

**MEETING MINUTES
CITY OF NORTH LAS VEGAS
UTILITY ADVISORY BOARD**

April 1, 2014

Website – <http://www.cityofnorthlasvegas.com>

CALL TO ORDER

Gay Shoaff, Chairwoman for the Utility Advisory Board, called the meeting to order at 6:14 pm at the Water Reclamation Facility, 2580 Betty Lane, Las Vegas, NV 89156.

WELCOME

Chairwoman Shoaff welcomed the members, staff, guests, and general public to the meeting. Introductions were made by all Board Members and CNLV Staff Members.

ROLL CALL	Gay Shoaff, Chairperson Russell Collins, Vice-Chairperson Doris Carter, Member	Douglas Monson, Member (New) Travis Roundy, Member
ABSENT BOARD MEMBERS	Walter Wilson, Member Sheldon Bleak, Member	
STAFF PRESENT	Randall DeVaul, Utilities Deputy Director Bethany Sanchez, Senior Deputy City Attorney Will Riggs, Utilities Financial Manager Romina Wilson-Chapman, Utilities Business Services Administrator Amanda Dillard, Assistant to the Utilities Director Kirk Medina, Utilities Operations Manager Frazier Speaks, WRF Operations Supervisor Martin Johnson, WRF Operations Supervisor Glenda Washington, Recording Secretary Candace Love, Recording Secretary	
GUEST PRESENT		

VERIFICATION

Candace Love, Recording Secretary, verified that the Agenda and Meeting Notice was properly posted on the bulletin board at City Hall, the bulletin board at the Public Safety Building, the bulletin board at the North Las Vegas Public Library, the Aliante Library, and the Alexander Library in compliance with N.R.S. 241, "The Open Meeting Law."

PUBLIC FORUM

There was no public forum.

BUSINESS

ITEM 1. Approval of Minutes of October 1, 2013

A motion was made to approve meeting minutes from October 1, 2013. The motion was seconded

and a vote was taken. There was not a voting quorum present from the October 1 meeting. This item was tabled to October 7, 2014

ITEM 2. Election of Chairperson and Vice Chairperson Positions

A motion was made to elect Travis Roundy as the chairperson and Russell Collins as the vice chairperson. The motion was seconded and a vote was taken. The motion passed unanimously.

ITEM 3. Understanding your Water Bill

Will Riggs presented information on the parts of the water bill (see attached).

Steve Schoaff, 5622 Midnight Breeze, commented on the 8,000 gallon minimum water usage charge as he only uses 6,000 gallons or less.

Janice Ridondo, Clark County, commented about septic charges, electronic payments, and upside down bills.

Mr. Collins commented about considering a flat fee for usage charges; SNWA commodity charges; SNWA reliability surcharge; SNWA infrastructure surcharge; and graffiti-community improvement fee for North Las Vegas residents only; and electronic billing/payments.

Ms. Carter commented on partial payments.

ITEM 4. Customer Service Enhancements

- ❖ CallRex – Call Recording & Monitoring
 - Recording all inbound calls made to Customer Service Specialists.
 - Video (screen activity) and audio is being recorded and stored.
 - Callers are notified that their call may be recorded. The message states, “This call may be monitored or recorded for record keeping, training and quality assurance purposes. Your continued participation serves as express consent to be monitored or recorded.”
 - Live Date: 11/12/2013
- ❖ SMS / Text Messaging
 - Offered as an additional account notification method. Account holders are notified when the bill is ready for viewing, the day before the bill is due and when payments are received on the account.
 - Customers are required to sign up for this optional service (not auto enrolled).
 - No additional charge from/by CNLV. Cellular carrier data rates apply.
 - Future enhancements to this service will mirror email notifications (shut off, payment arrangement is due, payment made on a closed account resulting in an over payment, pre-collection, intent to lien, etc.)
 - Live Date: 11/21/2013
- ❖ Automated Recordings
 - Updating all of our recordings for consistency – one voice, speed & tone.
 - System outages – New message: We’re experiencing system issues, please try your call again later versus current message that we’re currently closed.
 - Live Date: 11/29/2013
- ❖ Replacement of Indoor Kiosk
 - Machines are ADA complaint.
 - Capability of accepting other utility provider’s payments.
 - Testing in progress.
 - Anticipated Live Date: April 2014
- ❖ Outdoor Kiosk
 - In progress.

- Plan to use existing Kiosk vendor – DivDat.
- The location was determined – in parking lot roundabout. Safety was reviewed by CNLV PD.
- Anticipated Live Date: Fall / Winter 2014
- ❖ Smartphone App
 - Similar to Nevada Energy’s app.
 - Mobile site selected over smartphone / iPhone app.
 - CNLV is reviewing this as well which may help us determine how the Utilities site will be done.
 - Anticipated Live Date: TBD
- ❖ Testing of Meter Radios on a Virtual Network
 - Testing of 100 Metron VN meters at various locations (KPEX/APEX, CC Shooting Complex, NAFB/Manch Manor, Aliante and other locations) since 10/21/2013.
 - Cloud based – uploads each night from 12-4 a.m.
 - Provides data in 5 minute increments.
 - Eliminates the need for field staff to drive by and read the meter. High consumption, initial and final reads could also be completed by office staff resulting in a savings to fleet and fuel.
 - Improved consumption analysis & leak detection.
 - Potential to allow customers to view their current consumption online.
 - Will continue to test through summer/fall 2014 to determine durability and reliability of the product in various weather conditions before the product is implemented throughout the service area.
 - Live Date: 10/21/2013
- ❖ Field Customer Service Technology Enhancements
 - Reviewed current technology and workload. Plan to reduce costs by eliminating the need for multiple devices. Currently testing tablets as a replacement for outdated, expensive, ruggedized laptops and PDA’s.
 - Anticipated Live Date: Summer 2014
- ❖ Online Application Submittal to Start Service
 - Process to allow SFR type accounts (for owners and renters) to apply, submit required documents and pay deposits online versus coming into the office.
 - Expand in the future to include all other type of accounts.
 - Anticipated Live Date: Summer 2014
- ❖ Multi-Agency Meeting
 - Meeting held at Henderson City Hall on March 13, 2014.
 - Highlights:
 - ◆ LVVWD issues a door tag to customers when a meter change out is done. The door tag notifies the customer of the change out which they hope will eliminate a call into the call center. We are looking to implement this.
 - ◆ LVVWD uses a tax roll through the Clark County treasurer to collect their liens through property taxes. We are currently looking into this as an improvement to our collections effort.
 - ◆ LVVWD is looking to modify their service rules for owner only / delinquent tenant process to mirror our current process.
 - ◆ LVVWD & COH are also looking to develop a mobile website.
 - ◆ LVVWD is looking into budget billing.

- ◆ LVVWD & COH were provided with a copy of our existing owner / (new) tenant letter. They were impressed with this notification and may look to implement it or a version similar to it.

Ms. Carter commented on future kiosk locations and fees; meter reading dates with VN meters; and transmission of data from the VN meters.

Mr. Roundy commented on fees if we do take additional utility payments.

Mr. DeVaul commented on NLV leading the way within the valley.

Mr. Collins commented on push back on electronic meter reading.

Mr. Riggs commented on additional payment options currently available.

ITEM 5. Utilities Division Focus – Pump Operations Division

Kirk Medina presented information on the Water Operations Division

❖ Check SCADA

- Reservoir Levels
- Pump Station Status
- Well Status
- Water Quality
- Kapex

❖ Site Visits

- Facility/Yard Maintenance
- Pump Maintenance
- Control Checks
- Chlorine Feed Maintenance - recently converted from gas to tablets which are more cost effective and require less training
- Reservoir Cleaning
- Security – cameras, motion detectors and locks

❖ Shift Work

- System Checks
- Customer Service
- WQ Flushing
- Eliminated Graveyard Shift
- Emergency Call-outs

❖ Awards

- Jerome Breland, Water Operations Supervisor, award for AWWA Cal-NV's Exemplary Operations Supervisor Award

Mr. Roundy commented on the ability to respond to alarms since the grave yard shift had been eliminated.

Ms. Carter commented on the water reservoirs; the number of employees maintaining the facilities; and medication disposal.

Mrs. Schoaff gave her congratulations to Mr. Breland.

ITEM 6. Deputy Director's Business

❖ Introduction – Mr. DeVaul's background

❖ Functional Consolidation

- Streamline redundant functions – combined engineering services for planning, development and inspections
- Improve customer service and efficiency
- Cost savings for Utilities Enterprise Fund and General Fund

- Reclassification of positions
- ❖ Utilities Capital Improvement Plans
 - Status of the current CIPs
- ❖ Community Development Block Grants (CDBG)
- ❖ City's Budget Process
 - April 15 - Must submit a tentative budget to State
 - June 30 – Budget must be balanced
 - \$18M budget deficit – not including union settlements
 - Union legal settlement additional - \$5.5M to \$25M
 - Union negotiations underway
 - Utility Budget – \$114M Proposed
 - ◆ Cost of water from SNWA remains the same as last year
 - ◆ Meeting all debt reserves
 - ◆ Increased budget for AMR Replacements
 - ◆ Requesting two additional Maintenance Mechanics at WRF
 - ◆ Requesting a Lead Office Customer Service Specialist
 - ◆ Requesting an Electronic Technician for Water Operations
- ❖ Regional Issues
 - Continuation of drought
 - Sloan Channel Project Pipeline
 - ◆ Contractor: Tand Construction Co.
 - ◆ Bid Amount: \$10,570,475
 - ◆ Start Date: March 31, 2014
 - ◆ Tentative Completion Date: April 24, 2015

Mr. Collins commented on the integrity between the Utilities Enterprise Fund and the General Fund and Sunrise Manor residents not being billed for things that do not directly support Utilities; AMR vs. VN meters for replacements in the future; residents being notified of the work schedule for the Sloan Channel; and Utilities being able to meet their obligations for the year.

Ms. Carter commented on the flood control in the northern part of the City; additional training for reclassified positions; midges in the Sloan Channel.

Mr. DeVaul congratulated Alan Wolfley on his Rookie Operator of the Year award.

BOARD SCHEDULE

The next scheduled regular meeting is Tuesday, October 7, 2014

PUBLIC FORUM

Steve Schoaff, 5622 Midnight Breeze St., commented on the status of the landscaping/road improvements on Betty and Carey; the end of the Sloan Channel Pipeline.

ADJOURNMENT

The meeting adjourned at 7:57 pm.