



CITY OF REDLANDS
MUNICIPAL UTILITIES/PUBLIC WORKS COMMISSION

APPROVED
@ MUPWC'S
regular meeting on
February 3, 2020

SPECIAL MEETING MINUTES

Monday, January 23, 2020, at 4:00 pm
Civic Center, 35 Cajon Street, Suite 15A
Municipal Utilities & Engineering Department Conference Room

A. Call to Order and Roll Call

The special meeting of the Municipal Utilities/Public Works Commission (Commission) was called to order by Commissioner Landis at 4:02 pm with all commissioners present. Below is the list of Commissioners and staff present at the meeting and any public who signed in.

Commissioners Tim Landis, Adekunle Ojo, Brad Thoms, Norm Miner, Richard Hernandez, Steve Stockton, and Chandrasekar 'CV' Venkatraman; City staff Director of Management Services Danielle Garcia, Water and Wastewater Utilities Operations Manager Kevin Watson, Engineering Manager Goutam Dobey, Senior Project Manager Ross Wittman, Water Resources Specialist Cecilia Griego, Construction Manager Kyle Wagner, and Senior Administrative Assistant Jane Weathers; and guests John James, Dennis Bell, Andy Hoder, and John Egan.

B. Public Comment

There was no public comment at this time.

C. Old Business

a. Update on the Wastewater Treatment Plant

Senior Project Manager Ross Wittman explained to the commission that Interim Municipal Utilities and Engineering Department Director Chris Boatman was unable to attend the meeting. In lieu of Director Boatman's presentation, the presentation (~15-20 minutes, link to the video noted below) he made to the City Council at their January 21, 2020 meeting was shown to the group. Following the presentation, a discussion ensued regarding operations and maintenance costs, phased approach to upgrading the plant, initial draft assessment from Parsons, timeframe, demand for recycled water, fine screens prior to installation of membrane bioreactors (MBRs), planned work while awaiting MBRs, warranty, liquidated damages, and life of plant following MBRs installation. Staff will continue to apprise the Commission on the status of the plant and on the pending rate study as it related to the review of wastewater rates alongside water and non-potable water rates.

<http://redlandsca.swagit.com/play/01212020-2298/#0>

D. Communications

a. Update on City's policy and municipal code changes to address Senate Bill 998 requirements

Director of Management Services Danielle Garcia introduced herself to the group and provided a brief overview on how the City has responded to State requirements under Senate Bill 998 (SB 998), which was previously noted in a communication item at the Commission's February 4, 2019 meeting. Director Garcia stated the City Council took action on December 17, 2019, adopting an amendment to the Redlands Municipal Code. The changes, effective February 1, 2020, impact billing due dates and automatic payment plans in lieu of late fees, add a provision for alternative payment plans, and amend provisions for prepayment by establishing a procedure to waive prepayment requirements. Director Garcia offered background, explaining how staff is implementing the changes. State law requirements are intended to minimize the number of residential customers that lose access to water service due to non-payment. SB 998 has additional restrictions against water shutoff for non-payment and required cities to adopt a detailed policy to address how to handle water shutoff in light of the provisions. In response to this, two different billing cycles were implemented to account for the 60-day billing cycle and improve processes. SB 998 also prohibits disconnection of delinquent water accounts unless three criteria are applied: (1) the customer demonstrates a financial hardship, (2) the customer demonstrates having the water disconnected poses a health-risk, and (3) the customer enters into a payment arrangement. If all three criteria are met the City cannot shutoff the water for nonpayment. A policy (copy provided to group), effective January 16, 2020, 30 days after adoption (of Ordinance No. 2903), on the discontinuation of water service was provided to the group. Director Garcia explained the appeal process for disputing a water bill was modified and included in the adopted policy. The information will be available on line and in print in five different languages (State requirement) – Spanish, Chinese, Tagalog, Vietnamese and Korean. Staff is working with the City's billing software provider to make changes to the billing to adhere to the compliance requirements and also communicated the billing changes with local water companies to convey to their shareholders (that have City water accounts) that billing will change from monthly to bi-monthly billing – thus making all utility customers billed bi-monthly.

A discussion ensued regarding notifications to customers who are renters, how multi-family complexes are handled, and if there is a leading responsible party for accounts where there is a renter/owner. The Commission appreciated the information provided by Director Garcia.

b. Commissioner's Report of Activities

Chairperson Landis requested commissioners hold off on providing an update in consideration of the timeframe.

c. Commissioner Requests for Future Agenda Items

Chairperson Landis requested commissioners hold off on providing an update in consideration of the timeframe.

E. Public Comment

Mr. Hoder inquired if fine screens were optional why was the city moving forward with installation.

F. Adjournment

The next regularly meeting was scheduled for February 3. The meeting was adjourned at 5:17 pm.

Jane Weathers

Jane Weathers, Senior Administrative Assistant

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