



Sun Valley G.I.D. Board Meeting Minutes of Tariff Hearing December 09, 2014

Board Members Present:

Sandra Ainsworth	Chairperson
Garth Elliott	Vice-Chair
Margaret Reinhardt	Secretary
Joseph Barstow	Treasurer
Susan Severt	Trustee

Board Members Not Present:

Staff Present:

Darrin Price	SVGID, General Manager
Mike Ariztia	SVGID, Public Works Director
Erin Dowling	SVGID, Customer Service Supervisor
Maddy Shipman	SVGID, Legal
Jennifer Merritt	SVGID, Staff

Others Present:

None

The meeting of the Sun Valley GID was called to order by Chairperson Ainsworth at 6:00 p.m. in the Sun Valley District Administrative Building, 5000 Sun Valley Blvd, Sun Valley, NV.

Item#1. Roll call and determination of a quorum.

Board members present; Treasurer Barstow, Vice Chair Elliott, Chairperson Ainsworth, Secretary Reinhardt, Trustee Severt. A quorum was present.

Item#2. Pledge of Allegiance.

Led by Secretary Reinhardt

Item#3. Motion to approve agenda.

Trustee Severt made a motion to approve the agenda. Vice Chair Elliott seconded the motion. The motion carried unanimously.

Item#4. Certify posting of agenda.

Jennifer Merritt certified posting of agenda.

Item#5. Public Comments for items not on the agenda.

None

Item#6. Trustee/Manager's announcements, request for information, and statements relating to items not on the agenda.

None

Item#7. Discussion and motion to approve the following District Rules and/or Regulations:
Chairperson Ainsworth read into the record the Order of Procedure for the District's Public Hearing. Secretary Reinhardt provided proof of publication for the Public Hearing.
6:04 pm Chairperson Ainsworth opened the public hearing

Darrin Price, General Manager a brief report on the following amendments.

A. Amend Rule No. 6 relating to Discontinuance and Restoration of Water and Sewer Services.

Staff recommends minimal clerical modifications in three (3) different sections.

Vice Chair Elliott requested a possible change to Section I B2 for Noncompliance with Rules. He would like to edit the section to be consistent with the amount of time given to disconnect service. He stated the customer has five (days) to request for discountenance of water service and would like to change the forty eight (48) hrs. notice to a five (5) day notice of the District's intention to disconnect water service for violation of the District's rules.

Mr. Price responded when a customer is noncompliant with the District's rules, the District needs the ability to take action quickly.

Maddy Shipman responded Mr. Elliott's request cannot be changed tonight because it was not part of the original notice. If the Board would like to continue discussion regarding Mr. Elliott's request, someone could request it as a separate agenda item during a regular board meeting.

B. Amend Rule No. 7 by clarifying Information to be made available to the Public and Applicants for Service.

Staff recommends repealing the Characteristics of Water and replacing it with the Water Quality Report information that is provided to the public. The District is required per law to provide the Water Quality Report on the District's website. By providing the report on the District's website the District is no longer required to mail the annual report. This change is a savings to the District, he also reported that anyone can still call and request a printed copy of the Water Quality Report. Staff also would like to amend the Rates to explain what information will be provided to all new applications.

Trustee Severt stated in the future when the District starts using more social media venues; she thinks that it might be helpful to include a separate section in Rule No. 7 Information Available to the Public regarding what is available on the District's website and other media venues.

C. Amend Rule No. 10 repealing fire hydrant rental fee.

Staff recommends repealing the section for Fire Hydrant Rental based on prior discussions.

D. Amend Rule No. 11 clarifying Re-Establishment of Credit to be consistent with other rules.

Staff recommends minimal clerical modifications in two (2) different sections.

E. Amend Rule No. 12 providing updates and possible increase of \$20 to Customer Deposits.

Staff recommends increasing the deposit from \$150.00 to \$170.00. Staff is also recommending putting a limit on how long the District will hold a customer refund less than \$5.00. Staff recommends to hold onto unclaimed refunds for 90 days, after 90 days the refund shall default to the service fund to which the deposit was made.

Erin Dowling, Customer Service Supervisor reported the District's customer deposit is only for tenants and not landowners. Staff is considering increasing the deposit amount because the current \$150.00 deposit does not cover the average account balance (\$168.82) that is due when an account is disconnected because of a non-payment disconnect. She stated she has also received numerous requests from landowners requesting the District raise the deposit so that they are not responsible for paying their tenant's outstanding balance. She provided the number of accounts that have been disconnected for non-payment and how many of them where the deposit did not cover the account balance. She also provided for comparison reference what other water utilities and General Improvement District's require for a deposit.

Additional discussion ensued regarding who is responsible for unpaid balances after an account is closed and how the District collects unpaid balances.

F. Amend Rule No. 17 regarding update to District's Service Territory.

Staff is updating the District's Service Territory to include the multiple parcels that were annexed into the District's boundary over the past five (5) years. The District Boundary Map has already been updated and recorded with Washoe County.

G. Amend Rule No. 21 Section III, clarifying process and deposits required under Reinstallation of Disconnected Service Fees for water.

Staff is not recommending any rate increases at this time. Staff is recommending changes to the reinstallation of disconnected services for clarification purposes and to be consistent with other related rules.

H. Amend Rule No. 22 Section I H clarify responsibility for sewer line maintenance and damage to District facilities; and Section III B to set a minimum monthly sewer use consumption to be billed for sewer.

Staff is recommending adding language that explains the maintenance to the District sewer facilities. The addition regarding maintenance is the same language used for maintenance for District water facilities. It clarifies the responsibility of the District and the responsibility of the customer. Staff is also recommending setting a sewer consumption minimum. The District currently sets a maximum for sewer but not a minimum. There is currently approximately 1,000 customers that are billed less than 1,000 gallons for sewer consumption and of those customers, several hundred of them who are not charged sewer consumption at all. This occurs because during the winter sewer averaging months some customers, also known as snowbirds, leave during the winter when the averaging is done. When this occurrence happens, then that customer's sewer averaging maximum is set at zero because there was zero water consumption during those months. There are also some customers who manipulate the system during those months and there are other customers who are very conservative. Mr. Price stated staff is only trying to have customers pay for what they use, and to avoid other customers subsidizing for the cost of sewer operations. He stated staff originally was considering setting a minimum at 1,000 gallons because the District's consumption fee is based on 1,000 gallons. After further consideration staff does not want to punish anyone for being conservative with consumption and would recommend establishing a 500 gallon sewer minimum. He also stated by establishing a minimum, this would not change the District's standard procedure

with setting of the annual sewer maximum. This is not to be considered a rate increase, but there are some customers that will see an increase on their bills because they are used to not paying a consumption fee.

Secretary Reinhardt commented on the District's current billing statement. She believes that customers are confused on what their actual consumption is because the consumption history is shown in a bar graph and not in actual number figure and would like to have discussion regarding the billing statement at a future meeting.

I. Amend Rule No. 23 repealing Section II authorizing the private use of District equipment and manpower; updating Section VI relating to Credit/Debit and Online Service fees; and adding a new Section VI specifying fees to be charged to customers for facilities damaged by the customer.

Staff recommends minimal clerical modifications to provide clarification regarding the District's Plan Check Fee. Staff is recommending repealing the District's Equipment and Manpower section because the District does not loan or lease out any of the District's equipment to the public. Staff is recommending increasing the transaction fee of \$1.00 for credit/debit card payments to \$1.97 per payment. The increase to the transaction fee is based on the investigation of expenses to implement and maintain the District's new online payment feature. Staff is also recommending implementation of Facility Damage Fees. The District currently charges customer for facility damages, but damage to meters is a regular occurrence and staff would like to include the definition and fees in the regulations for the public. The recommendation is the implementation of a \$25.00 fee to replace a damaged lock and a \$250.00 deposit for the replacement of a damaged angle meter valve. Include explanation that all other charges will be based on time and materials for such repair(s).

Some discussion ensued regarding the wording of all other facility damage repairs. Mr. Ariztia recommended the following language for Facility Damage Fees; "All damaged facilities will be charged based on time and materials needed for such repair. Prior to replacement of a damaged angle meter valve a \$250.00 deposit will be required."

Ms. Dowling stated the Board approved to pursue online payment feature after surveying the District customers. Staff provided multiple options for consideration regarding online payments and it was determined to use the merchant that is the most familiar with the District's billing software. The proposed transaction fee of \$1.97 is not only for the payment feature, but it is also for the ability to allow customers to view their account online. The customer still has alternative options to pay their bill, they can pay their bill by cash, check, money order free of charge; they can pay their bill via online banking with a possible fee charge by their bank. It was the Boards decision to charge a transaction/convenience fee for the use of a credit/debit card and now online payment feature. She wanted to make sure that the Board was informed that the only customers who will be subject to the \$1.97 transaction/convenience fee are those customers who chose to make their payment by credit/debit card or online.

After further discussion Chairperson closed the Public Hearing and the following motions were made;

Secretary Reinhardt made a motion to approve the amendments to Rule No. 6 as recommended by staff. Treasurer Barstow seconded the motion. The motion carried unanimously.

Vice Chair Elliott made a motion to approve the amendments to Rule No. 7 as recommended by staff. Secretary Reinhardt seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendments to Rule No. 10 as recommended by staff. Vice Chair Elliott seconded the motion. The motion carried unanimously.

Vice Chair Elliott made a motion to approve the amendments to Rule No. 11 as recommended by staff. Secretary Reinhardt seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendments to Rule No. 12 as recommended by staff. Trustee Severt seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendment to Rule No. 17 changes as recommended by staff. Trustee Severt seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendments to Rule No. 21 as recommended by staff. Vice Chair seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendments to Rule No. 22 as recommended by staff with the change of setting the sewer minimum at 500 gallons. Treasurer Barstow seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to approve the amendments to Rule No. 23 as recommended by staff with the change of language of "All damages facilities will be charged based on time and materials needed for such repair. Prior to replacement of a damaged angle meter valve a \$250.00 deposit will be required." Trustee Severt seconded the motion. The motion carried unanimously.

Secretary Reinhardt made a motion to include all clerical/clean up language changes on all rules. Trustee Severt seconded the motion. The motion carried unanimously.

Item#8. Public Comments.

Joseph Barstow commented the Food Pantry served 195 families on Monday, December 8th and ran out of food to distribute. The Food Pantry is expecting another delivery next week from USDA. He also commented the Sun Valley Wish Tree is at Hobey's Casino if anyone is interested in picking up an ornament for making a child's wish come true.

Item#9. Board Comments.

Vice Chair Elliott stated he understands that the District did not approve any rate increases, but he performed his own rate comparison for water. He reported Truckee Meadows Water Authority is lower than the District's rates. He also reported Incline Village General Improvement District consumption rates are lower than the District's, however their overall base rate for the various services they offer is higher than the District's.

Item#10. Adjournment.

Secretary Reinhardt made a motion to adjourn at 7:42 pm. Treasurer Barstow seconded the motion. The motion carried unanimously.