

WATER BOARD OF TRUSTEES
Regular Meeting
May 23, 2016
3:00 PM
Location: 1208 South St.

Agenda

1. Approve agenda.
2. Approve minutes of the April 18, 2016 regular meeting and April 25, 2016 special meeting.
3. Approve invoices and financial statements.
4. Customer forum.
5. Discussion of wastewater operations.
 - A. Update on 28E agreement.
6. Consideration and discussion of billing for Red Carpet Inn.
7. Update OMWD Rules and Regulations, Billing and Collections Section 2.400 through 2.410.
8. General Manager's Update.
9. Miscellaneous.
10. Adjourn.

INFORMATION CONCERNING AGENDA ITEMS:

Agenda Item #4

Chair – Please read this statement to the audience.

“This is the item reserved to receive comments from the community, our customers, for concerns whether or not they are included in the current agenda. The community is encouraged to come and speak before the Water Board of Trustees and asked to keep statements brief. Any questions are to be asked of the Water Department staff and Board of Trustee members prior to speaking to the full Board of Trustees so concerns may be properly researched and answered away from the meeting. Comments are to be directed to the Board of Trustees only.”

Agenda Item #5

- Seasonal position has been hired for wastewater.
- Weed assessment mowing has started for the season.
- When looking at upcoming sewer work there is the possibility to replace a few blocks of water main at the same time. What does the Board want to see happen from a planning perspective?

28E Update; the subcommittee that was formed to discuss the 28E updates has met twice with additional meetings scheduled. The City Manager sent out some spreadsheets that have been discussed as a tool for measuring progress on the 28E. Kevin Tacke and Chad Coon will meet again to correlate the two spreadsheets into one. The original worksheets are attached to this agenda packet.

Agenda Item #6

The manager for Red Carpet Inn has called in during this last month asking to be placed on the agenda again for discussion. Billing information will be available at the meeting.

Agenda Item #7

Section 2.400 through 2.435 have been updated and replaced with new sections 2.400 through 2.410 for the Rules and Regulations that deal with Billing and Collections. This work was done through the Dickinson Law Firm to ensure compliance was maintained. The old and new sections will be attached to the agenda packets for your review prior to the meeting.

Agenda Item #8

A public information meeting has been held for the residents along Carbonado Road to discuss the project and answer questions. There were a little over 20 residents in attendance. The contracts have been signed and work has started.

Staff have been working to complete the remaining section of new 12” water main along Highway 23.

The emergency response plan has been sent out to Board members. I will have a brief run-thru of it at the meeting and you can provide any necessary input.

Hydrant flushing is complete for the spring.

Agenda Item # 9

There have been 4 leaks this last month;

South street, hole in 8" main

J Avenue East and North , crack on 6" main

South F/Lincoln Avenue, crack on 6" main

Maywood Drive, crack on 6" main

Most of these leaks were small seeping leaks that were a little harder to find than normal.

Division of Responsibilities: 28E Agreement

Task or Project Description with Reference	Reference	Task or Project Completed				Notes or Measurements
		Q1	Q2	Q3	Q4	
Standard Operating Procedures documented	Section 1.2					Initiate October 1, 2015
Preventative maintenance process control programs initiated	Section 1.2					Due April 01, 2016
Analysis of condition for all equipment completed	Section 1.2					Due April 01, 2016
Operations maintained within established budget parameters	Section 1.3					Note deviations or exceptions
Staffing adequate to meet 24/7 operations in place	Section 1.3					Note deviations or exceptions
Procurement policy is followed	Section 1.4					Note deviations or exceptions
Best practices perf. measures, resource sharing developed	Section 1.5					
NPDES permit maintained and required reports completed	Section 2.1(c)					
Monthly compensation for services reviewed	Section 4.2					Due quarterly
Personnel necessary to operate/maintain systems provided	Exhibit B-1					
Personnel necessary to operate/maintain SBR provided	Exhibit B-2					If needed
Sampling and testing pursuant to NPDES permits completed	Exhibit B-4					
Serve as liaison between city, DNR and EPA	Exhibit B-5					
Sludge transfer and disposal completed	Exhibit B-6					
Preventative maintenance program implemented	Exhibit B-7					
Repairs to the collection system are coordinated	Exhibit B-8					
Utility locates completed for sewer and stormwater	Exhibit B-9					
Sewer taps inspected for interceptor line	Exhibit B-9					
Stormwater inspection and cleaning program developed	Exhibit B-11					Due October 01, 2020
Respond to customer calls for blocked stormwater lines	Exhibit B-11					
Implement manhole inspection and mapping program	Exhibit B-12					Due October 01, 2017
Maintain cleanliness of facilities and equipment	Exhibit B-13					
Mow grass and remove snow from all wastewater facilities	Exhibit B-13					
Fat Oils and Grease (FOG) inspection program	Exhibit B-14					
Land application of sludge and reporting	Exhibit B-15					Annual task
Report septage discharge report	Exhibit B-16					
Present septage discharge requests to city for approval	Exhibit B-16					
Secure and properly protect wastewater facilities	Exhibit B-17					
Provide monthly and annual performance reports to city	Exhibit B-18					
Comply with all city, state and federal rules and regs.	Exhibit B-19					
Maintain professionalism with community groups	Exhibit B-20					
Coordinate with the city engineer and contractors on projects	Exhibit B-21					
Serve as liaison with industries, new or existing	Exhibit B-22					
Provide assistance with 5-year CIP and O&M budgeting	Exhibit B-23					
Provide assistance with inflow and infiltration analysis and reduction	Exhibit B-23					
Provide assistance with Industrial Pre-treatment investigation	Exhibit B-23					

BILLING and COLLECTIONS

2.400

~~All Payment for commercial and residential utility accounts is due and payable bills for utilities furnished to consumers are due~~ by 5:00 p.m. on the ~~twenty-fifth~~^{fifteenth} day of ~~the each~~ month following the quarter being billed. ~~Commercial consumer bills are due by 5:00 pm on the twenty fifth day of each month.~~ If the ~~twenty-fifth~~^{fifteenth} day of the month falls on a weekend or holiday, payments may be made by 5:00 p.m. the next business day without penalties ~~being~~ assessed.

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Payment may be made by mail or at the O.M.W.D office located at 1208 S. 7th Street, Oskaloosa, Iowa 52577. Payment may also be made by automatic debit to a checking account or online through the City of Oskaloosa website by means of credit card or check card.

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Utility accounts with an unpaid ~~past due~~ balances after the due date will be assessed a penalty of 5%. An a ~~Accounts with a balance that is more than forty dollars (\$40) and that is~~ not paid within ten days ~~thereafter of the due date~~, ~~and if the original billing amount was over \$40.00,~~ will be subject to discontinuance.

~~Non-utility~~ Non-utility charges ~~are due within 30 days of the billing date~~ are due and payable on or before the due date. ~~I,~~ if not paid ten days ~~thereafter of the due date~~, consumers will be subject to discontinuance of their utility service.

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2.401

All accounts, with an unpaid balance of thirty dollars (\$30.00) or more ~~that~~ dollars, that have not been paid before 5:00 p.m. the day before the scheduled disconnect date will be assessed a fee of forty dollars ~~(\$40.00).~~

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2.404

The O.M.W.D. may cause a lien to be placed against property under Section 384.84 of the Code of Iowa as amended unless such property has been exempted from lien under Section 384.84 of the Code of Iowa. Any lien filing shall be in accordance with applicable provisions, including notice provisions of Section 384.84 of the Code of Iowa.

Iowa code 384.84

~~2. e. A city utility or enterprise service to a property or premises shall not be discontinued unless prior written notice is sent to the account holder by ordinary mail, informing the account holder of the nature of the delinquency and affording the account holder the opportunity for a hearing prior to discontinuance of service. If the account holder is a tenant, and if the owner or landlord of the property has made a written request for notice, the notice shall also be given to the owner or landlord.~~

~~d. If a delinquent amount is owed by an account holder for a utility service associated with a prior property or premises, a city utility, city enterprise, or combined city enterprise may withhold service from the same account holder at any new property or premises until such time as the account holder pays the delinquent amount owing on the account associated with the prior property or premises.~~

~~3. a. Except as provided in paragraph "d", all rates or charges for the water and sewer services, if not paid as provided by ordinance of the council or resolution of the trustees, are~~

~~a lien upon the property or premises served by any of these services upon certification to the county treasurer that the rates or charges are due.~~

~~b. This lien may be imposed upon a property or premises even if a city utility or enterprise service to the property or premises has been or may be discontinued as provided in this section.~~

~~e. A lien for a city utility or enterprise service shall not be certified to the county treasurer for collection unless prior written notice of intent to certify a lien is given to the account holder of the delinquent account at least thirty days prior to certification. If the account holder is a tenant, and if the owner or landlord of the property has made a written request for notice, the notice shall also be given to the owner or landlord. The notice~~

~~shall be sent to the appropriate persons by ordinary mail not less than thirty days prior to certification of the lien to the county treasurer.~~

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~~d. Residential rental property where a charge for water service is separately metered and paid directly to the city utility by the tenant is exempt from a lien for delinquent rates or charges associated with such water service if the landlord gives written notice to the Oskaloosa Water Dept. that the property is residential rental property and that the tenant is liable for the rates or charges. A written notice shall contain the name of the tenant responsible for charges, address of the residential rental property that the tenant is to occupy, and the date that the occupancy begins. A change in tenant shall require a new written notice to be given to the Oskaloosa Water Dept. within ten business days of the change in tenant. The lien exemption for rental property does not apply to charges for repairs to a water service if the repair charges become delinquent. (adopted 7-16-01)~~

2.405

Requests for a hearing pertaining to the date in which water service is discontinued discontinuance of water service must be made two business days prior to the discontinuance date. Hearings will be held between the hours of 8 a.m. and 5 p.m. The hearing officer shall be the General Manager of the Oskaloosa Water Department O.M.W.D. or his/her designee. The hearing shall be held within two business days of the request. The decision of the hearing officer is final.

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2.406

In the case of a customer who has been disconnected, has a delinquent bill, or for whom credit action is pending, service will not be reinstated at that location or any other location in the name of another occupant, if the customer or any other person liable for payment of the delinquent bill(s) continues to occupy or receive benefit of water service, unless arrangements are made to pay for the unpaid bill.

2.410

All consumers are bound by the O.M.W.D. rules and regulations. All account holders are required to complete an application for water service. ~~When possible, prior to receiving water service, the account holder shall complete and sign an application for water service. All account holders are required to complete an application for water service.~~

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2.415

Recognizing that there are organizations that exist to provide assistance to residents that qualify for financial need, the O.M.W.D. will permit certain social services the following agencies to guarantee payment of accounts. These agencies include but are not limited to: Mahaska County Relief, Commission of Veteran Affairs, and the Iowa Department of Human Services. ~~to guarantee payment of accounts.~~

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~~Mahaska County Relief~~

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~~Commission of Veteran Affairs~~

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~~Depart of Human Services~~

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~~The~~**Social Services** agencies may guarantee payment of an overdue account and prevent the discontinuance of water service to that account by providing ~~that a~~ guarantee in writing to the O.M.W.D. Office Manager.

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2.420

When water service has been discontinued due to non-payment of bills, the service will not be continued until all arrears are paid, together with any additional service charges or fees which have been assessed. Any account holder with discontinued service due to non-payment who does not have a deposit, will be required to pay all arrears, the service charge, and a deposit ~~equal to no more than one and one halftimes the amount of the bill, but not less than \$100.00~~not exceeding the usual cost of ninety days of water service in accordance with Section 384.84 of the Code of Iowa. 03/01/09

2.425

No consumer whose water service has been discontinued shall be allowed to turn on the water, or permit the same to be done, without the approval of the O.M.W.D.

2.430

~~In circumstances where a discrepancy is created due to a difference between the reading on a meter and the outside reader, the customer will be charged for that discrepancy as follows:~~

~~The customer will be responsible for the first 10 units. If the discrepancy exceeds 10 units the following shall apply:~~

~~The customers annual average usage, based on the previous three years usage will be established. The customer will be required to pay 100% of the discrepancy not to exceed the amount of their average annual usage as established. The O.M.W.D. may waive any late fees or penalties associated with said utility bill and, establish a payment plan not to exceed one year in length, to assist the customer in payment of said utility bill.~~In the event of errors in the amount billed for water service the amounts due to or from customers shall be subject to retroactive adjustment for a period not more than five (5) years prior to the date of discovery of the error.

2.435

The O.M.W.D. General Manager has the authority, and may, waive or extend the time restrictions and fees in connection with the repair or replacement of leaking service lines and repair or replacement of curb stops.

BILLING and COLLECTIONS

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Payment for commercial and residential utility accounts is due and payable by 5:00 p.m. on the fifteenth day of each month. If the fifteenth day of the month falls on a weekend or holiday, payments may be made by 5:00 p.m. the next business day without penalties assessed.

Payment may be made by mail or at the O.M.W.D office located at 1208 S. 7th Street, Oskaloosa, Iowa 52577. Payment may also be made by automatic debit to a checking account or online through the City of Oskaloosa website by means of credit card or check card.

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2.402

The O.M.W.D. may cause a lien to be placed against property under Section 384.84 of the Code of Iowa as amended unless such property has been exempted from lien under Section 384.84 of the Code of Iowa. Any lien filing shall be in accordance with applicable provisions, including notice provisions of Section 384.84 of the Code of Iowa.

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Requests for a hearing pertaining to the date in which water service is discontinued must be made two business days prior to the discontinuance date. Hearings will be held between the hours of 8 a.m. and 5 p.m. The hearing officer shall be the General Manager of the O.M.W.D. or his/her designee. The hearing shall be held within two business days of the request. The decision of the hearing officer is final.

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Social Service agencies may guarantee payment of an overdue account and prevent the discontinuance of water service to that account by providing a guarantee in writing to the O.M.W.D. Office Manager.

2.407

When water service has been discontinued due to non-payment of bills, the service will not be continued until all arrears are paid, together with any additional service charges or fees which have been assessed. Any account holder with discontinued service due to non-payment who does not have a deposit, will be required to pay all arrears, the service charge, and a deposit not exceeding the usual cost of ninety days of water service in accordance with Section 384.84 of the Code of Iowa..

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