

UTILITY UPDATE

RIVERSIDE PUBLIC UTILITIES



Board Update Meeting Summary | Friday, December 4, 2015

This summary may not include all agenda items and is not considered official minutes of the meeting.

For complete meeting agenda and video, click [here](#).

Employee Recognition:

General Manager Girish Balachandran recognized the Water Utility Valve Crew for their hard work and dedication to our community.

Board recommends the City Council receive a Proposition 84 Integrated Regional Water Management Program Grant Contract with Santa Ana Watershed Project Authority (SAWPA)

Assistant General Manager Todd Jorgenson explained how RPU receives grant funding to study conservation-based or budget-based water rates and clarified that the funding may only be used on activities related to conservation-based water rate studies. The program is provided through the 2014 Drought Solicitation Implementation Grant Funding that would be an agreement to receive a grant with SAWPA. The recommendation was made for a grant to be received for up to \$215,030, with an initial amount of \$107,000 for studies and the remainder to be used if rates are implemented.

Board received and filed Enquesta Customer Information System Update

Assistant General Manager Laura Chavez-Nomura provided an update explaining the issues surrounding the Enquesta Customer Information System. RPU is 10 months into production with the new system launching in February 2015. There are problems which are expected with a data conversion project of this magnitude. The main focus is stabilizing the system, fact finding, tracking problems, and moving forward to solve problems. The positives are that this system is a real time system; payments are posted immediately and cash flow is improved. Field Services is happy with the real time mobile services that can relay information on handhelds that allow them to get instant information about customer shut offs which makes the process more efficient and cost effective. Collections methods are improved and more automated. Enhanced budget billing is less labor intensive and audits are now automated and performed every 3 months. The biggest issue with Enquesta is that it does not have the built-in ability to schedule each night's billing, which was part of the original contract. At this time, billing each night can be delayed because of errors that are only caught during this process because of inadequate safeguards in the system that would be resolved prior to the bill printing process. Two groups of customers have had billing issues; about 1800 solar customers, and 750 sanitation/sewer only customers. We have communicated the issues to the customers and have delayed billing and offered payment plans until resolution is achieved. Other issues related to system documentation, system safeguards and quality assurance all have impacted staff time. There are still more than 160 items outstanding to date we track with incidence logs that rate them by critical to less critical, and the contract with the vendor is set up so that the vendor must continue to service us until the most critical issues are resolved. A meeting was held with the parent company of Systems & Software and they are claiming to resolve all immediate issues by January 31, 2016. In addition our staff will transfer knowledge from the special CIS team to the Business Systems staff by that date as well. We are holding back payment to vendor and negotiating pay based on outcome. Anaheim is having the similar issues. We are within budget and holding the vendor to task, and monitoring the compliance to the contract. Further updates were requested by the Board in the second quarter of next year.

General Manager's Report:

General Manager Girish Balachandran indicated a few items that will be brought forth on the December 18, 2015 board meeting:

- Item to change the board meeting time to the 2nd and 4th Monday night each month at 6:30pm starting in March 2016.
- Cash Reserve Policy Report, with the City Council Finance Committee in January or February 2016.

Other items:

- Mayors nominating committee will be meeting next week to determine who to interview to be new board members. Interviews will take place in late January or early February.
- Update was provided on the sale of excess water to Western Municipal Water District; we have sold approximately 900 acre-feet so far, and expect to sell a total of 1500 acre-feet by year end, about 1/3 less than expected, due to WMWD operational restraints and lower demand.
- Preliminary conservation numbers are starting to drop. The goal is reach a cumulative 28% by February 28, 2016. This fall the numbers have been October at 19%, and preliminary number for November is 12%. This equates to a cumulative savings figure of 23% indicating need for more outreach.
- Baker-Tilly contract was approved for Financial Audits for RPU, Finance and Human Resources by the City Council.
- Upcoming Council meeting: Audit reports will be presented on December 9, followed by the same presentation to the board on December 18.

Items requested by the Board at Future Meetings:

Ongoing CIS Updates

RTRP Update

WATER | ENERGY | LIFE

