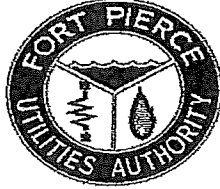
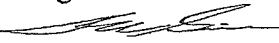


Alternative to the NAV Assessment



MEMORANDUM

TO: Bill Thiess, Director of Utilities
CC: Bill Abramowicz, Customer Service Manager
FROM: Doug Giel, Director, Shared Services 
DATE: July 16, 2008
SUBJECT: City Garbage Fees

Please read the attached memo from Mary Thomas concerning City Garbage Fees. As you can see, the City does not bill their customers for garbage when we bill the customer an inactive account charge. This affects all our seasonal customers. The City is losing approximately \$32,500 per month or \$130,000 for a 4-month season, or \$195,000 for a 6-month season.

Also note:

1. This request was received from Harold Hopkins because of property owners complaining to him.
2. This creates an administrative problem for us in that we have to do extra checking and adjustments for the City of Ft. Pierce. The Billing Supervisor estimates it costs one employee 1.5 additional hours per day, or 33 hours per month extra work.
3. The City of Ft. Pierce and FPUA are at conflict in terms of policy. As you know, FPUA bills the same customers for inactive account charges, and the City exempts them from garbage, even though their fixed costs do not decrease.

Personally, I feel that the City should be giving us this information in writing, this decision should be made by the City Commissioners, and additional charges for this exception in procedure should be reimbursed to FPUA by the City.

Please call if you have any questions.

DG/dag



FORT PIERCE UTILITIES AUTHORITY
"Committed to Quality"

MEMORANDUM

TO: Doug Giel
Director of Corporate Services

FROM: Mary Thomas
Billing Supervisor

DATE: July 15, 2008

RE: City Garbage Fees

● *****

In July 2007 we started billing the property owners for a readiness-to-serve charge. Previously, all locations that had meters turned off in the field, were placed into a fictitious name of Mr. Vacant and no bills were issued. We also had seasonal customers who called to have their accounts placed on dormant to prevent any further billings.

When we discontinued allowing seasonal customers to place accounts on dormant, we began billing the property owners for the readiness-to-serve charge and garbage service. Shortly after the change in these billing procedures, Mr. Harold Hopkins received calls from customers questioning why they had to pay for garbage service while no one is residing at their properties. Mr. Hopkins requested that we not charge seasonal customers or property owners for garbage.

To comply with this request, we have had to create a report showing accounts with zero consumption on all services. This report is run before each billing, and each account is reviewed to determine whether the customer is seasonal, or a property owner. After this determination is made, the garbage and recycling connections are placed on seasonal disconnect, which will stop the billing. Another report is run for each billing cycle that

shows consumption on any account which has garbage on seasonal disconnect. These accounts have the garbage then taken off seasonal, and the billing commences.

As of this date we have 1,410 garbage connections on seasonal disconnection, this totals to \$30,041.44 that is not being billed. There are also 927 recycling connections at a total of \$2,502.90.