIP: Aye – 6; No – 0.

Bedell asked how Public Works would get a new position established. McClung noted that sewer and water were supposed to cover their costs through the water billing system.

C. Solid Waste District Advisory Council

Bennett stated the Commission did not want to lose a seat on the Solid Waste Advisory Council, which met in Newport once each month. Bennett explained the intent was to mostly observe, take notes, and report to the Commission. Stott clarified that Buckwald was not receiving regular information from this group.

Commissioner Fisher volunteered to attend the Advisory Council meetings.

D. Financial Report

Groth explained staff was still working on the transition to the new system and getting the budget uploaded.

IV. Current Business

A. Utility Billing System Update

Bennett reported a group was meeting with the people who would be doing the water rate study. Fisher clarified that study would come back with recommendations but not necessarily stipulate dollar amounts. McClung asserted that they were asking the study group to identify what rates were required to make contributions to reserves and would break down impacts by user types. Bennett stressed the importance of having clear instructions on how the system would be

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implemented. McClung indicated the City was working with Oregon Water Utility Association to do the study.

B. Update on Paving Projects

McClung reported that Ocean View Drive was now paved and the county would be rocking the shoulders, adding fog lines from Marine to W 7th Street, and adding fog lines and center lines from W 7th Street to the river. McClung added that the county has received approval to hire an archeologist to do the study and was in the process of finding someone.

McClung reported W 1st Street was complete except for paving. He noted there was one change order for the E 2nd Street work where the original contract was to have 2100 square feet of paving remain as is. He indicated the contractor noted the paving project would work better if that area was replaced. He added that they discovered hidden utilities in this area.

V. New Business

A. Review Commission Members Seat Renewal Dates

Bennett reported that Commissioners need to indicate if they wish to renew their seats. Bennett added that he would get documentation from Larry Nixon about his resignation. The Commission discussed ways to honor Nixon.

B. Action on Emergency Preparedness Budget Request

Handled earlier in meeting.

C. Possible Role for PWS Commission in Transportation System Study

Bennett reported the City has decided to proceed with applying for a Transportation System Management grant. Stott asked if the study would address redoing the intersections. Councilor Vaaler stated the Council voted 4-1 to conduct the study for the following reasons:

1. Traffic flow direction recommendations
2. Assessment of new curbs and intersections to allow for better accessibility
3. Getting a crosswalk at Diversity Drive for the new Fisterra townhomes
4. The ODOT street grants now ask for information from a transportation study.

Bennett did not know at this time whether there would be car counts. Bedell clarified that the study was done by an independent contractor. Councilor Vaaler reported that the study could cost in the range of $150,000. She noted if the City gets an ODOT grant, the City would be responsible for 12% of the cost.

Bennett asked Commissioners to think about what the Commission could contribute to the process.

Fisher got clarification that Yachats Ocean Road was actually part of the State Park.

D. Selection of Vice-Chairperson

Bennett reported he was having a medical procedure and would miss the next meeting.

Bennett nominated Don Groth to serve as vice-chair of the Public Works and Streets Commission. Vote to have Commissioner Groth server as Vice-Chair: Aye – 6; No – 0.

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VI. Other Business

A. From the Commission - none

B. From the Floor – none

With no further business before the commission, Bennett adjourned meeting at 4:05 pm.

_____ _____

Bob Bennett, Chair Date

Minutes prepared by H.H. Anderson on September 15, 2019.

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