

MINUTES OF THE COMMITTEE OF THE WHOLE MEETING JUNE 24, 2015

Call to Order

President Vanden Berg called the Committee of the Whole meeting to order at 6:00 p.m.

Roll Call

PRESENT: President Vanden Berg, Trustee Peterson, Trustee Smith, Trustee Elrick, Trustee Hieptas (arrived at 6:30 p.m.), Trustee Peerenboom, Trustee Van Lankvelt

ALSO PRESENT: James Fenlon, Jeff Elrick, Teri Matheny, Laurie Decker, Jim Moes, Jerry Verstegen, Mark Gloudemans, Tim Wegand, Interested Citizens, Media Reps

Public Appearance for Items not on the Agenda

None

Approval of Minutes

Minutes of the Regular Board Meeting of June 17, 2015

Moved by Trustee Peterson, seconded by Trustee Van Lankvelt to Approve the Minutes of June 17, 2015

Ayes 6, Nays 0 – Motion Carried

Discussion—Kaukauna Utilities

Director Matheny stated that last month she had a meeting with Kaukauna Utilities that the Village has been using for billing for the last 20 years. The original agreement was signed in 1995 and there haven't been any changes to the contract in 20 years other than time tables. Kaukauna Utilities is proposing an increase for January 1, 2016 or we can opt out of the contract. Our current billing agreement for 2015 is approximately \$67,732 annually. Kaukauna Utilities is proposing raising the amount to \$171,511.59 for 2016 which is an increase of 153%. The Village has started looking into different options because of the increase. The contract with MCO will not change as they already do system maintenance and operation, meter testing and installation of new meters. The Village is already in the utility business but not in the area of billing and cash receipting. Currently, the Finance Department uses software call "Clarity." They offer a utility billing module and have a proposal for everything they offer on the utility side which includes 5 licenses. After the first year the Village pays \$4900 annually for unlimited support which includes custom reporting and the tax process. Kaukauna Utilities has told the Village that we have 1600 cycle 3 customers and 2400 cycle 4 customers which means the billing is done in two days. This system would allow us to bill both at the same time. It will take 2 days to read the meters in Little Chute. Director Matheny also discussed final reads which are the move in's and out's that happen on a monthly basis to either set up or terminate service. Jerry Verstegen with MCO stated that they use the FC300 handheld for installations and it is capable of doing all the readings and the lifespan is 5-7 years and they receive yearly maintenance. Director Matheny stated that the focus is to concentrate on creating the bill and customer service and they are looking at a service to bring this in house. Payment Service Network (PSN) is a method that can decrease the amount of people coming to the counter to pay bills. This service offers electronic billing and has a lot of options for electronic payments. Every customer that signs up for e-billing decreases the paper copies mailed out and which will lead to substantial savings. PSN is also able to automatically upload to the Village with all the accounts they've receipted and automatically reply those payments. If we move to this there will be a huge marketing effort to make residents aware of the change. Director Matheny stated she is trying to avoid her staff from becoming heavy clerical based. An option is to outsource the bill generation to postcard billing. Postcards are 12 cents a bill cheaper than mailing out a regular bill. The price is \$19,000 a year and that price will go down as people sign up for e-bill. They would ship to them and store all stock for free and also notify us when we are getting low. The bills will be ready within 24 hours of getting the file and mailed out. New information from the Public Service Commission shows we do qualify for a simplified rate increase but cannot put it into place until September 1, 2015. The Public Service Commission also offers customer service training and makes sure that staff is fully trained. This topic will be on the Regular Board meeting for July 1, 2015 for action.

Unfinished Business

None

Items for Future Agenda

None

Closed Sessions:

a) 19.85(1)(e) Wis. Stats. Deliberations or negotiations on the purchase of public properties, investing of public funds or conducting other specific public business when competitive or bargaining reasons require a closed session. *Sale of Village Owned Property*

a) 19.85(1) (c) Consideration of Employment, Promotion, or Performance Evaluation Data of any Public Employee of the Village of Little Chute. *Personnel Matter*

Moved by Trustee Smith, seconded by Trustee Elrick to Enter into Closed Session

Ayes 7, Nays 0 – Motion Carried

Return to Open Session

Moved by Trustee Smith, seconded by Trustee Elrick to Return to Open Session

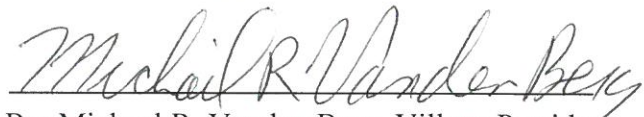
Ayes 7, Nays 0 – Motion Carried

Adjournment

Moved by Trustee Smith, seconded by Trustee Elrick to Adjourn the Committee of the Whole Meeting at 8:26 p.m.

Ayes 7, Nays 0 – Motion Carried

VILLAGE OF LITTLE CHUTE



By: Michael R. Vanden Berg, Village President



Attest: Laurie Decker, Village Clerk