



Danville Utility Commission
4:00 p.m. September 23, 2013 Meeting
Council Conference Room, City Hall
Minutes

Commission Members Present: Donna Benz, Joe King, Fred Shanks, Phillip Smith, Jim Turpin and Bob Vaughan

Commission Members Absent: Jeff Liverman, Bob Schasse

Staff Present: Michael Adkins, Barry Dunkley, Barbara Dameron, Carolyn Evans, Jason Grey, Arnold Hendrix, Jennifer Holley, Kevin Hyler, Steve Saum, Eric Walker, Clarke Whitfield and Allen Wiles

Others Present:

Call to Order & Announcements

Chairman Vaughan opened the meeting and asked that the attendance be recorded. As a quorum was present, the meeting was called to order.

Discussion / Business Items

Minutes of August 26, 2013 Commission Meeting: Chairman Vaughan asked for any corrections, deletions, or adjustments to the minutes of August 26, 2013. There were none.

Mr. Turpin made a motion to approve the minutes. Ms. Benz seconded the motion. The motion was unanimously approved.

Review of Utilities' Financial Statements: Michael Adkins reviewed the July 2013 financial statements.

Mr. Adkins then addressed questions from the Commissioners.

Proposed Changes to the Service Policies and Procedures: Carolyn Evans spoke on proposed changes to the Service Policies and Procedures that would address outstanding balances on finalled accounts and penalties for meter tampering.

Ms. Evans said the Central Collections will be using a third party collections service in the near future. Ms. Evans said the same agency is currently used to collect outstanding real estate taxes. The new proposed wording in the Service Policies and Procedures reflects how outstanding balances, both credit and owed, would be handled.

Ms. Evans also spoke on meter tampering saying that the new policy would assess charges for repairs to the equipment, estimated consumption charges and other delinquent account charges.

Ms. Evans then addressed questions from the Commissioners after which the new policies were put to a vote.

Mr. Smith moved that the Danville Utility Commission approve the revised Service Policies and Procedures to include the new sections Finalled Account Reconciliations and Meter Tampering/Services on Without Authority as recommended by the Utilities Department staff effective September 23, 2013.

Mr. Turpin seconded the motion. A vote was cast and the motion passed unanimously.

Presentation of Water and Gas Capital Projects: Allen Wiles presented the Commission with information on the current pipeline and gas main replacement projects. Mr. Wiles said that, due to the age of the infrastructure, replacement is necessary to prevent major water and gas line leaks.

Mr. Wiles then addressed questions from the Commissioners.

Discussion on Cost of Services: Steve Saum Spoke on services that the Utility Department provides at no charge and the feasibility of continuing those services.

Mr. Saum said that currently staff will re-light pilot lights in the fall. He proposed leaving the pilots burning during the summer months costing the customer little. Mr. Saum said that, if they chose to turn them off, the customer could hire a service man to re-light them.

The Commissioners questioned if staff inspected the unit when a pilot was re-lit and whether it would be a safety concern that elderly customers would then light their own furnaces.

Jennifer Holley said that staff often needs to make additional calls when the customer is not present during a scheduled appointment.

Mr. King said that perhaps the service could be kept free but customers' behavior should be modified.

Mr. Saum also said that a number of the electric power outage complaints that staff respond to are caused by problems inside the dwelling. It is then necessary for the

customer to call an electrician for the repair. Mr. Saum proposed that the customers be charged for unnecessary calls. Mr. Saum said that other utilities nationwide do not charge for outage calls.

Mr. Smith asked that the Commissioners be provided with the number of calls and the labor figures.

Mr. Saum said that the suggestions would be brought back at the next meeting.

Communications from Utility Staff

Jason Grey updated the Commissioners on projects in the Telecommunications Department.

Communications from the Commissioners

The Commissioner discussed the recent repairs at the Pinnacles Hydro Plant and asked what savings the plant provides. Mr. Saum said that historically the maintenance costs have been low and energy savings during peak times is substantial. Mr. Saum said staff would bring figures back for the Commissions review.

Adjournment

Chairman Vaughan stated the next meeting is scheduled for October 28, 2013. There being no further business Chairman Vaughan adjourned the meeting at 5:15 p.m.

Submitted by Patti OKeefe
Secretary to the DUC

November 25, 2013

Date Approved

Chairman
Danville Utility Commission