



Council Study Meeting
July 17, 2017
6:00 p.m.
City Council Chambers

Agenda

1. Discussion and direction regarding recommendations from the City's Operational Review Work Group on utility billing.
2. Discussion and direction regarding storm water projects.
3. Other items

Information

Subject

Discussion and direction regarding recommendations from the City's Operational Review Work Group on utility billing.

Information

During the operational review, the work group of City Manager Ryan Waller, Finance Director Chris Des lanques, Utility Services Supervisor Chris Longer, City Attorney Amy Beattie and City Clerk Diana Bowlin identified areas of the existing council policy on sewer back billing, excessive sewer policy and an ordinance that would address billing parameters for each utility that needed to be addressed.

In your packet is a proposed resolution approving the revised policy for refunds or back billing and also a copy of the current policies.

Staff is recommending the following changes to the excessive sewer policy:

- The current policy states: "The City Manager, or his designee, with the authority to issue credits to utility accounts with bona-fide excessive sewer usage in amounts up to \$500."
- The operational review group is requesting to change this amount to \$1,000.

The following changes are recommended to the sewer policy statement:

- The current policy states: "For any back bill issued under this policy, the customer shall be offered a payment plan agreement with repayment terms up to 60 months without interest or penalty."
- The operational review group is requesting to change this to: "for any back bill issued under this policy, the customer shall be offered a payment plan agreement with repayment terms up to 12 months without interest or penalty. Any requested payment plan exceeding 12 months shall require Council approval."

The final change would be to adopt an ordinance for the City and a resolution for the Trustees that will address billing parameters for each utility (electric, water sewer, storm water, recycling) including how the utility bill payment is distributed between all utilities. The ordinance will include:

- Bills issued: The billing agency shall prepare and issue bills for combined service accounts for each month.
- Bills payable: Bills for combined service accounts shall be due when billed and payable at the office of the billing agency.
- Late payment penalty: Bills not paid within 20 days of the billing date shall be considered delinquent. A late payment penalty of five percent (5%) of the amount due shall be added to each delinquent bill.
- Order of payment: Payment received shall be applied in the following order: Electric, Water, Sewer, Stormwater

WPC Superintendent Rick Graves and Utility Services Supervisor Chris Longer agree with the changes.

This item will also be placed on the July 24, 2017 Board of Trustee agenda for their discussion.

Fiscal Impact

Attachments

Current Sewer Policy

Current Excessive Sewer Policy

Resolution

Ordinance

Sewer Policy Statement

Purpose

The purpose of this policy is to provide for the implementation of Chapter 99.04 of the Code Of Ordinances pertaining to the basis for establishing user charges for sewer services. Nothing in this policy shall be construed to apply to or interfere with other chapters of the Code of Ordinances for sewer services.

Policy Statement

In the event that it is discovered that a meter multiplier has been incorrectly applied to a customer's consumption, a meter has been read incorrectly, the appropriate rate schedule has not been applied, a meter was not connected correctly, or in other similar circumstances, a refund or back bill shall be issued.

The method to be used to calculate a refund or back bill shall be the actual consumption times the rate for like charges either for the proceeding 60 months from the time the error was identified or for the period from the establishment of the current account holder to the time the error was discovered, whichever is less.

The maximum refund or back bill shall not exceed the dollar amount equivalent to actual consumption times the rate for like charges in the 12 months preceding the discovery of the error unless otherwise ordered by the City Council.

For any back bill issued under this policy, the customer shall be offered a payment plan agreement with repayment terms up to 60 months without interest or penalty. Failure to complete repayment will not lead to disconnection of services, but will lead to appropriate legal action being initiated by the city. The payment plan agreement shall also provide for complete repayment upon the closing of that customer's account. Any agreement with terms exceeding these must be approved by the City Council.

Adopted by City Council on August 6, 2007.

Excessive Sewer Policy

The purpose of this policy is to provide the City Manager, or his designee, with the authority to issue credits to utility accounts with bona-fide excessive sewer usage in amounts up to \$500 based on the following criteria:

- Water was metered
- Municipal employees verify evidence that water did not directly enter into the sewer system
- The metered water that did not enter into the sewer system was due to extraordinary circumstances beyond the utility account holder's control

Amounts in excess of \$500, and denials of credit by the City Manager, may be considered by the City Council.

Any and all credits will be issued to the customer's utility account and not as a cash credit unless approved by the City Council.

Amended by City Council on December 19, 2016

RESOLUTION NO. 2017-_____

**RESOLUTION APPROVING REVISED POLICY FOR REFUNDS OR
BACK BILLING**

WHEREAS, the City of Indianola recently applied its refund and back bill policy to certain customers; and

WHEREAS, the Indianola City Council in reviewing the policy believes it is in the best interest of the citizens of Indianola for the Council to revisit and revise the Policy.

NOW, THEREFORE, IT IS HEREBY RESOLVED by the City Council of Indianola that the current Refund and Back Bill Policy is hereby deleted and there is inserted in lieu thereof the following:

Whenever an incorrect reading of a meter, incorrect application of a rate schedule, incorrect meter connection or other similar reason occurs, the City shall make a refund for any overcharge or shall back bill for any undercharge. A refund or back billing shall be calculated using the actual consumption for (1) the proceeding 60 months from the time the error was identified, or (2) for the period from the establishment of the current account holder to the time the error was identified, whichever is less. The maximum refund or back bill shall not exceed the amount of the actual consumption multiplied by the rate for like charges in the twelve (12) months preceding the discovery of the error, unless otherwise ordered by the governing body.

For any refund issued under this policy, the City staff has the authority to approve a refund of an amount less than \$1,000. A refund exceeding this amount must be approved by the City Council. In all events, a refund shall be a credit on the customer's invoice and shall not be paid in cash.

For any back bill issued under this policy, the customer shall be offered a payment plan agreement with repayment terms up to 12 months without interest or penalty. Any requested payment plan exceeding 12 months shall require Council approval. Failure to complete repayment will not lead to disconnection of services, but will lead to appropriate legal action being initiated by the City. The payment plan agreement shall also provide for complete repayment upon the closing of that customer's account. An agreement with terms exceeding these must be approved by the City Council.

DATED this _____ day of _____ 2017.

Kelly B. Shaw, Mayor

ATTEST:

Diana Bowlin, City Clerk

ORDINANCE NO. _____

AN ORDINANCE AMENDING THE MUNICIPAL CODE OF THE CITY OF INDIANOLA, IOWA, CONCERNING UTILITY BILLING

WHEREAS, the Indianola Code of Ordinances currently addresses billing activities for certain public utilities;

WHEREAS, the City Council of the City of Indianola, Iowa, now deems it necessary and proper to amend the Code of Ordinances.

NOW, THEREFORE, BE IT ORDAINED BY THE CITY COUNCIL OF THE CITY OF INDIANOLA, IOWA:

Section 1: That Chapter _____ be and is hereby amended by deleting the current section and inserting the section as follows:

_____ **BILLING FOR** _____.
_____ service shall be billed as part of a combined service account, payable in accordance with the following:

1. Bills Issued. The billing agency shall prepare and issue bills for combined service accounts each month.
2. Bills Payable. Bills for combined service accounts shall be due when billed and payable at the office of the billing agency.
3. Late Payment Penalty. Bills not paid within 25 days of the billing date shall be considered delinquent. A late payment penalty of five percent (5%) of the amount due shall be added to each delinquent bill.
4. Order of Payment. Payment received shall be applied in the following order: Electric, Water, Sewer, Stormwater.

Section 2: That Chapter _____ be and is hereby amended by inserting new Paragraph ____ as follows:

_____ **BILLINGS.**
All _____ user charges shall be due and payable under the same terms and conditions provided for payment of a combined service account as contained in Section _____ of this Code of Ordinances. _____ service may be discontinued in accordance with the provisions contained in Section _____ if the combined service account becomes delinquent, and the provisions contained in Section _____ relating to lien notices shall also apply in the event of a delinquent account.

Section 3: All ordinances or parts of ordinances in conflict with the provisions of this ordinance are hereby repealed.

Section 4: This ordinance shall be in full force and effect after its passage, approval and publication as provided by law.

PASSED AND APPROVED this ____ day of _____, 2017.

Kelly B. Shaw, Mayor

ATTEST:

Diana Bowlin, City Clerk

First reading: _____
Second reading: _____
Third reading: _____
Publication Date: _____

City Council Study Meeting

2.

Meeting Date: 07/17/2017

Information

Subject

Discussion and direction regarding storm water projects.

Information

The City engineer will be present to discuss with the Council several stormwater projects that are being recommended range from minor repairs and maintenance to major repairs to system upgrades. In your packet are the drainage repairs recommendations.

Fiscal Impact

Attachments

Memo

Memorandum

To: Honorable Mayor & City Council
City of Indianola, Iowa

Date: 7/13/17

From: Snyder & Associates, Inc.
David N. Moeller, P.E.

CC: Ryan Waller, City of Indianola

RE: DRAINAGE REPAIRS RECOMMENDATION
CITY OF INDIANOLA

Snyder & Associates has been identifying and designing drainage repairs that were initially discussed in a meeting on April 27, 2017. Since that time, additional drainage issues and concerns have been identified and cataloged. The issues range from minor repairs & maintenance to major repairs to system upgrades. City Crews have focused much of their attention on making repairs that are safety issues and preventative repairs. The Issue list is included as Attachment A and includes the status of the issue noted.

The known and reported issues also guide prioritization of the multiyear drainage master plan toward drainage basins and stream reaches that have a number of reported issues, or where the root cause of the issues are not obvious and require additional analysis.

The purpose of this memo is to provide an update on progress to date and seek concurrence to move three of the major repairs forward by soliciting semi-formal bids. The issues related to system upgrades will be included in the first year of the masterplan where the necessary hydrologic and hydraulic analysis can be completed to develop recommended improvements for future years.

Summary of Recommendations:

1. Continue focus of City forces on Minor Repairs to the drainage system until mid-August.
2. Issue competitive quote/bidding documents for Major repairs with a target construction budget of \$162,000 to be completed by November 2017. Project funding will be from the Stormwater Utility fund. This will leave a fund balance of over \$400,000 (complies with the City's recently adopted Financial Policy) for future projects and commitments prioritized in the masterplan.
3. Focus Drainage masterplan efforts on the more problematic sub-basins and develop several improvement projects for 2018 & 2019 construction.

In support of the recommendations Snyder & Associates, Inc. offers the following detailed summary.

Minor Repairs

Minor repairs included repairing erosion areas, repair and rebuilding failed intakes and small diameter storm sewer and culverts. Thus far, City forces have repaired 4 outlets, rebuilt 4 intakes and removed debris from several channel areas.

Future work includes several more intakes and pipe repair, as shown on the tabulation and a system improvement for Issue D5 described below

Item No. D5 - South of Iowa Ave, near N. 12th Street- System Upgrade

The analysis of this area is based on long-time resident concerns. Site visits, topographic survey and analysis has determined that while there is adequate capacity to carry the design storm runoff and storm water flowage easements are in place, there is nuisance drainage from sump pump connections in the neighborhood that outlets on this property. The consistent low flows from the subdrainage, causes continued wet areas. The recommended plan is to install a Polyethylene intake and 6" diameter plastic subdrain just downstream of the existing storm sewer outlet to capture the low flows that are generated by sump pump connections. The drain will outlet via subdrain that will be installed parallel to the existing paved drainage swale. The subdrain will also assist in draining the flat areas of this yard. Large rainfall events will bypass the intake and subdrain and will flow through the existing paved drainage swale as it does today. Estimated material cost of this work is approximately \$5,000.

Major Repairs

Major repairs include storm sewer and culvert replacements that require significant materials and equipment that the City does not have. The major repair needs are such that they will need to be prioritized and accomplished over more than one budget year. Snyder & Associates recommends seeking bids for three drainage repair projects in 2017 that are high priority and are within budget amounts.

These improvements include:

Issue D3, Storm Sewer Replacement, South Howard to South Buxton

Issue D11, Culvert replacements Kennedy Street

Issue D17, Storm Sewer Replacement Buxton Street, Euclid to Girard

The opinion of probable construction cost for the above improvements is \$157,000. The Kennedy Street culvert replacement will be accomplished under the existing cost share agreement between the City and the County. It is anticipated the work will be completed in the fall of 2017. Preliminary plans for the major repairs are attached and are described in more detailed as follows:

Item No. D3 - S. Buxton Street, near S. 4th Avenue Major Repair

Based on site visits, verbal information, and minor topographic survey, it appears the existing Corrugated Metal Pipe (CMP) pipes have deteriorated between Buxton Street and Howard Street, south of 4th Avenue. A sinkhole has developed causing the existing CMP pipe to become exposed. Our recommendation includes replacement of the existing CMP with Reinforced Concrete Pipe. We anticipate using the same pipe alignment and flowlines as the existing storm sewer to avoid manhole/intake replacement in an effort to reduce cost and avoid property impacts such as sheds, patios, fences, etc. Property research and discussions with City staff has not discovered documented storm sewer easements for this part of the system. Therefore, new storm sewer easements will need to be developed and signed by property owners prior to beginning work. Estimated construction cost for this work is approximately \$74,000. Refer to Attachment B for a preliminary plan sheet for this repair.

Item No. D11 - Kennedy Street Culvert Repair – Major Repair

Snyder & Associates has performed field reviews to analyze the existing culvert failure on Kennedy Street approximately ¼ mile west of 150th Avenue. Site visits have revealed the existing CMP culvert has deteriorated which is causing the roadway to wash out on the downstream (north) end of the culvert. Our recommendation is to replace the existing 36" CMP culvert in the same alignment and at the same elevations as the existing pipe. It is recommended to lengthen the downstream (north) end of the culvert to stabilize the roadway embankment and add rip-rap to prevent erosion issues.

Snyder & Associates has contacted the Warren County Engineer regarding the Kennedy Street culvert repair. Per the 28E agreement between Indianola and Warren County, Kennedy Street is the City's responsibility for maintenance items. A written agreement between the City and County will be required for cost sharing purposes. Estimated construction cost for this work is approximately \$23,000. Refer to Attachment C for a preliminary plan sheet for this repair.

Item No. D17 - Buxton Street & Euclid- Major Repair

There is a sinkhole within the Simpson College driveway on the west side of Buxton Street near its intersection with Euclid Avenue. The pavement has been removed along Buxton Street as part of the Capital Street Improvements Project. Drainage repair D17 was analyzed when the pavement was removed and found to be collapsed for approximately 2 blocks. This drainage failure has contributed to the deterioration of the street. The replacement of this storm sewer is included in change order no. 1 for the Capital Street Improvements Project. The cost for this work is approximately \$60,000. Replacement of this storm sewer network is anticipated to begin the week of July 17th.

System Upgrades

Several issues identified are in drainage basins with active change or systemic concerns beyond the scope of simple repair. These issues have driven the development of the first three priority basins for the drainage masterplan.

1. Cavitt Creek from planned extension of Orchard to intersection of Boston Ave and J street (Item D1)
2. East Branch of Cavitt Creek from E Kentucky to East Girard and Clinton Street
3. Unnamed tributary to South River from south 12th street to Hwy 92, near South K Street.

The basin areas are shown in Attachment D. Drainage issues requiring system analysis are described in more detail as follows:

Item No. D1 - Boston Ave & J Street –System Upgrade

Our findings indicate that there are several factors that combine to reduce the effectiveness of the drainage facilities in the intersection. The intakes do not appear to have adequate capacity, the existing pipe is undersized for the current rainfall intensities and curb heights are low so that ponded water overtops the sidewalks. The outlet of the storm sewer in the NW corner of the intersect begins the open channel portion of Cavitt Creek and is in close proximity to a culvert crossing on West Clinton Street that was observed to have the inlet clogged with debris. It is our opinion that the capacity and conveyance issues related to the area is beyond the scope of a simple drainage repair. This intersection and the associated drainage networks will be included in future storm water master planning efforts and should be modeled to determine a plan for storm drainage upgrades in a future project. In the meantime, it is important to be vigilant and clear obstructions and debris from the intakes and the downstream culvert.

Item No. D2 - East Girard – Major Repair

Our findings indicate the low spot in the existing gutter is west of the sag intakes, causing water to sit in the gutter. In addition, the cross-run storm sewer pipe appears to have negative slope according to survey. Our recommendation is to replace the existing single intakes with double grate intakes on the north and south side of the roadway. In addition, we recommend replacement and upsizing of the existing 12” RCP cross-run to a 15” RCP with positive slope. Curb & gutter will be replaced to provide positive drainage to the new intakes and patching will be required for storm sewer cross-run replacement. Estimated construction cost for this work is approximately \$41,000. Refer to Attachment E for a preliminary plan sheet for this repair.

It should be noted the drainage repairs discussed above may need easement acquisition prior to beginning the work. Easement costs and other negotiations are not included in the cost estimates provided with this memorandum. Snyder & Associates, Inc. and the street department will continue to coordinate efforts as the repairs are made.

City Council Study Meeting

3.

Meeting Date: 07/17/2017

Information

Subject

Other items

Information

Fiscal Impact

Attachments

No file(s) attached.
