

Carl.Currie

From: Kevin.Troller
Sent: Thursday, October 01, 2015 9:27 AM
To: Gina.Rivon; Carl.Currie
Cc: Patti.Jett; Kevin.Troller
Subject: RE: Questions

Agree. Thanks. Can we ask them to provide that verbiage? Unfortunately, expect more questions than we all desire; but to some degree we need to be able to answer the basic questions so it doesn't appear we're running from the press; while at the same time waiting on the audit/research to be done and provide the results so nobody has to speculate. That's what I hope to convey to Mark Fleming. I also hope to get them to understand that hearing from Janie, David, Mark, Christopher is disruptive to the review we're trying to do; and probably not helpful given they've already run 4 – 5 articles. The October 22 Council meeting is where we hope to get all the info/results on the table.

From: Gina.Rivon
Sent: Thursday, October 01, 2015 8:17 AM
To: Kevin.Troller; Carl.Currie
Cc: Patti.Jett
Subject: RE: Questions

I am leaving the office shortly to go and test a few more of the old meters. I'll respond to you once I return, but I believe the response for the malfunction should come from Neptune's description of the mechanics of the old meter and how after being in the ground for 10 years _____ could have occurred causing the issue however, the likelihood of this occurring is ____ to _____. Or something to that nature.

From: Kevin.Troller
Sent: Thursday, October 01, 2015 7:59 AM
To: Gina.Rivon; Carl.Currie
Cc: Patti.Jett
Subject: RE: Questions

Gina – thank you very much. This is very useful info; and will allow Patti to stay in the proactive mode with the media as Rick asked. To you and your folks – Thank You. This will be challenging for a while, but hopefully the fruits of everyone's efforts will bring out the truth; and personally I hope the truth is that for the most part all aspects of our system are working well. Can you provide any more information on the 1 meter malfunction? That's something that will become critical with both media and Council depending on how many of these we find. Please know how much I appreciate all you're doing. Kevin

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

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Carl Currie

From: Rachel.Philo
Sent: Monday, October 05, 2015 8:04 AM
To: Gina.Rivon
Cc: Carl.Currie; Kevin.Troller
Subject: FW: High Water Bill

Just wanted to make sure this one hits your desk...

Thanks!

Rachel Philo
Executive Assistant
City Manager's Office
281-420-6500
www.baytown.org

"Great opportunities to help others seldom come, but small ones surround us every day." - Sally Koch

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From: [REDACTED] [mailto:[REDACTED]]
Sent: Sunday, October 04, 2015 7:00 PM
To: UBService
Cc: Bob.Hoskins; Matt Flood; Rachel.Philo
Subject: High Water Bill

Dear Utility Billing Staff,

Please include our water utility account in your investigation of unusually high water bills. The account is [REDACTED] neighborhood. As you can see below our average bill is usually in the \$70 to \$80 range. I do expect our bill to increase up to the \$120 range during the summer time due to watering of the yard. I did water the yard in June when there was little rainfall but have not since then. I didn't question August bill at \$125.73 but I do question September bill at \$227.53. We have not had any lifestyle changes or leaks to account for this increase in the bill. Thanks for your help.

[REDACTED]

Date	Type	Description	Amount	Balance
9/21/2015	PAYMENT	ACH PAYMENT	[REDACTED]	[REDACTED]
9/21/2015	BILLED	STANDARD BILLING	[REDACTED]	[REDACTED]

From: Baxter, Rex [mailto: [REDACTED]]

Sent: Tuesday, October 06, 2015 9:32 AM

To: Gina.Rivon; Kevin.Troller; Carl.Currie

Cc: England, Michael S [HDS]; [REDACTED]

Subject: Meeting follow up

To all,

The City of Baytown has used the Neptune R900 AMR metering system since 2005. The Neptune R900 AMR system was introduced in 1998 and is the leading mobile RF meter reading system in the water industry with 13 million installed in homes throughout the United States. In addition, the R900 is installed in 200K homes in the Houston metropolitan area. Initially, the city installed the Neptune Pro-read absolute encoder with R900 MIU and in 2011 converted to the R900i Ecoder. This system enables the City of Baytown to read all their water meters accurately from a vehicle with a mobile MRX920 receiver from distances up to 1 mile. The R900/R900i system transmits in an accurate and efficient manner by interrogating the register reading via a 900mhz RF signal. Once the meters are read by the city, this information is downloaded into your Neptune ARB N Sight software and then exported to the city's Sungard Utility Billing System.

All Neptune metering products meet or exceed all American Water Works Association (AWWA) standards, the governing agency for all water industry manufacturers. I have attached product and warranty information which details all aspects of the metering system installed in the city.

Regards,

Rex Baxter

Senior Territory Manager

Neptune Technology Group Inc.

281-794-4267

Rachel.Philo

From: Gina.Rivon
Sent: Tuesday, October 06, 2015 3:37 PM
To: Kevin.Troller; Patti.Jett
Cc: Carl.Currie
Subject: RE: [REDACTED]

Yes.

From: Kevin.Troller
Sent: Tuesday, October 06, 2015 3:21 PM
To: Gina.Rivon; Patti.Jett
Cc: Carl.Currie
Subject: RE: [REDACTED]

Is this the 2d meter since all the discussion of high water bills that has proven to be inaccurate?

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

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From: Gina.Rivon
Sent: Tuesday, October 06, 2015 12:50 PM
To: Patti.Jett; Kevin.Troller
Cc: Carl.Currie
Subject: RE: [REDACTED]

Pulled and tested this meter this morning it was registering too fast, slightly, on the medium flow. Though the water was being used by someone the failed medium flow tests indicate a slight malfunction in meter and this account will be adjusted to reflect the average usage at the property.

From: Patti.Jett
Sent: Tuesday, October 06, 2015 9:17 AM
To: Gina.Rivon; Kevin.Troller
Cc: Carl.Currie
Subject: RE: [REDACTED]

Very interesting.

Has [REDACTED] been notified?
If we can get photos, I'd like to share with the Sun.

"Rocco, Stephanie" <[REDACTED]> wrote:

It looks like the readings that have errors in the report are summarized on pg. 266 through 268 (only on the August Cycle 2 report). Therefore, for these residents per your previous email, we are not able to calculate based on the Neptune system meter readings. We were thinking we could go ahead and recalculate the Bill based on the consumption reports from SunGard.

Since this is a deviation from the step, we would include this item in our report stating we could not perform the step as you described below. Would you like us to calculate it in any other way? If you would like to brainstorm with Amanda and I, we would be more than happy to discuss it with you. Please let me know your thoughts and if you would like us to perform a different step to validate the information.

Thank you so much. I really appreciate all your help.

Stephanie Rocco, CPA

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Praxity:

From: Carl.Currie [mailto:Carl.Currie@baytown.org]
Sent: Tuesday, October 06, 2015 10:41 AM
To: Rocco, Stephanie
Cc: Eaves, Amanda; Beall, Tiffany; Jeffrey.Miller
Subject: RE: Aug 2015 Cycle 2 Meter Reading

So, it appears that the dots correlate to accounts either closed or not active or bad reads. On page 12 of the Aug. 2015 cycle 2 listing there is an entry "073-" for [REDACTED] looking at SunGard data I see that is "731" reading in SunGard. That meter was scheduled to have the MIU replaced (the transmitter) so apparently that was a bad read. I'm just finding out that these manual inputs are done usually in the Neptune system before import of the reads into SunGard. To complicate matters, it appears there is no listing or audit trail of these adjustments made before import. The number of these vary month to month but typically are not more than 100 or so, I'm told.

From: Rocco, Stephanie [mailto:[REDACTED]]
Sent: Tuesday, October 06, 2015 9:54 AM
To: Carl.Currie
Cc: Eaves, Amanda; Beall, Tiffany; Jeffrey.Miller
Subject: Aug 2015 Cycle 2 Meter Reading

Carl,

Good morning, I hope you had a wonderful weekend. I am working on the project, and I was looking at the data. On the PDF sent for the Meter Readings, I noticed some of the readings have dots or letters instead of an actual reading. For

example, if you look at pg. 5 of the meter reading for the Aug. 2015, you will notice the dots. Does this mean they had zero or an error on the read? Please let me know your thoughts as we are seeing a bunch of these in the data.

Please let me know if you would like to talk through this further.

Thanks!

Stephanie Rocco, CPA

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Praxity

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These discussions and conclusions are based on the facts as stated and existing authorities as of the date of this email. Our advice could change as a result of changes in the applicable laws and regulations. We are under no obligation to update this information if such changes occur. Our advice is based on your unique facts and circumstances as you communicated them to us and should not be used or relied on by anyone else.

Rachel.Philo

From: Kevin.Troller
Sent: Wednesday, October 07, 2015 11:04 AM
To: Patti.Jett; Rick.Davis
Subject: RE: Water bills

Follow Up Flag: Follow up
Flag Status: Flagged

I actually started writing a response highlighting our interview with David and Mark, and stating again it's best to allow the review to run its course to responsibly answer our citizen concerns – and to again encourage them to be at the October 22 meeting. Personally, I don't think feeding the paper more info on this before October 22 is appropriate. They have done a very poor job covering this issue with anecdotal info and nothing factual.

Kevin G. Troller
Assistant City Manager
City of Baytown
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From: Patti.Jett
Sent: Wednesday, October 07, 2015 10:43 AM
To: Gina.Rivon; Carl.Currie
Cc: Kevin.Troller; Rick.Davis
Subject: FW: Water bills

Are they going to write a 7th article on this before even the Oct. 22 meeting?!? This is getting ridiculous.

Gina, Carl.... I'll need your input on this. His questions are vague but let's do the best we can.

Patti

From: Christopher James [mailto:christopher.james@baytownsun.com]
Sent: Wednesday, October 07, 2015 10:34 AM
To: Patti.Jett; Kevin.Troller
Cc: David Bloom
Subject: Water bills

Good morning,

I'm hoping to get more information regarding the contract with Neptune.

Carl.Currie

From: Kevin.Troller
Sent: Wednesday, October 07, 2015 3:24 PM
To: Carl.Currie; Rick.Davis
Cc: Rachel.Philo; Gina.Rivon; Kevin.Troller
Subject: RE: Citizen Concern-[REDACTED]

Carl, I had the same conversation. He's frustrated, but he was cordial in the conversation. I told him all about the tests we do on meters, and everything we're doing to test from meters to computation for the Oct 22 Council meeting. Simply put he wants a refund. He asked to next speak to Rick.

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

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From: Carl.Currie
Sent: Wednesday, October 07, 2015 10:58 AM
To: Rachel.Philo; Gina.Rivon
Cc: Kevin.Troller
Subject: RE: Citizen Concern-[REDACTED]

His meter was tested and the results came back indicating the meter is accurate. Based on that, I informed him I could not authorize a billing adjustment. His premise is that during the time frame covering the usage, his wife was out of town and there was no way he used this much water, 26,000 gallons per the August 18th reading.

From: Rachel.Philo
Sent: Wednesday, October 07, 2015 10:54 AM
To: Gina.Rivon; Carl.Currie
Cc: Kevin.Troller
Subject: Citizen Concern-[REDACTED]

Good Morning!

[REDACTED] called to speak with Kevin regarding his utility bill (he lives at [REDACTED]). He states that he has already tried to resolve his issue with both of you and is now moving his concern to the next level.

Could both of you please confirm that you have worked with [REDACTED] and also send a synopsis of the issue and what's been done to this point to resolve it?

Thank you,

Rachel Philo
Executive Assistant

From: Carl.Currie [mailto:Carl.Currie@baytown.org]
Sent: Wednesday, October 07, 2015 3:37 PM
To: Rocco, Stephanie
Cc: Beall, Tiffany
Subject: RE: Aug 2015 Cycle 2 Meter Reading

That account's meter was pulled in July after the July reading because the property was vacant and the meter registered consumption repeatedly, month after month. So there was no meter present in August to transmit a reading. This scenario is not uncommon.

From: Rocco, Stephanie [mailto:████████████████████]
Sent: Wednesday, October 07, 2015 3:24 PM
To: Carl.Currie
Cc: Beall, Tiffany
Subject: RE: Aug 2015 Cycle 2 Meter Reading

Thank you! We have made a lot of progress today; however, we did have another question on the meter reading file. As we were performing the procedures, we noticed there are addresses on the July file not on the August file and vice versa. Do you know why there would be differences in meters? We looked to see if they changed cycles, but this does not seem to be the case.

Here is an example that is on the July meter reading, but not on the August meter reading:

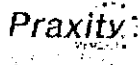
Capture ID: ██████████
Address: ██████████

Thanks!

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From: Carl.Currie [mailto:Carl.Currie@baytown.org]
Sent: Tuesday, October 06, 2015 1:07 PM
To: Rocco, Stephanie
Cc: Eaves, Amanda; Beall, Tiffany; Jeffrey.Miller
Subject: Re: Aug 2015 Cycle 2 Meter Reading

Yes. Let's calculate on Sungard usage.

Carl

Carl.Currie

From: Kevin.Troller
Sent: Thursday, October 08, 2015 1:32 PM
To: Gina.Rivon
Cc: Carl.Currie
Subject: RE: Water bills

Thanks Gina. I got the response on reliability of meters being +/- 1.5% from actual consumption to be considered working properly. Does Neptune have any reliability statement on the % of their meters that meet this standard?

Kevin G. Troller
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From: Gina.Rivon
Sent: Thursday, October 08, 2015 10:41 AM
To: Patti.Jett; Carl.Currie
Cc: Kevin.Troller; Rick.Davis
Subject: RE: Water bills

Just wanted to follow up and let you know Southern Flow arrived this morning. I gave them a list of 70 meters to pull and test. It should take them about 7 – 10 days to complete however, they guarantee to have all results to us 3 days prior to the Council meeting.

In response to the Baytown Sun's question about how many of the newer meters we have installed.....10,037 which is about 46%, nearly half of our customers have the datalogging capability. As we continue to conduct meter maintenance the old styles will be replaced until the entire City will have the newest technology.

If there are any other unanswered questions, please forward them to me. I'm doing my best to cover everything for everyone as well as respond to all emails, phone calls and office visits. If there is anything I am missing or you need from me, please let me know. I hope nothing has fallen through the cracks, but it's possible so please send me a reminder if I haven't responded to something.

Thank you for your service, assistance and support.

From: Gina.Rivon
Sent: Wednesday, October 07, 2015 3:01 PM
To: Patti.Jett; Carl.Currie

Carl.Currie

From: Kevin.Troller
Sent: Thursday, October 08, 2015 3:18 PM
To: Patti.Jett; Carl.Currie
Subject: RE: Another City with water usage issues

David has his own agenda. That's unfortunate. Our focus should be, as we told them in the interview, come to the Oct 22 meeting, and hear the info at the same time we tell our bosses. Honestly, I don't think we owe them anything else until Oct 22.

From: Patti.Jett
Sent: Thursday, October 08, 2015 2:11 PM
To: Kevin.Troller; Carl.Currie
Subject: RE: Another City with water usage issues

I'll share with Mark. Honestly, David doesn't want to hear it, and he's put Christopher back on this..... I hate to just give them an excuse for another story, but it looks like they're already doing one.

Patti

From: Kevin.Troller
Sent: Thursday, October 08, 2015 2:08 PM
To: Carl.Currie; Patti.Jett
Subject: RE: Another City with water usage issues

Patti – is it any use to send articles like this to Baytown Sun? If they would devote time and energy to thorough investigative journalism, they'd find more stories like this. True, good news might not sell papers, but it goes a long way in establishing credibility.

From: Carl.Currie
Sent: Thursday, October 08, 2015 12:59 PM
To: Patti.Jett
Cc: Kevin.Troller
Subject: Another City with water usage issues

No water issues discovered in Royse City

Carl C. Currie, CPA
Acting Director of Finance
City of Baytown
PO Box 424
Baytown, TX 77522-0424
(281) 420-6679 Office
(281) 838-9223 Cell
(281) 420-7135 Fax

Rachel.Philo

From: Baxter, Rex [REDACTED]
Sent: Friday, October 09, 2015 10:03 AM
To: Kevin.Troller
Cc: michael.england@hdsupply.com
Subject: RE: Water bills

Kevin,
I spoke with Chris James at the Baytown Sun. Basically I attempted to educate him on how the meter works. Gave him a few statistics on how many meters of this type were installed in the US and our long term relationship with Baytown. Also I stated this is the only time in 26 my years I have attended a council meeting regarding "high bill" complaints and this is a state wide issue.

*Rex Baxter
Senior Territory Manager*

281-794-4267

From: Kevin.Troller [mailto:Kevin.Troller@baytown.org]
Sent: Thursday, October 08, 2015 5:14 PM
To: Baxter, Rex [REDACTED]
Subject: RE: Water bills

I think they've run 7 stories so far; with anecdotal customer allegations. I've asked them to wait until Oct 22 and hear the facts that come from all the research being done. There is no reason for anyone to speculate, or run stories that citizens are taking as factual, when the research and data analysis isn't complete.

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

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From: Baxter, Rex [mailto:[REDACTED]]
Sent: Thursday, October 08, 2015 3:14 PM
To: Kevin.Troller; Gina.Rivon
Cc: Michael S England [REDACTED]; Carl.Currie
Subject: RE: Water bills

Kevin,

Carl.Currie

From: Gina.Rivon
Sent: Friday, October 09, 2015 10:35 AM
To: Carl.Currie
Subject: RE: Aug 2015 Cycle 2 Meter Reading

That is incorrect. There is an August 5th due date for Cycle I (for July 20th bill) and an August 19th due date for Cycle II (August 3rd bill) so both cycles would show late fees in August.

From: Carl.Currie
Sent: Friday, October 09, 2015 9:42 AM
To: Gina.Rivon
Subject: FW: Aug 2015 Cycle 2 Meter Reading

Would you answer the highlighted question?

From: Rocco, Stephanie [mailto:████████████████████]
Sent: Friday, October 09, 2015 9:39 AM
To: Carl.Currie
Cc: Beall, Tiffany
Subject: RE: Aug 2015 Cycle 2 Meter Reading

Carl,

Thank you for the explanation. We removed all of the readings in July that did not have readings in August.

Further, we ran into some issues with items overlapping information. Would it be possible to run a cross-reference report (to get from the customer account number to the ID Capture) for all residential accounts (irrigation and water consumption)?

Also, to clarify on late charges, all late charges dated in August relate to Cycle One readings and all late charges in September are dealing with Cycle Two readings correct? We noticed for one of the individuals we tested had two late charges (one in August and one in September); however, the difference between the amount billed and our calculation was only the August late charge.

Please let me know your thoughts. Thanks for all your help!

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Praxity:

Gina.Rivon

From: Gina.Rivon
Sent: Monday, October 12, 2015 9:09 AM
To: [REDACTED]
Subject: RE: Data Log [REDACTED]

Please note the bill in question is for consumption used from July 17 – August 16th. Your meter was datalogged and indicated an intermittent and continuous leak flags during that period. Your meter has since been pulled and tested to further investigate the accuracy of consumption. The results indicate the meter passed the test at 99%, 100% and 99.5% and a new meter has been installed. At this point the City has exhausted all of its options to ensure the accuracy of your meter.

If you still have further needs/concerns you can contact the Director of Finance, Carl Currie, 281-420-6530.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, October 12, 2015 8:56 AM
To: Gina.Rivon
Subject: RE: Data Log [REDACTED]

We have tested the toilets with die, we have no leaks. We have two outside wall faucets and no leaks. None of my faucets inside my house are leaking. Not even a drip. If I don't see a leak or hear a leak how is a plumber going to be able to tell me that something is leaking when your data logger is the only thing stating we have a leak?

From: Gina.Rivon [mailto:Gina.Rivon@baytown.org]
Sent: Monday, October 12, 2015 8:43 AM
To: [REDACTED]
Subject: RE: Data Log - [REDACTED]

Our technicians can't tell you where the open line is only that the register indicates there is one. A plumber can better assist you with locating the open line.

From: [REDACTED] [mailto:[REDACTED]]
Sent: Monday, October 12, 2015 7:35 AM
To: Gina.Rivon
Subject: RE: Data Log - [REDACTED]

Gina,

We have done that and we do not have any open lines, no leaking faucets or toilets. Can you send someone out to show us where we have an open line at? I am starting to question the integrity of these fancy meters now

From: Gina.Rivon [mailto:Gina.Rivon@baytown.org]
Sent: Friday, October 09, 2015 8:36 AM
To: [REDACTED]
Subject: Data Log [REDACTED]

Good morning [REDACTED]

Rachel.Philo

From: Kevin.Troller
Sent: Tuesday, October 13, 2015 1:29 PM
To: Carl.Currie
Cc: Kevin.Troller
Subject: RE: meter test

Thanks for the discussion. I agree with the account adjustment as we've done previously. Looking at Gina's note, I think we need to make this a written policy so we're clear and consistent on when and how this exception can be made.

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

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From: Carl.Currie
Sent: Tuesday, October 13, 2015 10:42 AM
To: Kevin.Troller
Subject: FW: meter test

Do you have time this morning to discuss this account with me?

From: Gina.Rivon
Sent: Tuesday, October 13, 2015 10:37 AM
To: Carl.Currie
Subject: RE: meter test

Meter tested within range: 100.1 Low, 100.1 Medium, and 99.6 High

Immediately following the test [REDACTED] came by to visit me (for the first time). We had a pretty lengthy conversation and at the end I asked him based on everything he had presented and everything I presented, what was he asking the City to do in relation to his bill? He said I'd like you to go to the powers that be and ask them if I can pay just the actual costs of the water without any markups, just the City's costs for the water. Also during the conversation he asked how many signatures he would need to be able to ask this question himself if I wasn't willing to ask for him. I told him he didn't need signatures to address City Hall Administration, the Mayor or Council, just his request alone would get him there.

At the conclusion, I told him I would make the request on his behalf (as he had requested) and I would get back with him today.

In lieu of making that request, we have the ability to adjust this account as well as others based on an unwritten "Unexplainable Water" policy Troller implemented a few years ago.

After UB has followed all its procedures and processes to determine the reason for the high consumption and have no answer and the customer's bill is at least \$100 more than the average bill or 2 times more consumption used, we can credit the account for 1/2 the amount over the average amount.

How would you like me to proceed?

From: Carl.Currie
Sent: Tuesday, October 13, 2015 9:25 AM
To: Gina.Rivon
Subject: meter test

How did the meter test come out yesterday on the \$3K+ bill account?

Carl C. Currie, CPA
Acting Director of Finance
City of Baytown
PO Box 424
Baytown, TX 77522-0424
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(281) 838-9223 Cell
(281) 420-7135 Fax

Rachel.Philo

From: Gina.Rivon
Sent: Tuesday, October 13, 2015 3:01 PM
To: Patti.Jett; Rick.Davis; Rachel.Philo; Ron.Bottoms
Subject: RE: Water bills & golf course

Follow Up Flag: Follow up
Flag Status: Flagged

From: Patti.Jett
Sent: Tuesday, October 13, 2015 2:09 PM
To: Rick.Davis; Rachel.Philo; Ron.Bottoms
Cc: Gina.Rivon
Subject: FW: Water bills & golf course

From: David Bloom [<mailto:david.bloom@baytownsun.com>]
Sent: Tuesday, October 13, 2015 12:27 PM
To: Rachel.Philo
Cc: Patti.Jett; Mark Fleming; Christopher James; Janie Gray
Subject: Water bills & golf course

Water Bills

This is a repetition of questions they are asking weekly. I don't mind answering them, but it is giving them ammo to run a story/multiple stories every Sunday. They're going to make this news if they have to pre-empt every other local occurrence to do it. My preferred response would be this:

As we have stated previously, we will have no new information available until the review is presented to Council on October 22nd.

If that is not acceptable to you Rick, please see the answers below....I'll need Gina's input on a couple.... But I really recommend not taking this route. We need to put an end to this cycle. This is NOT an issue that the general public is talking about.

Golf course – answered to the best of my knowledge. Ron, would you

Mr. Davis,

Concerning water bills:

1. To date, what are the total amount of calls the city has gotten concerning high than average water bills? At last report, the city tested 10 meters and found one to be faulty? The rest (70) are to tested by a third party ... is that still correct? How many to be tested? Are we adding meters to be tested as complaints come in?
2. What roles are city staff, Neptune having in the water bill audit and report to Council on Oct. 22? Will this be a collaboration or separate reports?

Rachel.Philo

From: Kevin.Troller
Sent: Tuesday, October 13, 2015 9:09 PM
To: Rick.Davis; Ron.Bottoms; Patti.Jett
Subject: City Wasting Water

Follow Up Flag: Follow up
Flag Status: Flagged

From: Gina.Rivon
Sent: Tuesday, October 13, 2015 11:46 AM
To: Kevin.Troller
Cc: Carl.Currie
Subject: City Wasting Water

Just wanted to pass on a complaint received today.....Customer said the underlining reason for the citizens being upset about their water is because they are being penalized with water conservation rates while the city is wasting water all over the city, specifically on Blue Herron and Alexander where the irrigation is running so long and so often that water is running down the road into the drain on a daily basis.

Gina Roberson Rivon

City of Baytown
Utility Billing Manager
2505 Market Street
Baytown, TX 77520
281-420-7160
gina.rivon@baytown.org

If you want to be blessed, bless someone else.....

2800 Post Oak Boulevard, Suite 3200
Houston, TX 77056
713.499.4600 Front Desk
713.499.4603 Direct
281.382.0092 Mobile
713.499.4699 Fax
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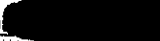


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From: Carl.Currie [<mailto:Carl.Currie@baytown.org>]
Sent: Monday, October 19, 2015 10:10 AM
To: Eaves, Amanda
Cc: Rocco, Stephanie
Subject: RE: Project question

This is correct. I would prefer not to test the zero consumption (those billed at \$11.15) as this would not address the underlying concern which is residents' high bills.

From: Eaves, Amanda [<mailto:> 
Sent: Monday, October 19, 2015 10:05 AM
To: Carl.Currie
Cc: Rocco, Stephanie
Subject: Project question

Carl,

This is what I understand that you want us to focus in on. Can you please confirm?

Test water consumption and charge only for:

All residential accounts with 112 service code (remove those accounts that are not on the list "august 2015 consumption")
-exclude those that did not have clean reads
-exclude accounts labeled vacant
-exclude bills that are less than the minimum bill of \$11.15 (these would be zero bills or prorated down due to new service or other)

A question is do you want us to test accounts that are billed the minimum bill of \$11.15?

Is this correct? Please call me if we need to discuss further.

Thanks!

Amanda E. Eaves, CPA
Director | BKD, LLP
2800 Post Oak Boulevard, Suite 3200
Houston, TX 77056
713.499.4600 Front Desk
713.499.4603 Direct
281.382.0092 Mobile
713.499.4699 Fax
www.bkd.com

From: Carl.Currie
Sent: Monday, October 19, 2015 4:56 PM
To: Kevin.Troller
Subject: Fwd: Project question

Carl

----- Original Message -----

Subject: RE: Project question
From: "Eaves, Amanda" [REDACTED]
To: "Carl.Currie" <Carl.Currie@baytown.org>
CC:

I agree with that

Amanda E. Eaves, CPA
BKD, LLP
281.382.0092

Sent with Good

From: Carl.Currie <Carl.Currie@baytown.org>
Sent: Monday, October 19, 2015 4:35:46 PM
To: Eaves, Amanda
Subject: RE: Project question

Hi, Amanda:

Given that you're not going to be able to research all 949 variances, I propose that maybe you could just indicate to Council on Thursday something to the effect that you've found no instances where the SunGard system incorrectly calculated the billing for any customers; while you haven't had time to perform a recalculation of all billings for August, you've found no instance where one was calculated incorrectly.

From: Eaves, Amanda [mailto:[REDACTED]]
Sent: Monday, October 19, 2015 1:52 PM
To: Carl.Currie
Cc: Rocco, Stephanie
Subject: RE: Project question

We have narrowed the population and are tracing some of the remaining differences through to double check, but are finding differences due to incomparable data in one shape or form that ACL does not recognize between the reports used. We will send you the results today, and can discuss them with you. The reduced population resulted in 16,642 accounts tested. Right now we have 949 variances of which around a majority appear to be due to not having the exact data in the files we were comparing. We are not saying any of the 949 were calculated wrong, just that there are discrepancies.

Thanks!

Amanda E. Eaves, CPA
Director | BKD, LLP

Carl.Currie

From: Gina.Rivon
Sent: Wednesday, October 21, 2015 8:30 AM
To: Rachel.Philo
Cc: Carl.Currie; Kevin.Troller
Subject: RE: Message from Unknown sender [REDACTED]

I called her yesterday and left a message and she returned my call after I left the office for the day. I called her this morning before receiving your email and there was no answer. I will try again after 10.

Just FYI: The one-time adjustment over the life of the account is not something we promote it's just a tool we can use in the very few cases where there seems to be an impasse. Since 2012 we have only used that method (last result) about 10 times. Please don't offer until you have proof UB has exhausted all options on our side and the customer provide proof they have done their due diligence as well. The word of the lawn man and a well-kept property is not due diligence. A certified plumber stating there are no leaks or open lines on the property, is. Please help us contain this before every disgruntled customer begins requesting the same.

Thank you.

From: Rachel.Philo
Sent: Wednesday, October 21, 2015 8:21 AM
To: Gina.Rivon
Cc: Carl.Currie; Kevin.Troller
Subject: FW: Message from Unknown sender [REDACTED]

Hi Gina,

The attached voicemail is from [REDACTED] (can't pronounce the last name). He lives at [REDACTED] and is contesting his high water bill. I called [REDACTED] back and was on speaker phone with her and the [REDACTED] for about 45 minutes going through the issue. At the end of the day, I am telling her that her meter was tested and it passed all three tests – so if the equipment works we have no other evidence to go off of, but she is saying the house is meticulously kept up and could not possibly have a water leak and the lawn man is saying there is no way that amount of water when through the sprinkler system...so I let them know about the one time only adjustment request that is available to them (if they haven't already used it). Just an FYI - she will likely be contacting you.

Thanks,

Rachel Philo
Executive Assistant
City Manager's Office
281-420-6500
www.baytown.org

"Great opportunities to help others seldom come, but small ones surround us every day." - Sally Koch

ATTENTION PUBLIC OFFICIALS: A "Reply to All" of this e-mail could lead to violations of the Texas Open Meetings Act. A "Forward" of this e-mail to another public official could also lead to violations of the Texas Open Meetings Act if a quorum is eventually involved. Please reply only to the sender.

Carl.Currie

From: Rick.Davis
Sent: Wednesday, October 21, 2015 9:25 AM
To: Robert Belt
Cc: Carl.Currie; Stephanie Harris; Ben Cohen
Subject: RE: Water bills

Dear Robert:

Very kind of you to offer the information below. This is been a very interesting time, and I think you've described what has recently occurred very accurately. Although the recent lather whipped up by the media and others has resulted in an almost frantic climate in Baytown and many other cities, I'm pretty happy to say that Baytown reacted perhaps more quickly than other communities. In fact, on Thursday we will present to Council our findings from a three prong analysis that we performed on our software, infrastructure, and policy/procedures. This was done utilizing three different contractors. If we require any additional analysis, I will be sure to reach out. Thanks again for yesterday's presentation and your offer to assist us with the water issue.

Form Regards,

Rick Davis

From: Robert Belt [mailto: [REDACTED]]
Sent: Wednesday, October 21, 2015 9:05 AM
To: Rick.Davis
Cc: Carl.Currie; Stephanie Harris; Ben Cohen
Subject: Water bills

Rick,

During the finance committee meeting yesterday, I started to mention to the group another project we were working on in response to Carl and Jeff's mentioning citizens complaining about water bills. It's always difficult to gauge if something is just general chatter by the citizens or a growing roar. After hearing about the news broadcast of last night's meeting I thought I would mention another engagement we are working on and how we can help Baytown, if needed.

The weather conditions this year brought about "a perfect storm" so to speak with low water bills, followed by high ones based on extremely wet then extremely dry conditions. The citizens across much of Texas are now up in arms, as it must be the water meter error and not there usage that is the problem.

It is self-serving of me to recommend our services, and I don't really recommend that you consider the project that I am about to mention, until this reaches crises stage. However, when the expenditure of City managements time and loss of confidence in the City reaches a pivotal point, I think it will be time for us to help reinstall confidence. This occurred at the City of Cedar Park just 20 days ago. We can design procedures to look at most allegations and present the information in such a way that allows the government to move forward by getting the facts on the table, which is in this case reassure the public the water billing system is functioning as designed.

This is the public announcement that I prepared for the City of Cedar Park, that was read at their City Council meeting:

Carl.Currie

From: Kevin.Troller
Sent: Friday, October 23, 2015 3:47 PM
To: Rachel.Philo
Cc: Carl.Currie; Gina.Rivon
Subject: RE: [REDACTED]

I left a voice message for [REDACTED] Now that the info to Council included discussion of a 1-time unexplainable adjustment, we might hear people asking for that adjustment. I have no problem giving the adjustment as we have to others when all conditions have been met.

Kevin G. Troller
Assistant City Manager
City of Baytown
Phone: 281-420-6503
FAX: 281-420-7176

ATTENTION PUBLIC OFFICIALS: A "Reply to All" of this e-mail could lead to violations of the Texas Open Meetings Act. A "Forward" of this e-mail to another public official could also lead to violations of the Texas Open Meetings Act if a quorum is eventually involved. Please reply only to the sender.

From: Rachel.Philo
Sent: Friday, October 23, 2015 12:19 PM
To: Kevin.Troller
Cc: Carl.Currie; Gina.Rivon
Subject: RE: [REDACTED]

Hi Kevin,

[REDACTED] has called several times over the last few weeks (called again today) regarding his high water bill from August. He has paid the bill, but is still looking for some sort of reimbursement for overcharges. He has spoken at length with both Gina and Carl, Carl even went out and visited with him on his property.

His contention regarding why his water bill is incorrect is that he states he was on vacation for a week during the billing cycle and had turned the water off at the tap at the house. He has a printout of his daily usage that shows several 100 gallons of water being used during the time he states he was gone. He has offered to show receipts and pictures proving he was away from home at the time he was being charged these amounts. His meter has been tested and is accurate. He is not satisfied with this result and continues to be adamant that there is a systemic issue because there is no way that he used that water during the time he was gone and had the water turned off. I'm not sure how else to assist him since all the "evidence" we have points to an accurate reading and was hoping you could call him at [REDACTED]

Thanks,

Rachel Philo
Executive Assistant
City Manager's Office
281-420-6500
www.baytown.org

Carl.Currie

From: Kevin.Troller
Sent: Monday, October 26, 2015 9:08 AM
To: Patti.Jett; Gina.Rivon; Carl.Currie
Subject: RE: water bill report

It didn't matter – it was the same lack of integrity reporting that typifies the paper. David's editorial was sad; but the source is what the source is. Our people deserve better.

From: Patti.Jett
Sent: Monday, October 26, 2015 8:24 AM
To: Gina.Rivon; Kevin.Troller; Carl.Currie
Subject: RE: water bill report

Kevin responded to the ones he felt needed responding.

Patti

From: Gina.Rivon
Sent: Monday, October 26, 2015 8:24 AM
To: Kevin.Troller; Patti.Jett; Carl.Currie
Subject: RE: water bill report

What was the final position on responding to the questions???

From: Kevin.Troller
Sent: Friday, October 23, 2015 3:29 PM
To: Patti.Jett; Gina.Rivon; Carl.Currie
Subject: RE: water bill report

We advised them to come hear the report. They had Mark in attendance to hear all of this info. We should advise him to check with his reporter.

From: Patti.Jett
Sent: Friday, October 23, 2015 12:05 PM
To: Kevin.Troller; Gina.Rivon; Carl.Currie
Subject: Fwd: water bill report

Advised him that I am out of the office today and will be back on Monday. Can we compile the info for him?

Sent from my iPad

Begin forwarded message:

From: David Bloom <david.bloom@baytownsun.com>
Date: October 23, 2015 at 10:31:09 AM CDT

Ron.Bottoms

From: Rick.Davis
Sent: Monday, October 26, 2015 5:33 PM
To: All City Council
Cc: Ron.Bottoms; Kevin.Troller; Nick.Woolery
Subject: Briefing

Dear Mayor and Council:

Just a few quick items for your consideration.

First, you may be able to imagine how unfortunate the Sunday editorial in the Baytown, especially for our employees in Utility Billing and Finance. Other articles appear to have taken your comments out of context as well. We can certainly not control others; but we can continue to demonstrate our trustworthiness, dedication, and professionalism regardless of the arrows and barbs thrown at us. I sent to Utility Billing my personal appreciation for all they do to serve our citizens. Theirs is not only a very important responsibility, but unfortunately one that comes with very little appreciation and, I daresay on many occasions, respect as well. It would certainly mean a lot if you all had a moment to send an email to them providing your support. You can send it to Kevin and he'll make sure that all of the UB employees receive it. Meanwhile, my recommendation moving forward is that we target some time in the vicinity of the second retreat to discuss the possibility of a few policy options. This will allow us to perform thorough benchmarking and put together some options for you to consider. Meanwhile, please be assured that we will continue to do our very best to answer any of our customers' questions or concerns. In addition, if you believe there is or remains any stone we have not turned in an effort to find a systemic explanation, please do not hesitate to pass along your ideas. The most difficult aspect with which to grapple is the reality that since this is a statewide issue, any explanation and/or solution likely exist at that level as well. Regardless, we will not tire in our resolve to identify solutions and explanations right here in Baytown. Of course, I will immediately apprise you of any developments or critical information that emerge.

We fared very well this weekend, handling as best we could the punches that Patricia through at us. We received a good soaking, but no widespread flooding. Despite our best efforts since our last major storm to divert some of our sewer flow in another direction, it wasn't enough. While we are still evaluating the effect of the Raccoon force main diversion, where we are diverting about 1.5 million gallons a day from our East Plant to our Northeast plant, we still incurred serious overflows. You have probably already received a press release addressing this situation. As our release indicates, the City has invested and continues to invest millions in sanitary system upgrades. There remain some very critical projects in the near future that I believe will have a positive impact on future overflows. Specifically, the upgrade of two sanitary lines, hopefully completed by the spring (Kilgore and East Baker), will have a significant effect in better handling sanitary flows. There is meanwhile no doubt that we are playing catch-up, but we are determined to press forward and address our sanitary system situation in the most serious manner possible.

There was a small leak of hydrogen and methane at the Exxon plant today. No indication of injuries nor danger to the public at large. It was handled very quickly, and Exxon did a very good job in keeping our EMO and public affairs folks informed.

Please call me with any questions.

Best Regards,

Rick

From: Gina.Rivon
Sent: Tuesday, October 27, 2015 4:32 PM
To: Patti.Jett
Cc: Carl.Currie; Kevin.Troller
Subject: RE: Water Bill

But instead of just saying that, you went through a lengthy response and then asked me for information without providing any account/customer information.

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:31 PM
To: Gina.Rivon
Cc: Carl.Currie; Kevin.Troller
Subject: Re: Water Bill

I responded to this one because I wanted to make that point that every one of the questions were answered at the meeting.

Sent from my iPad

On Oct 27, 2015, at 4:28 PM, Gina.Rivon <Gina.Rivon@baytown.org> wrote:

Patti, with as many customers as we serve how can I know without a customer name, account number or address????

Kevin, it was my understanding that after we gave the report and answered alllllll the questions we wouldn't continue to go back and forth with the Baytown Sun. Is that accurate because every question below was answered during the Council Meeting that a member of the Baytown Sun staff attended. They also provided the link for everyone else to watch the 80 minute presentation so I would assume they would advise their staff to do the same. Are we going to continue to go back and forth over the exact same questions we have already answered even though the direction from Council was clear and I thought final: 1) Proceed with the normal UB Standard Operating Procedures, 2) Add the Rate Structure to the Bill and 3) Bring agenda item back at a later time for consideration of revising the rate structure?

I need some clear direction because this could go on forever.....

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:02 PM
To: Gina.Rivon
Subject: Fwd: Water Bill

Do you know what the situation is here?

Sent from my iPad

Begin forwarded message:

From: Patti.Jett <Patti.Jett@baytown.org>
Date: October 27, 2015 at 3:58:47 PM CDT

Cc: Carl.Currie; Kevin.Troller
Subject: Re: Water Bill

I responded to this one because I wanted to make that point that every one of the questions were answered at the meeting.

Sent from my iPad

On Oct 27, 2015, at 4:28 PM, Gina.Rivon <Gina.Rivon@baytown.org> wrote:

Patti, with as many customers as we serve how can I know without a customer name, account number or address????

Kevin, it was my understanding that after we gave the report and answered alllllll the questions we wouldn't continue to go back and forth with the Baytown Sun. Is that accurate because every question below was answered during the Council Meeting that a member of the Baytown Sun staff attended. They also provided the link for everyone else to watch the 80 minute presentation so I would assume they would advise their staff to do the same. Are we going to continue to go back and forth over the exact same questions we have already answered even though the direction from Council was clear and I thought final: 1) Proceed with the normal UB Standard Operating Procedures, 2) Add the Rate Structure to the Bill and 3) Bring agenda item back at a later time for consideration of revising the rate structure?

I need some clear direction because this could go on forever.....

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:02 PM
To: Gina.Rivon
Subject: Fwd: Water Bill

Do you know what the situation is here?

Sent from my iPad

Begin forwarded message:

From: Patti.Jett <Patti.Jett@baytown.org>
Date: October 27, 2015 at 3:58:47 PM CDT
To: Christopher James
<christopher.james@baytownsun.com>
Subject: Re: Water Bill

My advice to her is to work with utility billing customer service. They work with residents regularly to assist them with issues with their bills.

Rachel.Philo

From: Gina.Rivon
Sent: Thursday, October 08, 2015 10:41 AM
To: Patti.Jett; Carl.Currie
Cc: Kevin.Troller; Rick.Davis
Subject: RE: Water bills

Follow Up Flag: Follow up
Flag Status: Flagged

Just wanted to follow up and let you know Southern Flow arrived this morning. I gave them a list of 70 meters to pull and test. It should take them about 7 – 10 days to complete however, they guarantee to have all results to us 3 days prior to the Council meeting.

In response to the Baytown Sun's question about how many of the newer meters we have installed.....10,037 which is about 46%, nearly half of our customers have the datalogging capability. As we continue to conduct meter maintenance the old styles will be replaced until the entire City will have the newest technology.

If there are any other unanswered questions, please forward them to me. I'm doing my best to cover everything for everyone as well as respond to all emails, phone calls and office visits. If there is anything I am missing or you need from me, please let me know. I hope nothing has fallen through the cracks, but it's possible so please send me a reminder if I haven't responded to something.

Thank you for your service, assistance and support.

From: Gina.Rivon
Sent: Wednesday, October 07, 2015 3:01 PM
To: Patti.Jett; Carl.Currie
Cc: Kevin.Troller; Rick.Davis
Subject: RE: Water bills

Answers below.

From: Patti.Jett
Sent: Wednesday, October 07, 2015 10:43 AM
To: Gina.Rivon; Carl.Currie
Cc: Kevin.Troller; Rick.Davis
Subject: FW: Water bills

Are they going to write a 7th article on this before even the Oct. 22 meeting?!? This is getting ridiculous.

Gina, Carl.... I'll need your input on this. His questions are vague but let's do the best we can.

Patti

Gina.Rivon

From: Gina.Rivon
Sent: Tuesday, October 27, 2015 5:20 PM
To: Patti.Jett
Subject: RE: Water Bill

I think his editorial was very clear and therefore you should expect him to hit us with whatever a customer approach him with since he has solicited their complaints. In my opinion, it will just be more of the same which doesn't require us to respond since all the stories will be the same with different usage, history and payment amounts. That's the joy of consistency.....regardless of who name you plug into the story our processes, procedures and practices remain the same.

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:59 PM
To: Gina.Rivon
Subject: Re: Water Bill

I'm not interested in sharing it with them. Just trying to see what they're going to hit us with next. My advice to the customer was to work with utility billing on a solution. She's not going to get that at the newspaper. I would hope that they pass that information on along to her so she can contact your office. Because I was actually at the meeting, I also know that you work out pretty long payment plans.

Sent from my iPad

On Oct 27, 2015, at 4:51 PM, Gina.Rivon <Gina.Rivon@baytown.org> wrote:

No ma'am, I don't and I've asked every CS Rep and none of them know either. But if the Sun would like to provide you with more details to better assist us with verifying the account information we'd be more than happy to review and provide the back story.

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:39 PM
To: Gina.Rivon
Subject: Re: Water Bill

I only asked if perhaps you knew the back story.

Sent from my iPad

On Oct 27, 2015, at 4:32 PM, Gina.Rivon <Gina.Rivon@baytown.org> wrote:

But instead of just saying that, you went through a lengthy response and then asked me for information without providing any account/customer information.

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:31 PM
To: Gina.Rivon

Carl.Currie

From: Kevin.Troller
Sent: Wednesday, October 28, 2015 8:42 AM
To: Carl.Currie
Subject: RE: Water Bill

Carl – as you were on Gina’s note; this is an opportunity to “coach” as we discussed yesterday. This is not a cordial and professional response from Gina to Patti. Gina is thoughtful and pleasant to those she chooses to be .. and then there are notes like this where we see the other Gina. Please don’t allow this to continue.

From: Gina.Rivon
Sent: Tuesday, October 27, 2015 4:32 PM
To: Patti.Jett
Cc: Carl.Currie; Kevin.Troller
Subject: RE: Water Bill

But instead of just saying that, you went through a lengthy response and then asked me for information without providing any account/customer information.

From: Patti.Jett
Sent: Tuesday, October 27, 2015 4:31 PM
To: Gina.Rivon
Cc: Carl.Currie; Kevin.Troller
Subject: Re: Water Bill

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Sent from my iPad

On Oct 27, 2015, at 4:28 PM, Gina.Rivon <Gina.Rivon@baytown.org> wrote:

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Kevin, it was my understanding that after we gave the report and answered alllllll the questions we wouldn’t continue to go back and forth with the Baytown Sun. Is that accurate because every question below was answered during the Council Meeting that a member of the Baytown Sun staff attended. They also provided the link for everyone else to watch the 80 minute presentation so I would assume they would advise their staff to do the same. Are we going to continue to go back and forth over the exact same questions we have already answered even though the direction from Council was clear and I thought final: 1) Proceed with the normal UB Standard Operating Procedures, 2) Add the Rate Structure to the Bill and 3) Bring agenda item back at a later time for consideration of revising the rate structure?

I need some clear direction because this could go on forever.....

Carl.Currie

From: Kevin.Troller
Sent: Wednesday, October 28, 2015 6:15 PM
To: Carl.Currie
Cc: Kevin.Troller
Subject: FW: Billing Issue

Carl – please do nothing with this besides reading it. We need to hear what Mayor/Council tells Rick on his proposal. Rick and I discussed this early this morning. Lots of pros and cons – mainly Rick is still hearing from Council the need to do something. If they approve his plan, I'll ask you, Gina, and Legal to come up with the specifics to this plan, appeal application, etc. that we'll have to take back to Council for their approval. In many ways this has the potential to open Pandora's box, and seems to validate the claims by the paper, but we will provide our full support in any ways desired to put this issue to bed in ways deemed most appropriate for our citizens. Kevin

From: Rick.Davis
Sent: Wednesday, October 28, 2015 5:20 PM
To: All City Council
Cc: Ron.Bottoms; Kevin.Troller
Subject: Billing Issue

Dear Mayor and Council:

I had a chance to contemplate an idea over the last couple of days and discuss it with a few people as an interesting question has emerged. I now write this message to you at the behest and support of the Mayor. Both he and I believe that we ought to consider adopting a policy which provides an avenue of appeal to those utility customers who demonstrate or show extraordinary circumstances associated with their bills.

Specifically, I am suggesting that through an official policy adopted by our Council that we define a method and process by which individuals who believe they have incurred or realized extraordinary fluctuations in their normal utility billing can petition the City for reconsideration. Straightforwardly, this would mean that a person who has seen an extraordinary and unexplainable difference in their utility water billing from one month to the next could ask the City to moderate their utility bill. I am suggesting that we ask three individuals representing the City, including one councilmember, to consider these written petitions from utility customers and then make a determination as to whether to extend a reprieve to the patron.

REQUIREMENTS

- Utility patron would be required to show extraordinary differences in volume of water used from preceding month or other factors that serve to describe extraordinary circumstances associated with the contested billing.
- Utility patron would be required to acquire written confirmation from a certified plumber that the property shows no evidence of existing or past system leaks that could conceivably explain the billing difference.
- Utility patron would be required to submit a short appeal application to the Utility Billing Manager.

CITY DETERMINATION

The utility appeal panel would never formally meet, but would receive appeal applications electronically from the Utility Billing Manager. Each panel member would respond to the Manager as to whether he or she supported moderating the patron's bill. Generally, it would be most simple to simply take the average water usage for that period of time in

Carl.Currie

From: Kevin.Troller
Sent: Wednesday, October 28, 2015 6:18 PM
To: Gina.Rivon; Patti.Jett
Cc: Carl.Currie
Subject: RE: Water Bill

Gina -- Accepted -- thank you. Stressful times indeed, but we can't let the actions or inactions of others divide us. I appreciate the sentiment of this note. We all make mistakes; and I'm on the top of that list.

From: Gina.Rivon
Sent: Wednesday, October 28, 2015 6:01 PM
To: Patti.Jett
Cc: Carl.Currie; Kevin.Troller
Subject: RE: Water Bill

Patti, please accept my apology for my not so pleasant response to your email. We have always worked really well together and I respect you and your position. In just finally thought we had made great strides and could move on and then I was hit with more....not by you but unfortunately you were just the messenger. Please accept my apology. I recognize we are on the same team and your trying to be effective in your job as well. I appreciate you and your service.

Kevin, I only included you guys again because you were included when I popped off so I wanted to make sure I requested forgiveness in the same circle. I'm the first to admit when I need to bow down and apologize.

You guys have a great day and enjoy the remainder of your week. I won't be back in town until Monday morning, but I'll be available tomorrow until about 4 p.m.

From: Kevin.Troller
Sent: Wednesday, October 28, 2015 8:47 AM
To: Patti.Jett; Gina.Rivon
Cc: Carl.Currie
Subject: RE: Water Bill

I don't need to be on these notes -- please work cordially together -- these notes are not an example.

From: Patti.Jett
Sent: Wednesday, October 28, 2015 8:39 AM
To: Gina.Rivon
Cc: Carl.Currie; Kevin.Troller
Subject: RE: Water Bill

FYI -- the customer is [REDACTED] and according to the article in the Sun, Councilman Renteria said he would call the City and see what he can do for her. "Right now that's the only thing I know to do is to try and intervene and try to help."