



## Clackamas County Water Environment Services Governing Board

### Elected Officials Forum

**Date:** July 30, 2018  
**Time:** 6:00 – 7:00 p.m.  
**Location:** Development Services Building, First Level Conference Room 115  
150 Beaver Creek Road, Oregon City

**Facilitator:** Don Krupp

*Pizza will be provided.*

### AGENDA

Time	Topic
6:00 p.m.	<b>Welcome and Summary of last meeting</b> <ul style="list-style-type: none"><li>• Chair Jim Bernard</li></ul>
	<b>Oregon Consensus Update</b> <ul style="list-style-type: none"><li>• Chris Storey</li></ul> <b>Right of Way Fee Update</b> <ul style="list-style-type: none"><li>• Don Krupp</li></ul> <b>Direct Billing Options</b> <ul style="list-style-type: none"><li>• Chris Storey</li></ul>
	<b>Open Discussions and Next Meeting Date</b>
7:00 pm	<b>Adjourn</b>



Gregory L. Geist  
Director

## MEMORANDUM

TO: Elected Officials Forum members  
FROM: Chris Storey, WES Assistant Director  
DATE: 30 July 2018  
SUBJECT: EOF Request for Wholesale Billing Option

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### BACKGROUND:

At the June 25<sup>th</sup> Elected Officials Forum (“EOF”) meeting, the group requested that Water Environment Services (“WES”) explore whether or not it could assume responsibility for direct billing of at least the wholesale wastewater treatment rate in areas where that bill is currently issued by city partners. The short answer is yes, WES could, with minimal cost increases and coordination with city staff to hand off the work and obtain the necessary supporting data.

WES staff evaluated the available billing system software, service vendor, banking arrangements, and online payment options, and found no systemic barriers to implementing the EOF’s request. WES currently bills approximately 40,000 accounts in Rate Zone Two (CCSD#1), and has approximately another 30,000 wholesale customers in Rate Zone One (TCSD) and ~11,000 in the cities of Milwaukie and Johnson City. Each city could be established in the current system as a separate billing route and handled on a per-city basis.

WES employs three customer service representatives to answer customer questions and handle billing matters, and utilize Finance staff to support bill processing and related matters. We have been investigating an automated phone billing payment system and increasing the number of bills processed would clearly justify this approach. At this point WES would not anticipate adding any staff to handle the increased bill volume, but would increase its utilization of an outside mail vendor for bulk mailing services. A high level review suggests an implementation and service cost on the order of \$0.22-\$0.25 per customer per month.

Several questions arose during this review that would require additional discussion. For example:

- Would the billing mailer be for just wholesale, or would WES bill for the entire sewer bill and remit the retail portion of it to the city in question, so customers would receive a single sewer bill?
- How would new account information be coordinated between WES and the city when a new customer connects?
- What would be the best way to coordinate customer service, so that when a customer calls with a sewer question that their needs are addressed?
- What level of communication effort would be required to ensure a seamless and effective transition?

If the EOF is desirous of continuing with this directive, WES staff would suggest a working group be formed with staff from the interested cities to work through these and more technical implementation questions. From a timeline standpoint, the group could target a shift over in mid to late 2019, possibly matching the fiscal year time periods but not necessarily.

OPTIONS:

1. Maintain Status Quo.
2. Request WES staff form an implementation work group with staff from interested cities to address open questions and propose a timeline for completion.