

Water/Utility Billing Committee Meeting Minutes – January 8, 2015

Committee Members: Rich Knaub, Tim Morgan, Jim Wiley, Al Heyman, Bill Mosca

Severn Trent Representatives: Rita Varona

- Review and Approve Minutes of December 11, 2014 meeting
Al Heyman made motion to Approve December meeting minutes, Jim Wiley seconded
- Review New Business and Old Business items from the December meeting
 - Old Business
 - Past due accounts outside Riverwood. From the December meeting.
 - Rita reported that one account agreed to set up a payment plan with S/T to get their account current
 - Walt Powers spreadsheet data review
 - Rich met with Walt Powers to obtain copies of his spreadsheets for Utility billing and usage in RW. Rich still trying to gain full understanding of spreadsheets.
 - NHC contact info report
 - Rich obtained contact information for NHC contact from Walt Powers. Rich to attempt to contact NHC.
 - Water permit update from Molly Meadows
 - The water permit for access to use the large pond in case of emergency irrigation has been approved. Molly Meadows waiting to receive official final document.
- Review team guidelines, roles and responsibilities
 - Review/update previous water/utility billing team charter
 - The team reviewed the existing committee charter. It was discussed and the team agreed to change the team membership from (5) members to (6) members plus the RCDD supervisor. Rich will modify the charter and present it to the committee for approval before submitting to RCDD board for approval.
- Review and discuss/identify established processes and procedures related to utility billing, potable water, and irrigation.
 - Review Severn Trent's high level billing process - Rita
 - Rita presented S/T's high level billing process which is confidential. The highlight of the process is that there are (3) check points within the process to insure that the bills are complete and accurate.
- The meeting was continued until January 19, 2015 at 2:00pm.

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Water/ Utility Billing Committee Continued Meeting Minutes – January 19, 2015

Committee Members: Rich Knaub, Tim Morgan, Jim Wiley, Al Heyman, Bill Mosca

Attendees: Denny Knaub

- Brainstorm ideas to improve/enhance irrigation usage/conservation in RW
 - The committee members brainstormed ideas to improve 1) irrigation, 2) potable water, and (3) billing services reporting in Riverwood.
 - Irrigation
 - Irrigation issues
 - Lack of control for common area irrigation
 - Irrigation schedule of common areas throughout RW
 - Who determines schedule?
 - Where's the map of the irrigation timers/controls
 - Irrigation rate process
 - Are the current rates appropriate?
 - Base rate
 - Usage rates
 - Irrigation meters
 - What is the warranty?
 - Failure rate of meters?
 - Potable Water
 - Additional water supply line into RW through Sawgrass
 - Issues
 - Improve water quality
 - Improve water pressure
 - Increased water volume
 - Reduced costs
 - Increased safety
 - Feasibility study
 - Water meters
 - Life expectancy of meters
 - Billing Services
 - What is contract with Severn Trent?
 - Monthly reports needed from S/T
 - Zero water usage – potable and irrigation
 - Past due
 - Monthly activity
 - High usage
 - Collection process

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- Information on payment plans
 - What is S/T's collection process?
 - Collection report
 - Monthly action report for collections
- Prioritization of issues will occur at next month's meeting – Thursday, February 5, 2015 @ 10:00 am in the Riverwood Activity Center's meeting room.
- Adjourn meeting
- Al Heyman made a motion to adjourn the meeting and Bill Mosca seconded.
 - The meeting was adjourned at 3:35 pm.