



Department Source: City Utilities - Water and Light

To: City Council

From: City Manager & Staff

Council Meeting Date: July 3, 2017

Re: Amending Chapter 27 of the City Code

## Executive Summary

Staff has prepared for Council consideration an ordinance amending Chapter 27 of the City Code.

## Discussion

Chapter 27 of the City Code governs policies related to utility billing as well as the provision of water and electric service. Parts of Chapter 27 have not been altered since the ordinances were written in 1964. Staff has gone through a review process to identify sections of Chapter 27 that should be updated, modified, or eliminated.

While the list of proposed changes is lengthy, this group of changes does not change current practices or current charges. The proposed changes modernize terminology, eliminate unused terms, and recognizes departmental restructuring. Gender-specific language was also removed in multiple sections. Additional changes, that do impact practice and charges, will be proposed at a future date. The following represents each proposed section change with a brief discussion of the proposed change:

Sec. 27-16. Definitions – proposed changes:

- Change “Department” to utilities instead of finance.

- Change “Director” to utilities instead of finance.

- Include an electronic option in “Rendition of bill by the city”.

- Eliminate the unused terminology “Summer surcharge”.

- Replace “sewage” with “wastewater” and add “stormwater”, “recycling”, and “dusk to dawn lighting” to the list of “Utility services.”

Sec. 27-17. Application for utility service – proposed changes:

- Change “utility accounts and billing” to “utility customer service”.

- Codifies an existing practice of requiring “other information” to the application process. An example, would be a rental lease agreement to show that the person requesting service has the legal right to request service.

Sec. 27-19. Billing and payment – proposed changes:

- Change “Director” to utilities instead of finance.

- Specifies “applicable” service for bill.

- Changes “the” residential customer to “a” residential customer.



Sec. 27-20. Security deposits – proposed changes:

Splits an existing requirement to a separate subsection and adds a requirement of the finance director to maintain a written policy that defines “credit risk”.

Changes department director responsible for landlord reversion policy from finance director to director of utilities.

Changes the requirement of a detailed written receipt for security deposit to “upon request” by customer.

Sec. 27-21. Discontinuance of service – proposed changes:

References to either “water and light director” or “finance director” are changed to “director of utilities”.

Sec. 27-22. Customer complaint procedure – proposed change:

Expands complaint procedures to all utility customers instead of only residential.

Sec. 27-23. Settlement agreements – proposed change:

Allows director to designate person(s) to work with customer on settlement agreements and dispute resolution.

Sec. 27-36. Definitions – proposed changes:

Changes “water and light” department to “utilities”.

Changes the terminology of what is measured by a meter to “attributes” rather than quantity. An example, is power factor which has been part of electric rates for years.

Sec. 27-51. Definitions – proposed changes:

Changes “contrivances” to the more modern terminology of “other appurtenances” in definition of customer’s water installation.

Sec. 27-52. Water service lines – Ownership; application; fees – proposed changes:

Changes “connection fee” to “system equity charge”.

Sec. 27-57. Cross-connections – proposed changes:

Changes the description of “cross-connection” to the description used by the State of Missouri statutes that govern cross-connection.

Changes all references to “device” or “devices” to “assembly” or “assemblies”.

Sec. 27-58. Fire protection – proposed changes:

Recognizes that the department could install a fire hydrant or provide it to a contractor/developer to install.

Clarifies that water pressures is supplied at least at minimum required pressures.

Sec. 27-71. Extension of distribution water mains, generally – proposed changes:

The water utility serves a “service territory” that does not match the corporate city limits of Columbia. Changes corporate limits to water service territory.



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Changes the information required on service application to identify the "area to be served" rather than the route and approximate length.

Sec. 27-86. Definitions – proposed changes:

Changes the term "meter socket" to the modern term "meter base".

Add commas to service entrance definition to separate parts of the service entrance.

Sec. 27-87. Availability of service – proposed change:

Changes "city limits" to "department's electric service territory".

Sec. 27-88. Extension of distribution system – proposed change:

Changes "city limits" to "department's electric service territory".

Sec. 27-93. Underground service – proposed change:

Removes an extra comma.

Sec. 27-100. Temporary electric service – proposed change:

Changes the term "pull" to "force".

Sec. 27-104. Motor installations – proposed change:

Eliminates 2,400 volt feeder from ordinances since there are no longer 2,400 volt feeders in the distribution system.

Sec. 27-112. Same---Residential service rate – proposed change:

Adds 120/208 volt service as an option.

Sec. 27-113. Same---Residential heat pump rate – proposed change:

Adds 120/208 volt service as an option.

Sec. 27-116. Same---Large general service – proposed change:

Recognizes the existing charges that make up the minimum bill and billing demand.

Sec. 27-118. Same---Fuel adjustment allowance – proposed change:

Adds a zero (0) before decimal place.

Sec. 27-120. Same---Small power producer/cogenerator rate – proposed change:

Eliminates the term "charge" since this section covers payments by the department to a producer and no charge is assessed.

Sec. 27-121.2. Transmission service rate – proposed changes:

Updates the title of MISO from "Midwest" to "Midcontinent".

Inserts "in" into the sentence describing "in lieu of gross receipts tax".

Sec. 27-147. Installation generally – proposed change:

Changes "the director of the water and light department" to "the director of utilities".



Sec. 27-148. Design---Generally – proposed change:

Changes “the director of the water and light department” to “the director of utilities”.

Sec. 27-164. Energy efficiency reimbursement – proposed change:

Changes “the water and light director” to “the director of utilities”.

Sec. 27-165. Energy efficiency grants – proposed change:

Changes the term “thermology” to “thermography”.

Sec. 27-166. Energy efficiency performance based incentives – proposed changes:

Changes “water and light department” to “utilities department”.

Changes “the water and light director” to “the director of utilities”.

Sec. 27-168. Loan committee – proposed change:

Changes “the director of water and light” to “the director of utilities”.

## Fiscal Impact

Short-Term Impact: None

Long-Term Impact: None

## Vision & Strategic Plan Impact

### Vision Impacts:

Primary Impact: Governance & Decision Making, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

### Strategic Plan Impacts:

Primary Impact: Operational Excellence, Secondary Impact: Not Applicable, Tertiary Impact: Not Applicable

### Comprehensive Plan Impacts:

Primary Impact: Not Applicable, Secondary Impact: Not applicable, Tertiary Impact: Not Applicable

## Legislative History

| Date | Action |
|------|--------|
| N/A  |        |



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## Suggested Council Action

Staff recommends passage of the ordinance to amend Chapter 27.