

MINUTES OF THE SPECIAL UTILITY COMMISSION MEETING –JUNE 2, 2015

Call to Order

The Water Commission meeting was called to order at 6:00 P.M. by Kevin Coffey, Chair

Roll Call

PRESENT: Kevin Coffey, Chair

Mark Gloudemans

Tim Wegand

Tim Bevers

EXCUSED: Jessica Schultz

ALSO PRESENT: MCO Rep. Jerry Verstegen, Village Administrator James Fenlon, Director of Public Works Roy Van Gheem, Finance Director Teri Matheny

Public Appearance for Items Not on the Agenda

None

Discussion—Kaukauna Utilities

Director Matheny stated that last month she had a meeting with Kaukauna Utilities that the Village has been using for billing for the last 20 years. The original agreement was signed in 1995 and there haven't been any changes to the contract in 20 years other than time tables. Kaukauna Utilities is proposing an increase for January 1, 2016 or we can opt of out the contract. Our current billing agreement for 2015 is approximately \$67,732 annually. Kaukauna Utilities is proposing raising the amount to \$171,511.59 for 2016 which is an increase of 153%. The Village has started looking into different options because of the increase. The contract with MCO will not change as they already do system maintenance and operation, meter testing and installation of new meters. The Village is already in the utility business but not in the area of billing and cash receipting. Currently, the Finance Department uses software call "Clarity." They offer a utility billing module. They have a proposal for everything they offer on the utility side and includes 5 licenses. After the first year the Village pays \$4900 annually for unlimited support which includes custom reporting and the tax process. Kaukauna Utilities has told the Village that we have 1600 cycle 3 customers and 2400 cycle 4 customers which means the billing is done in two days. This system would allow us to bill both at the same time. It will take 2 days to read the meters in Little Chute.

Director Matheny also discussed final reads which are the move in's and out's that happen on a monthly basis to either set up or terminate service. Jerry Verstegen with MCO stated that they use the FC300 handheld for installations and it is capable of doing all the readings. Director Matheny stated that the focus is to concentrate on creating the bill and customer service and they are looking at a service to bring this in house. Payment Service Network (PSN) is a method that can decrease the amount of people coming to the counter to pay bills. This service offers electronic billing and has a lot of options for electronic payments. Every customer that signs up for e-billing decreases the paper copies mailed out and which will lead to substantial savings. PSN is also able to automatically upload to the Village with all the accounts they've receipted and automatically reply those payments. If we move to this there will be a huge marketing effort to make residents aware of the change. She will have more information on PSN to present at the next Utility Commission meeting on June 16, 2015. Director Matheny stated she is trying to avoid her staff from becoming heavy clerical based. An option is to outsource the bill generation to postcard billing. Postcards are 12 cents a bill cheaper than mailing out a regular bill. The price is \$19,000 a year and that price will go down as people sign up for e-bill. They would ship to them and store all stock for free and also notify us when we are getting low. The bills will be ready within 24 hours of getting the file and mailed out. New information from the Public Service Commission shows we do qualify for a simplified rate increase but cannot put it into place until September 1, 2015. The Public Service Commission also offers customer service training and makes sure that staff is fully

Public Service Commission also offers customer service training and makes sure that staff is fully trained. In conclusion, Director Matheny will have more information for the Utility Commission on their June 16, 2015 meeting and then will present this information to the Village Board at the June 17, 2015 meeting.

Adjournment

Moved by K. Coffey, seconded by T. Wegand to adjourn the meeting at 7:20 p.m.

All Ayes – Motion Carried

VILLAGE OF LITTLE CHUTE

Laurie Decker

Attest: Laurie Decker, Village Clerk

By: Kevin Coffey, Chair

Kevin Coffey