

**CITY OF SURPRISE**  
**Regular City Council Work Session Minutes**  
**16000 North Civic Center Plaza**  
**Surprise, AZ 85374**

Tuesday, October 4, 2016 @ 05:00 PM

**Call to Order**

**Roll Call**

Mayor Wolcott called the **Regular City Council Work Session** to order at 05:00 p.m. Surprise City Hall Council Chamber 16000 North Civic Center Plaza Surprise, Arizona 85374 , on **Tuesday, October 4, 2016**. Also in attendance with Mayor Wolcott were Council Member Williams, Council Member Villanueva, Council Member Hall, Council Member Tande, Council Member Winters (excused), and District 2 - Vacant.

**Staff Present:** City Manager, Bob Wingenroth, City Attorney, Robert Wingo, and City Clerk, Sherry Ann Aguilar.

**Pledge of Allegiance**

**Call to the Public**

**Regular Agenda Item - Non-Public Hearing**

**1 – Presentation and discussion pertaining to the City of Surprise transitioning public utility billing from a third party to in-house administration - NO ACTION**

Finance Director, Lindsey Duncan introduced that Andrea Davis, Asst. Finance Director and Don Rhoden, Utility Billing Manager gave a powerpoint presentation and overview pertaining to the City of Surprise transitioning public utility billing from a third party to in-house administration.

Council Member Hall - Have we already started doing account reconciliation with our customers?

Mr. Rhoden - We start billing process in November 2016.

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Council Member Tande - Website is very useful and add as new questions come up. A resident is concerned that when they set up their new account, but they are planning to be out of the country, and don't want to get behind of paying their bills. What should they do?

Mr. Rhoden - Please have the customer calls us and we can work with them directly.

Council Member Tande - Could we have a contingency in case if there are accounts that are not sorted out regarding disconnects, etc.

Ms. Duncan - Honoring our promise to work with them, we will be quick to return calls, in a kind fashion, providing superior customer service.

Council Member Villanueva - How many water companies lost their jobs here in Surprise?

Mr. Rhoden - Only the local office for utility billing for American Water.

Council Member Hall - A lot of customers have auto pay, will they be informed of what they need to do to make this transfer? What if they are out of the country?

Mr. Rhoden - The customers will need to re-enroll with the City and update their auto-pay with their new account number.

Mayor Wolcott - Can you explain the leak detection process? What are we doing to resolve large water bills for someone that was not aware of a leak?

Mr. Rhoden - Meter reader will compare the read to the last read and will know right away if the read is extremely high compared to last read and notify the appropriate parties immediately.

### **Executive Session**

### **Adjournment**

Council Member Tande made the motion to adjourn the Regular City Council Work Session of October 4, 2016 at 5:26 PM. Council Member Hall seconded the motion. Five yes votes, one excused (Winters) and District 2 – Vacant. Motion carried.

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Sharon R. Wolcott, Mayor

**ATTEST:**

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Sherry Ann Aguilar, City Clerk

**CERTIFICATION:**

I, Sherry Ann Aguilar, City Clerk for the City of Surprise, Maricopa County, Arizona, do hereby verify that these are the true and correct minutes of the Regular City Council Work Session of **Tuesday, October 4, 2016**.

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Sherry Ann Aguilar, City Clerk