



COLUMBUS CITY UTILITIES

1111 McClure Road
P.O. Box 1987
Columbus, IN 47202-1987

812-372-8861
812-376-2427 FAX
www.columbusutilities.org

Old Business #1

November 14, 2013

To: Utility Service Board

From: Keith Reeves
Director

RE: Combined Sewer Overflow Operational Plan (CSOOP)

We've completed the appendices and made corrections to the plan that I submitted to the Board last month.

These plans are required from all communities with combined sewer overflows and are intended to demonstrate that we have adequate facilities and proper procedures to minimize the impact of combined sewer overflows on our local rivers and streams.

Since the recent sewer improvements, Columbus does not really have combined sewer overflows as such, so the plan becomes a description of how we manage and treat combined flows.

We are under a requirement from IDEM to submit an updated plan before the end of the year. As with last month's draft, I am omitting the appendices from your board packet to conserve paper.

I am asking that the Board approve and adopt the CSOOP as submitted at this time.



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New Business #1

November 14, 2013

To: Utility Service Board

From: Ed Bergsieker
Manager of Engineering

RE: Poplar Woods
Water and Sewer Extensions - Plan Approval

Plans have been submitted for the construction of water and sewer extensions to serve the above referenced properties.

The project is located west of Talley Road and north of 25th Street.

Plans for this project were submitted by Independent Land Surveying, Inc. and have been reviewed by the Engineering department. The owner for this project is Mary Davee, LLC. Of Madison, Indiana, and the Developer is F.C. Tucker/ Scott Lynch Group of Columbus. They have been found to be in compliance with accepted standards. At this time, I would ask that the Board approve the design plans and specifications for the proposed extensions subject to the standard conditions.

A copy of the approval forms containing the conditions for acceptance is attached.



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New Business #2

November 14, 2013

To: Utility Service Board

From: Keith Reeves
Director

RE: Emergency Response Plan
Update

In August of 2011, the Board approved the emergency response plan for the water utility as required by IDEM. It was recently pointed out to us during an inspection that the plan should have been updated every year since then and that we have been lax in doing so.

I take responsibility for this shortcoming, with the recent change in water treatment management, and my own apparent misconception that the plan was on a five year schedule, as my only excuse.

I have attached our current ERP and have marked my proposed changes and updates. There may be a few added updates before the meeting date, as I am asking other staff members to provide additional review.

If the Board sees fit, I am asking that the Board approve and adopt the Emergency Response Plan for the water utility and allow us to submit same to IDEM for review.

To prevent further such issues, this plan will be placed on a revolving calendar for staff and the Board's periodic review, along with other plans that require annual reviews such as the Comprehensive Safety Plan and its various elements.



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New Business #3

November 14, 2013

To: Utility Service Board

From: Dale Langferman
Manager of Finance & Business Operations

RE: Credit Card Analysis

Credit cards are becoming more popular as a method of payment. Reasons for this popularity vary from customer to customer. They range from wanting card rewards, ability to pay over the phone, better record keeping, or lack of cash when a bill is due. The result of the increased use is additional costs for the Utilities. We pay approximately 3.5% on all dollars paid by credit card, which amounts to over \$75,000 a year.

After reviewing policies and procedures used by other utilities, we believe that we need to make an effort to control our costs. We do not want to take away the credit card option from our residential customers, and the State Board of Accounts will not let us charge only certain classes of customers. We believe the best answer for both our customer and the Utilities, would be to set a limit on the amount that a customer can pay by credit card each month.

On the attached page, you will see our credit card payment information for August, September and October of this year. The chart at the bottom of the page provides information I gathered on credit card use and associated fees from other utility companies. As you will see, there is a wide range of fees and rules used to apply the fees. Some have fees with limits and others do not accept credit card payments.

We would like to initiate a Utility policy that would limit the amount that a customer can pay by credit card. The amount would be \$1,000 on their normal bill. This would be enforced by customer, not account, as one customer may pay numerous accounts.

Staff is asking for board approval to initiate this policy.

CREDIT CARD PAYMENT INFORMATION

Customer	Aug	Sept	Oct	
Victory Landfill	1,696.30	1,612.85	1,621.34	
Colson Septic	1,166.18	4,791.50		
Canterbury Apart.	4,689.21	3,174.94	3,790.11	
Maurice Howard	1,138.70			
Cummins Midrange	6,922.24	11,106.69	5,776.24	
Cummins Engine	39,677.38	24,764.24	9,685.03	
Cummins Engine	25,831.18	28,350.23	25,852.08	
Cummins Engine	8,601.12	10,290.50	10,532.77	
Cummins Power	6,001.68	8,852.90	8,170.10	
Paras Columbus LLC	1,949.51	2,086.74		
Evergreen Apts	5,292.59	4,376.78	2,756.98	11 accts separate
Total over \$1,000	102,966.09	99,407.37	68,184.65	
Other CC Payments	99,292.85	89,281.57	58,290.08	
Total CC Payments	202,258.94	188,688.94	105,494.07	
CC Fees	7,344.07	6,681.19	3,692.29	
	3.6%	3.5%	3.5%	

CREDIT CARD USE AND FEES	
Duke Energy	\$ 12.95 per transaction \$10,000 limit 5 transactions per every 30 days/per account
REMC	No fees, only residential payments No larger customers have asked to use credit card
Vectren	\$2.50 residential \$7.50 others \$2,000 limit per transaction
Eastern Barth Water	\$ 3.50 all
Driftwood Utilities	No credit or debit cards accepted
Southwestern Barth Water	No credit or debit cards accepted
Columbus City Utilities	Accept cards, no fees