



P.O. BOX 840490 320 E. NEWEL AVE. HILDALE, UTAH 84784 PHONE: 435-874-1160 FAX: 435-874-2603

NOTICE

*The Utility Board will meet on Tuesday, February 26th, 2018, at 6:00 p.m. M.D.T.
At 320 East Newel Avenue, Hildale, Utah 84784.*

AGENDA:

1. Call to Order
2. Prayer & Pledge of Allegiance
3. Approval of Minutes from October 30, 2018 Meeting
4. Public Comment
5. Consideration of Utility Waiver Requests
6. Manager Report
7. Financial Report
8. Consideration of Approval to Pay Bills
9. Consideration and Possible Action on Water Surge Remediation Program
10. Consideration and Possible Action on Non-Discrimination of Public Services Policy
11. Adjournment

Agenda items and any variables thereto are set for consideration, discussion, approval or other action. The Utility Board may, by motion, recess into executive session which is not open to the public, to receive legal advice from the their attorney(s) on any agenda item, or regarding sensitive personnel issues, or concerning negotiations for the purchase, sale or lease of real property. Board Members may attend by telephone. The Agenda may be subject to change up to 24 hours prior to the meeting. Individuals needing special accommodations should notify the City Recorder at 435-874-2323 at least three days prior to the meeting.

Utility Departments of Hildale/Colorado City

Utility Board Meeting Minutes

320 East Newel Ave, Hildale Utah

Tuesday, January 29, 2019 6:00 P.M.

Present: Utility Board

Board Members:	Present	Absent	Excused
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Staff Present: John Barlow, Mayor Joseph Allred, Vance Barlow, Harrison Johnson, Weston Barlow, Vincen Barlow, Mariah La Corti, Ralph Johnson Jr., Christian Kesselring

Court Monitor: Roger Carter

Public Present: Dave Wittwer, Maha Layton, Savannah Adams, Tonja Holm, Ezra Nielsen, Ezra Nielsen Jr. (this list may be complete)

#1 Call to Order

Meeting called to order at 6:00 p.m. Roll was taken. Quorum present.
Michael Cawley arrived at 6:54 p.m.

#2. Prayer & Pledge of Allegiance

Nathan offered a prayer and the crowd joined in the Pledge of Allegiance.

#3. Approval of Minutes from November 27, 2018 Meeting

No corrections noted.

JVar Dutson moved to approve the minutes of the November 27, 2018 meeting.

Nathan Burnham seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		

Motion carried.

#4. Public Comment

John Barlow thanked the Board for their work in eliminating water impact fees, he has noticed a positive impact on the community.

#5. Financial Report

Dave Wittwer with Hinton Burdick gave an audit overview for fiscal year 2018. The sewer fund is in healthy financial condition. Gas revenues and expenses are both down, but the expenses are greater than revenues for this fiscal year; there is still a strong equity balance. Water Department revenues are greater than expenses because of CDBG funds; without this contribution expenses would be greater. Legal settlements are a massive drain on our resources.

Findings included no noted material weaknesses. A complete record of capital asset records is not being maintained, deficiencies in policies and procedures contributes to this. Segregation of duties was an issue but has been addressed since the turnover. State of Utah requires a yearly impact fee report that was not submitted. Meeting minutes were not being posted to the State website.

#6. Consideration of Utility Waiver Requests

Tonja Holm approached the Board. She has a sister who she found a home in the area for. The services were turned on a few months ago, but she was not able to move in until January 4. Tonya requested that we waive 2 months of base charges for the months that the home was not being inhabited. She scheduled an appointment to meet with Harrison to discuss this.

#7. Manager's Report

Harrison Johnson presented. He reported on radium contamination, radium levels have exceeded Utah's DEQ levels. The Department is seeking an immediate solution by using shallower wells. Long term solution will be developing the water master plan, developing spring water sources in Jans and Water Canyon.

He discussed the findings of the audit report. He will be implementing policies and procedures, pushing staff to be financially responsible, effective and ethical and dispensing with assets, procedures, policies and personnel that are not. Board members expressed their agreement on this standpoint.

The Department has been in discussion with Apple Valley administration about providing them natural gas services. This would increase the customer base and begin a good relationship with Apple Valley. Arvin asked why we are not servicing Arizona. Regulations for interstate pipelines are very detailed. Harrison explained that to begin this process, negotiations would just need to be opened with Dominion Energy.

Harrison gave an update on discussions about providing Centennial Park with access to our culinary system. A preliminary rate structure has been developed, we are waiting on their water district to provide us with their estimated water demand.

The department has received approval for the grant to update our water master plan and has been in discussions with Sunrise Engineering about the ideal scope of work for this project. A study from 2002 describes water source potential in Water Canyon which, if correct, should be enough to provide spring water to the entire valley. If we drill horizontal wells into the side of the Canyon, no Water treatment facility would be required, which would be a huge cost savings.

#8. Consideration of Approval to Pay Bills

Vincen presented. Reports on revenues vs. expenditures and an invoice register were provided for review. He pointed out that we are not spending more than we are getting at this point.

We are attempting to advertise our propane prices, which are competitive, in hopes of bringing in more revenue.

JVar Dutson moved to pay the bills as they become due and the funds become available.

Nathan Burnham seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carried.

#9. Closed Executive Session to Discuss

Arvin Black moved to go into executive session to discuss the character and competence of an individual.

Jason Black seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carried.

Mayor Allred, Vance Barlow, John Barlow, Roger Carter, Weston Barlow and Christian Kesseling were invited to attend.

Nathan Burnham moved to close the executive session and return to the normal meeting.

Jason Black seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carried.

#10. Consideration and Possible Action on Twin City Water Works Update and Legal Fees

Harrison presented. Twin City Water Works has signed a settlement contract with the UEP to deed all water assets to include wells, water rights, and easements to the respective city municipalities. With this comes a tax lien of roughly \$238,000 and delinquent power bills. Harrison feels that the asset value is worth this debt. TCWW has asked if the cities will pay their remaining lawyer fee to Bryan Cave as a courtesy to assist in their dissolution, this was not included as part of the settlement. Harrison's understanding is that the city will not be legally obligated to pay these fees. Mayor Allred gave an explanation of who this Attorney was. In his conversations with Twin City Water Works he has expressed his feelings that they should not be left with a debt after giving us their assets. Stacy voiced her disagreement with this outlook.

Jason Black moved to deny Twin City Water Works request to pay their outstanding Attorney fees.

Stacy Seay seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson		X	
Arvin Black		X	
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carried.

#11. Consideration and Possible Action on Non-Monopoly Rate Authority

Harrison presented. Our Utility Department has a monopoly on both water and sewer services. For the gas department, however, there is competition. This policy would delegate rate setting authority to the Utility Director for all non-monopoly service rates, including services that could

be provided by the Utility Department. He provided specific recent examples of why this could be beneficial. If there is a local private entity that provides these services to the community, the department would discontinue offering these services, unless that company cannot meet customers needs.

The current rates do not cover department costs. The rates need to be updated, the question is whether to delegate the Department Director to make the decision or allow the Board to do so.

Michael gave input that rate changes should go through a fair hearing process. He would like to be part of the interaction in changing the rates, he does not feel comfortable delegating this to an authority when the Board meets once a month and could do so as a Board. Jason pointed out that the utility department is not a private company, it is funded by tax payers, therefore we need to keep their best interests in mind.

There was lengthy discussion on this topic going back and forth with most Board members giving input.

Stacy Seay moved to approve the Non-Monopoly Service Rate.

Nathan Burnham seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.		X	
Ralph Johnson		X	
Arvin Black	X		
Jason Black		X	
Nathan Burnham	X		
JVar Dutson		X	
Stacy Seay	X		
Michael Cawley		X	

Motion fails.

Harrison was directed to review other options for updating the rates and bring the idea back before the Board once again.

#12. Consideration and Possible Action on Fiber Optic Network Proposal

Harrison presented. He feels that the best idea would be for the city to authorize a fiber optic department and agreement with Ezra Nielson. The City would provide a backbone with a set rate, the ISP would be the end point.

It will be revenue positive to have this online. He is asking the Board to make a recommendation to the City Councils to allow \$150,000 of funds, borrowed from gas reserve funds, be made available for the start up for this project. Nothing would be done without being brought before the Utility Board.

Ezra Nielsen addressed the Board about the idea behind this. JVar asked if this would guarantee improved service. Ezra confirmed that it would increase speeds.

Ralph expressed concerns about borrowing from the gas department, based on the audit findings,

as there are already loans from the gas department to the water department and fire department. Harrison explained that it would not affect the operating loss. Arvin clarified that it would be a loan from the gas department, to be paid back with interest.

John Barlow addressed the Board, pointing out that internet is becoming a necessity. Businesses depend on the internet to accept payments. To avoid a monopoly, the infrastructure is made available to all ISP's and allow them to compete, reducing rates and increasing customer service. If the Utility Department does not act on this, it is possible that another company will come in and put their own infrastructure in, monopolizing the service. He further explained how the PTIF fund works, explaining that the funds for this are available simply by doing an intergovernmental loan rather than using the State of Utah.

Ralph wanted to know who gets the revenue from this. John explained that expenses will be shared, and revenues will be given to the respective cities.

Vance Barlow stated that he felt the concept is worth studying as it is possible that it could come to fruition. There are a number of things that need to be researched. He asked Harrison to come prepared to answer many questions from the city council, if approved tonight.

Jason Black moved to make a recommendation to the city councils that the Utility Department authorize \$150,000 needed to set up the Fiber Optic infrastructure and enter into an agreement with Ezra Nielsen in order to contract services for development to provide high speed internet to our residents and businesses.

Nathan Burnham seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.		X	
Ralph Johnson		X	
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carries.

#12. Consideration and Possible Action on Small Expense Procurement Policy

Harrison presented. This policy establishes a procurement procedure and authorized procurement officers. This would be beneficial to the department because these officers should strive to find the lowest cost solutions by comparing prices and quality from a multitude of vendors, create competition with other vendors, and conduct forward planning and asset management as an essential part of their job duties.

Jason asked for the policy to include supporting local businesses when possible, other councilmembers agreed.

Jason Black moved to approve the General Procurement Policy with the amendment that the Accounts Payable Clerk be removed as an authorized procurement officer and with the and the change giving consideration to local businesses.

JVar Dutson seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carries.

#14. Consideration and Possible Action on Violation Notification and Enforcement Policy

Harrison presented. The purpose of this policy is to formalize a procedure for processing potential violations of Department policy. Stacy expressed her appreciation to Harrison for getting these in place, as this is a good way to avoid discrimination.

Michael Cawley moved to approve the Violation Notification Enforcement Policy.

JVar Dutson seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carries.

#15. Consideration and Possible Action on Customer Feedback and Complaint Policy

Harrison presented. This proposed policy will guide both the Department and the public on how to make an appeal of a Department action, policy, fee, fine, etc. and file a formal complaint.

Mayor Allred pointed out the requirements of a public hearing and recommended that this be amended to simply be put on the agenda.

Arvin pointed out that this gives employees the ability to do their job. Further, having policies will help us be in compliance with the DOJ. Roger pointed out that the complaints he has received recently are not discrimination related, but people being upset about not having a process to follow.

JVar Dutson moved to approve the Formal Complaint and Appeal Process Policy with the amendment suggested by Mayor Allred.

Jason Black seconded. Roll call vote:

Board Members:	Yes	No	Abstain
Haven Barlow	X		
Sterling Jessop, Jr.	X		
Ralph Johnson	X		
Arvin Black	X		
Jason Black	X		
Nathan Burnham	X		
JVar Dutson	X		
Stacy Seay	X		
Michael Cawley	X		

Motion carries.

#16. Adjournment

Arvin expressed his appreciation to the board members for their participation and work on the Board. JVar requested that Harrison work on a policy for the sewer rate for the large homes with small families.

Meeting adjourned at 9:49.

Minutes were approved at the meeting on_____.

Vincen Barlow, Hildale City Recorder

Vance Barlow, Colorado City Town Clerk

Summary of Board Actions:

Minutes of November 27 meeting approved.

Approval to Pay Bills.

Recommendation to City Councils regarding Fiber Optic.

Approval of Procurement Policy.

Approval of Violation Notification Enforcement Policy.

Approval of Formal Complaint and Appeal Process Policy.

CITY OF HILDALE

320 East Newel Ave
P O Box 840490
Hildale UT 84784-0490
Phone: 435-874-1160 Fax: 435-874-2603

02-13-19P01:41 RCVD

WASTEWATER WAIVER

Date: 1-30-2019 Time: _____

Name: _____ Phone: _____

Account #: 6024006 _____

Service Address: _____ City: Hildale State: Ut Zip Code: 840784

Mailing Address: P. O. Box _____ City: Colorado State: Ariz Zip Code: 86021

SEWER WAIVER REASON:

☐ I HAD A WATER LEAK DURING _____ DECEMBER, _____ JANUARY OR _____ FEBRUARY

☐ I HAVE LIVE STOCK.

WHAT KIND? _____ HOW MANY? _____

☐ I HAVE A GREEN HOUSE.

HOW BIG? _____ QUANTIFY TOTAL WATER USED? _____ HOW WAS IT MEASURED? _____

☒ OTHER: PLEASE EXPLAIN Pd 114.20 12-26-18 written on the back side

NOTES:

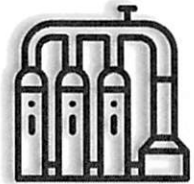
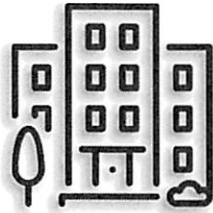
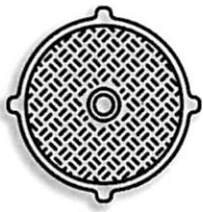
FOR OFFICE USE ONLY PLEASE DO NOT WRITE BELOW THIS LINE.

	02/28/2019	01/31/2019	12/31/2018	11/30/2018	10/31/2018	09/30/2018	08/31/2018	07/31/2018	06/30/2018	05/31/2018	04/30/2018
DEPOSIT	.00	.00	.00	.00	162.53	.00	.00	.00	.00	.00	.00
BASE RATE - WATER	.00	28.50	28.50	28.50	27.58	.00	.00	.00	.00	.00	.00
METERED WATER	.00	12.00	2.40	.00	.00	.00	.00	.00	.00	.00	.00
METERED WATER usage	0	10	2	0	0	0	0	0	0	0	0
CONSTRUCTION - WATER	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
SEWER	.00	64.00	64.00	64.00	61.94	.00	.00	.00	.00	.00	.00
IMPACT FEE - SEWER	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
CONSTRUCTION - SEWER	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
HILDALE CITY FEE	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
GARBAGE	.00	18.00	18.00	18.00	17.42	.00	.00	.00	.00	.00	.00
METERED NATURAL GAS	.00	8.09	.88	.00	.00	.00	.00	.00	.00	.00	.00
METERED NATURAL GAS usage	0	8	1	0	0	0	0	0	0	0	0
UNASSURED WATER	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
DISTRIBUTION - NATURAL GAS	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
PENALTY - WATER	.00	5.93	5.79	5.35	.00	.00	.00	.00	.00	.00	.00
BASE RATE - GAS	.00	7.50	7.50	7.50	7.26	.00	.00	.00	.00	.00	.00
CONSTRUCTION - GAS	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
PENALTY - GAS	.00	.44	.39	.36	.00	.00	.00	.00	.00	.00	.00
SALES TAX - GAS	.00	.27	.03	.00	.00	.00	.00	.00	.00	.00	.00
ENERGY AND USE TAX - GAS	.00	.49	.05	.00	.00	.00	.00	.00	.00	.00	.00
CONNECT FEE - WATER	.00	.00	.00	.00	75.00	.00	.00	.00	.00	.00	.00
CONNECT FEE - GAS	.00	.00	.00	.00	30.00	.00	.00	.00	.00	.00	.00
Total charges	.00	145.22	127.54	123.71	381.73	.00	.00	.00	.00	.00	.00
Previous balance	272.76	251.25	237.91	114.20	.00	.00	.00	.00	.00	.00	.00
Payments	.00	123.71-	114.20-	.00	267.53-	.00	.00	.00	.00	.00	.00
Billing adjustments	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Payment adjustments	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Balance transfers	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Balance write-offs	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00
Contract adjustments	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00	.00

Selected period: 02/28/2019

Display options: Amounts, Usages, Adjustment Detail

Summarize by: Service



Hildale-Colorado City Utility Department

Director's Report

02/26/19

Statistics for January

Number of accounts billed in January 2019:

Water base rate	872
Sewer	820
Gas base rate	667
WSG Penalties	716

of shut off notices printed February 19, 2019 201

of final billed accounts with final bill date in January is 21

of new connect accounts in January is 28

Rural Water Association

This week is the rural water association's annual conference hosted in St. George where the Department will have an opportunity to meet with other municipal water systems, and venders who serve them. We also have a scheduled meeting with the Department of Environmental Quality.

Water Pressure Testing

We are currently reviewing Utah State law in regards to pressure requirements as the potential for more requests for installation may rise in low pressure areas. The Department will need to survey its options for provide adequate water pressure in some of these areas. In some cases where water pressure drops below 20 PSI during fire flow, we may be forced to deny the application. The Department is actively working on solutions to this problem and will be as helpful to customers as possible.

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

2017 JUDGMENT RESOLUTION FUND

	<u>PERIOD ACTUAL</u>	<u>YTD ACTUAL</u>	<u>BUDGET</u>	<u>UNEXPENDED</u>	<u>PCNT</u>
<u>REVENUES</u>					
63-38-101 TRANSFER FROM GENERAL FUND	.00	27,964.64	88,900.00	60,935.36	31.5
63-38-102 TRANSFER FROM WATER FUND	.00	9,321.57	20,100.00	10,778.43	46.4
63-38-103 TRANSFER FROM WASTEWATER	.00	9,321.57	20,100.00	10,778.43	46.4
63-38-105 TRANSFER FROM GAS FUND	.00	9,321.57	20,100.00	10,778.43	46.4
 TOTAL REVENUES	 .00	 55,929.35	 149,200.00	 93,270.65	 37.5
 TOTAL FUND REVENUE	 .00	 55,929.35	 149,200.00	 93,270.65	 37.5

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

2017 JUDGMENT RESOLUTION FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>EXPENDITURES</u>					
63-41-310 PROFESSIONAL & TECHNICAL	5,351.37	30,749.17	129,200.00	98,450.83	23.8
63-41-315 LEGAL - GENERAL	(22,373.98)	294.23	20,000.00	19,705.77	1.5
TOTAL EXPENDITURES	(17,022.61)	31,043.40	149,200.00	118,156.60	20.8
TOTAL FUND EXPENDITURES	(17,022.61)	31,043.40	149,200.00	118,156.60	20.8
NET REVENUE OVER EXPENDITURES	17,022.61	24,885.95	.00	(24,885.95)	.0

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

LITIGATION DEFENSE FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>REVENUES</u>					
64-38-101 TRANSFER FROM GENERAL FUND	.00	8,629.33	19,500.00	10,870.67	44.3
64-38-102 TRANSFER FROM WATER FUND	.00	8,629.34	22,700.00	14,070.66	38.0
64-38-103 TRANSFER FROM WASTEWATER	.00	7,072.67	22,700.00	15,627.33	31.2
64-38-105 TRANSFER FROM GAS FUND	.00	8,629.34	22,700.00	14,070.66	38.0
 TOTAL REVENUES	 .00	 32,960.68	 87,600.00	 54,639.32	 37.6
 TOTAL FUND REVENUE	 .00	 32,960.68	 87,600.00	 54,639.32	 37.6

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

LITIGATION DEFENSE FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>EXPENDITURES</u>					
64-41-230 TRAVEL	.00	.00	2,700.00	2,700.00	.0
64-41-310 PROFESSIONAL & TECHNICAL	60.00	60.00	.00	(60.00)	.0
64-41-316 LEGAL - LITIGATION DEFENSE	.00	3,435.00	84,900.00	81,465.00	4.1
64-41-911 JUDGMENTS AND LOSSES	6,266.67	43,866.69	.00	(43,866.69)	.0
TOTAL EXPENDITURES	<u>6,326.67</u>	<u>47,361.69</u>	<u>87,600.00</u>	<u>40,238.31</u>	<u>54.1</u>
 TOTAL FUND EXPENDITURES	 <u>6,326.67</u>	 <u>47,361.69</u>	 <u>87,600.00</u>	 <u>40,238.31</u>	 <u>54.1</u>
 NET REVENUE OVER EXPENDITURES	 <u>(6,326.67)</u>	 <u>(14,401.01)</u>	 <u>.00</u>	 <u>14,401.01</u>	 <u>.0</u>

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

JOINT ADMINISTRATION FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>REVENUES</u>					
65-38-102 TRANSFER FROM WATER FUND	.00	107,787.90	214,600.00	106,812.10	50.2
65-38-103 TRANSFER FROM WASTEWATER	.00	100,088.75	278,900.00	178,811.25	35.9
65-38-105 TRANSFER FROM GAS FUND	.00	38,495.67	107,400.00	68,904.33	35.8
 TOTAL REVENUES	 .00	 246,372.32	 600,900.00	 354,527.68	 41.0
 TOTAL FUND REVENUE	 .00	 246,372.32	 600,900.00	 354,527.68	 41.0

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

JOINT ADMINISTRATION FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>EXPENDITURES</u>					
65-41-110 SALARIES-PERMANENT EMPLOYEES	49,349.06	132,773.59	298,400.00	165,626.41	44.5
65-41-130 PAYROLL TAXES	5,553.67	15,832.45	25,200.00	9,367.55	62.8
65-41-140 BENEFITS-OTHER	4,663.28	16,498.34	41,400.00	24,901.66	39.9
65-41-150 STIPENDS - UTILITY BOARD	.00	6,500.00	11,700.00	5,200.00	55.6
65-41-235 FOOD & REFRESHMENT	181.80	1,070.34	4,700.00	3,629.66	22.8
65-41-240 OFFICE EXPENSE & SUPPLIES	.00	21.00	.00	(21.00)	.0
65-41-250 EQUIPMENT SUPPLIES & MAINT	5,290.81	12,507.04	26,500.00	13,992.96	47.2
65-41-257 FUEL	874.03	6,561.15	30,900.00	24,338.85	21.2
65-41-271 MAINT & SUPPLY - OFFICE	.00	1,750.49	2,000.00	249.51	87.5
65-41-280 UTILITIES	3,687.57	5,562.23	5,700.00	137.77	97.6
65-41-285 POWER	544.26	3,620.05	6,900.00	3,279.95	52.5
65-41-287 TELEPHONE	.00	35.65	.00	(35.65)	.0
65-41-310 PROFESSIONAL & TECHNICAL	183.32	297.13	5,300.00	5,002.87	5.6
65-41-330 EDUCATION	.00	983.00	2,100.00	1,117.00	46.8
65-41-510 INSURANCE	6,939.05	41,634.30	98,800.00	57,165.70	42.1
65-41-741 EQUIPMENT - OFFICE	.00	.00	3,200.00	3,200.00	.0
65-41-850 DEBT SERVICE - VEHICLE & EQUIP	.00	15,747.04	11,000.00	(4,747.04)	143.2
65-41-900 AUTOMATIC PAYMENT INCENTIVE	.00	2,075.00	.00	(2,075.00)	.0
65-41-901 SURVEY INCENTIVE PROGRAM	.00	1,825.00	.00	(1,825.00)	.0
65-41-960 TRANSFERS TO RESERVE FUNDS	.00	.00	27,000.00	27,000.00	.0
TOTAL EXPENDITURES	77,266.85	265,293.80	600,800.00	335,506.20	44.2
TOTAL FUND EXPENDITURES	77,266.85	265,293.80	600,800.00	335,506.20	44.2
NET REVENUE OVER EXPENDITURES	(77,266.85)	(18,921.48)	100.00	19,021.48	(18921

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

WATER FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OPERATING REVENUES</u>					
81-37-111 WATER SALES - METERED	21,174.90	207,946.29	288,800.00	80,853.71	72.0
81-37-121 WATER SALES - FLAT RATE	30,666.79	216,763.83	362,400.00	145,636.17	59.8
81-37-331 CONNECTION CHARGES	2,285.00	12,790.00	20,400.00	7,610.00	62.7
81-37-332 CONSTRUCTION	535.00	2,855.50	62,400.00	59,544.50	4.6
81-37-411 INTEREST	.00	.00	3,600.00	3,600.00	.0
81-37-412 PENALTIES	9,383.42	61,225.68	60,000.00	(1,225.68)	102.0
81-37-451 IMPACT FEE - UT	.00	.00	34,700.00	34,700.00	.0
81-37-452 IMPACT FEE - AZ	.00	.00	34,700.00	34,700.00	.0
TOTAL OPERATING REVENUES	64,045.11	501,581.30	867,000.00	365,418.70	57.9
<u>NON-OPERATING REVENUE</u>					
81-38-102 TRANSFERS FROM R&R RESERVE	.00	.00	46,000.00	46,000.00	.0
81-38-440 SUNDRY NON-OPERATING REVENUE	1,000.00	7,500.00	5,000.00	(2,500.00)	150.0
81-38-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING REVENUE	1,000.00	7,500.00	251,000.00	243,500.00	3.0
TOTAL FUND REVENUE	65,045.11	509,081.30	1,118,000.00	608,918.70	45.5

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

WATER FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OPERATING EXPENDITURES</u>					
81-41-210 BOOKS, SUBSCR, & MEMBERSHIPS	.00	100.00	1,500.00	1,400.00	6.7
81-41-230 TRAVEL	.00	755.46	4,600.00	3,844.54	16.4
81-41-235 FOOD & REFRESHMENT	.00	41.06	600.00	558.94	6.8
81-41-250 EQUIPMENT SUPPLIES & MAINT	.00	1,808.10	1,000.00	(808.10)	180.8
81-41-257 FUEL	.00	.00	200.00	200.00	.0
81-41-260 TOOLS & EQUIPMENT-NON CAPITAL	4,165.88	5,077.32	3,000.00	(2,077.32)	169.2
81-41-273 MAINT & SUPPLY - SYSTEM	49.99	13,135.04	38,000.00	24,864.96	34.6
81-41-285 POWER	5,720.18	29,049.77	66,200.00	37,150.23	43.9
81-41-311 ENGINEER	.00	1,719.25	2,000.00	280.75	86.0
81-41-314 LABORATORY & TESTING	377.00	6,672.00	4,500.00	(2,172.00)	148.3
81-41-315 LEGAL - GENERAL	.00	.00	1,300.00	1,300.00	.0
81-41-330 EDUCATION	.00	1,081.00	3,500.00	2,419.00	30.9
81-41-340 SYSTEM CONSTRUCTION SERVICES	.00	103.82	2,000.00	1,896.18	5.2
81-41-341 CONST-CUSTOMER'S INSTALLATION	885.46	1,843.18	59,000.00	57,156.82	3.1
81-41-431 COMMODITY SUPPLY	2,502.43	69,192.60	165,900.00	96,707.40	41.7
81-41-432 SPECIAL DEPT SUPPLIES	4,898.04	11,212.48	18,500.00	7,287.52	60.6
81-41-580 RENT OR LEASE	1,156.44	1,156.44	.00	(1,156.44)	.0
TOTAL OPERATING EXPENDITURES	19,755.42	142,947.52	371,800.00	228,852.48	38.5
<u>NON-OPERATING EXPENDITURES</u>					
81-42-560 BAD DEBT EXPENSE	.00	.00	2,000.00	2,000.00	.0
81-42-730 IMPROVEMENTS OTHER THAN BLDGS	7.02	25,281.02	2,200.00	(23,081.02)	1149.1
81-42-742 EQUIPMENT - FIELD	.00	.00	2,500.00	2,500.00	.0
81-42-780 RESERVE PURCHASES	.00	.00	46,000.00	46,000.00	.0
81-42-815 PRINC. & INT W.RIGHTS LOAN	3,444.16	24,109.12	41,300.00	17,190.88	58.4
81-42-911 TRANSFERS TO JOINT ADMIN FUND	.00	107,787.90	214,600.00	106,812.10	50.2
81-42-912 TRANSFERS TO LITIGATION	.00	8,629.34	29,200.00	20,570.66	29.6
81-42-913 TRANSFERS TO GF ADMIN	10,416.67	72,916.69	125,000.00	52,083.31	58.3
81-42-914 TRANSFERS TO 2017 JMT RES FUND	.00	9,321.57	13,600.00	4,278.43	68.5
81-42-960 TRANSFERS TO RESERVE FUNDS	.00	.00	69,800.00	69,800.00	.0
81-42-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING EXPENDITURES	13,867.85	248,045.64	746,200.00	498,154.36	33.2
TOTAL FUND EXPENDITURES	33,623.27	390,993.16	1,118,000.00	727,006.84	35.0
NET REVENUE OVER EXPENDITURES	31,421.84	118,088.14	.00	(118,088.14)	.0

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

WASTEWATER FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OPERATING REVENUES</u>					
82-37-311 SERVICE CHARGES	58,485.25	412,151.89	710,700.00	298,548.11	58.0
82-37-312 SERVICE CHARGES - CPMCWD	12,548.54	87,060.96	145,000.00	57,939.04	60.0
82-37-331 CONNECTION CHARGES	.00	.00	300.00	300.00	.0
82-37-332 SERVICING CUSTOMER INSTALL	250.00	1,195.00	20,000.00	18,805.00	6.0
82-37-411 INTEREST	.00	112.99	4,000.00	3,887.01	2.8
82-37-412 INTEREST EARNINGS (LOAN)	68.63	480.41	.00	(480.41)	.0
82-37-451 IMPACT FEE	.00	9,000.00	5,000.00	(4,000.00)	180.0
82-37-452 IMPACT FEE - CPMCWD	2,425.00	14,550.00	5,000.00	(9,550.00)	291.0
TOTAL OPERATING REVENUES	73,777.42	524,551.25	890,000.00	365,448.75	58.9
<u>NON-OPERATING REVENUES</u>					
82-38-102 TRANSFERS FROM R&R RESERVE	.00	.00	55,000.00	55,000.00	.0
82-38-440 SUNDRY NON-OPERATING REVENUE	.00	.00	23,000.00	23,000.00	.0
82-38-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING REVENUES	.00	.00	278,000.00	278,000.00	.0
TOTAL FUND REVENUE	73,777.42	524,551.25	1,168,000.00	643,448.75	44.9

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

WASTEWATER FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OPERATING EXPENDITURES</u>					
82-41-210 BOOKS, SUBSCR. & MEMBERSHIPS	.00	.00	500.00	500.00	.0
82-41-230 TRAVEL	.00	.00	4,600.00	4,600.00	.0
82-41-235 FOOD & REFRESHMENT	.00	22.29	700.00	677.71	3.2
82-41-250 EQUIPMENT SUPPLIES & MAINT	1,659.00	1,905.00	8,000.00	6,095.00	23.8
82-41-257 FUEL	181.02	548.19	3,000.00	2,451.81	18.3
82-41-260 TOOLS & EQUIPMENT-NON CAPITAL	1,051.08	3,186.01	5,400.00	2,213.99	59.0
82-41-273 MAINTENANCE & SUPPLY - SYSTEM	130.36	2,674.46	53,000.00	50,325.54	5.1
82-41-285 POWER	763.59	14,417.74	36,000.00	21,582.26	40.1
82-41-311 ENGINEER	.00	.00	500.00	500.00	.0
82-41-314 LABORATORY & TESTING	.00	.00	1,000.00	1,000.00	.0
82-41-315 LEGAL - GENERAL	.00	.00	1,000.00	1,000.00	.0
82-41-330 EDUCATION	.00	146.00	5,000.00	4,854.00	2.9
82-41-340 SYSTEM CONSTRUCTION SERVICES	.00	.00	5,000.00	5,000.00	.0
82-41-341 CONST-CUSTOMER'S INSTALLATION	.00	325.00	10,000.00	9,675.00	3.3
TOTAL OPERATING EXPENDITURES	3,785.05	23,224.69	133,700.00	110,475.31	17.4
<u>NON-OPERATING EXPENSES</u>					
82-42-560 BAD DEBT EXPENSE	.00	.00	1,500.00	1,500.00	.0
82-42-710 LAND	.00	.00	25,500.00	25,500.00	.0
82-42-720 BUILDINGS	.00	.00	5,000.00	5,000.00	.0
82-42-742 EQUIPMENT - FIELD	.00	.00	5,400.00	5,400.00	.0
82-42-780 RESERVE PURCHASES	.00	.00	55,000.00	55,000.00	.0
82-42-812 PRINCIPAL ON BONDS - RDA B	.00	.00	33,500.00	33,500.00	.0
82-42-813 PRINCIPAL ON BONDS - RDA - C	.00	.00	6,400.00	6,400.00	.0
82-42-816 PRINCIPAL ON BONDS - DWQ	80,000.00	80,000.00	80,000.00	.00	100.0
82-42-822 INTEREST ON BONDS - RDA - B	5,620.22	39,571.04	69,300.00	29,728.96	57.1
82-42-823 INTEREST ON BONDS - RDA - C	1,063.27	7,486.33	13,100.00	5,613.67	57.2
82-42-911 TRANSFERS TO JOINT ADMIN FUND	.00	100,088.75	278,900.00	178,811.25	35.9
82-42-912 TRANSFERS TO LITIGATION	.00	7,072.67	22,700.00	15,627.33	31.2
82-42-913 TRANSFERS TO GF ADMIN	10,416.66	72,916.62	125,000.00	52,083.38	58.3
82-42-914 TRANSFERS TO 2017 JMT RES FUND	.00	9,321.57	20,100.00	10,778.43	46.4
82-42-960 TRANSFERS TO RESERVE FUNDS	.00	.00	92,900.00	92,900.00	.0
82-42-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING EXPENSES	97,100.15	316,456.98	1,034,300.00	717,843.02	30.6
TOTAL FUND EXPENDITURES	100,885.20	339,681.67	1,168,000.00	828,318.33	29.1
NET REVENUE OVER EXPENDITURES	(27,107.78)	184,869.58	.00	(184,869.58)	.0

CITY OF HILDALE
REVENUES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

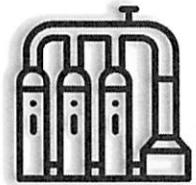
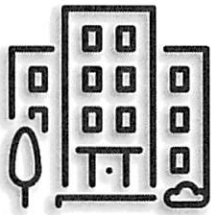
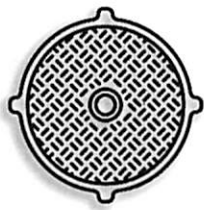
GAS FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
<u>OPERATING REVENUES</u>					
84-37-111 GAS SALES - METERED NAT GAS	51,805.16	119,810.50	148,000.00	28,189.50	81.0
84-37-112 GAS SALES - METERED PROPANE	80,966.44	243,771.32	488,700.00	244,928.68	49.9
84-37-113 GAS SALES - CYLINDER	379.25	7,776.91	10,600.00	2,823.09	73.4
84-37-114 GAS SALES - CYLINDER EXCHANGE	311.21	1,333.70	3,700.00	2,366.30	36.1
84-37-121 NATURAL GAS SALES - FLAT RATE	2,275.95	16,162.69	24,000.00	7,837.31	67.3
84-37-122 PROPANE GAS - FLAT RATE	2,873.15	22,115.15	44,000.00	21,884.85	50.3
84-37-160 CONSTRUCTION REVENUE	5,834.58	10,568.00	125,000.00	114,432.00	8.5
84-37-331 CONNECTION CHARGES	1,230.00	3,450.00	3,000.00	(450.00)	115.0
84-37-351 SUNDRY OPERATING REVENUE	3,444.16	24,109.12	47,000.00	22,890.88	51.3
84-37-411 INTEREST	.00	.00	3,500.00	3,500.00	.0
84-37-412 PENALTIES	3,610.39	17,308.30	21,000.00	3,691.70	82.4
TOTAL OPERATING REVENUES	152,730.29	466,405.69	918,500.00	452,094.31	50.8
<u>NON-OPERATING REVENUES</u>					
84-38-102 TRANSFERS FROM R&R RESERVE	.00	.00	172,300.00	172,300.00	.0
84-38-901 APPROP - UTILITY FUND BALANCE	.00	.00	22,000.00	22,000.00	.0
84-38-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING REVENUES	.00	.00	394,300.00	394,300.00	.0
TOTAL FUND REVENUE	152,730.29	466,405.69	1,312,800.00	846,394.31	35.5

CITY OF HILDALE
EXPENDITURES WITH COMPARISON TO BUDGET
FOR THE 7 MONTHS ENDING JANUARY 31, 2019

GAS FUND

	PERIOD ACTUAL	YTD ACTUAL	BUDGET	UNEXPENDED	PCNT
OPERATING EXPENDITURES					
84-41-140 BENEFITS-OTHER	.00	65.00	3,000.00	2,935.00	2.2
84-41-210 BOOKS, SUBSCR, & MEMBERSHIPS	175.00	175.00	2,000.00	1,825.00	8.8
84-41-230 TRAVEL	.00	.00	4,000.00	4,000.00	.0
84-41-235 FOOD & REFRESHMENT	.00	30.85	600.00	569.15	5.1
84-41-250 EQUIPMENT SUPPLIES & MAINT	2,065.28	3,152.19	2,000.00	(1,152.19)	157.6
84-41-257 FUEL	213.52	728.07	1,000.00	271.93	72.8
84-41-260 TOOLS & EQUIPMENT-NON CAPITAL	.00	1,964.30	2,000.00	35.70	98.2
84-41-273 MAINT & SUPPLY SYSTEM	915.62	5,913.86	11,700.00	5,786.14	50.6
84-41-285 POWER	117.07	692.90	1,000.00	307.10	69.3
84-41-330 EDUCATION	1,379.71	4,967.71	7,200.00	2,232.29	69.0
84-41-341 CONST-CUSTOMER'S INSTALLATION	1,739.66	3,784.60	100,000.00	96,215.40	3.8
84-41-431 NATURAL GAS COMMODITY SUPPLY	22,032.78	26,272.35	49,700.00	23,427.65	52.9
84-41-432 PROPANE GAS COMMODITY SUPPLY	27,842.17	143,657.79	318,100.00	174,442.21	45.2
84-41-434 NAT GAS COMMODITY TRANSPORT	4,248.42	10,526.31	18,100.00	7,573.69	58.2
84-41-580 RENT OR LEASE	200.00	3,612.66	4,200.00	587.34	86.0
84-41-610 MISC. SUPPLIES	.00	.00	5,000.00	5,000.00	.0
TOTAL OPERATING EXPENDITURES	60,929.23	205,543.59	529,600.00	324,056.41	38.8
NON-OPERATING EXPENDITURES					
84-42-560 BAD DEBT EXPENSE	.00	.00	600.00	600.00	.0
84-42-750 SP PROJECTS CAPITAL	.00	.00	37,000.00	37,000.00	.0
84-42-780 RESERVE PURCHASES	.00	18,750.00	172,300.00	153,550.00	10.9
84-42-911 TRANSFERS TO JOINT ADMIN FUND	.00	38,495.67	107,300.00	68,804.33	35.9
84-42-912 TRANSFERS TO LITIGATION	.00	8,629.34	29,200.00	20,570.66	29.6
84-42-913 TRANSFERS TO GF ADMIN	10,416.67	72,916.69	125,000.00	52,083.31	58.3
84-42-914 TRANSFERS TO 2017 JMT RES FUND	.00	9,321.57	13,600.00	4,278.43	68.5
84-42-960 TRANSFERS TO RESERVE FUNDS	.00	.00	98,200.00	98,200.00	.0
84-42-999 CONTINGENCY	.00	.00	200,000.00	200,000.00	.0
TOTAL NON-OPERATING EXPENDITURES	10,416.67	148,113.27	783,200.00	635,086.73	18.9
TOTAL FUND EXPENDITURES	71,345.90	353,656.86	1,312,800.00	959,143.14	26.9
NET REVENUE OVER EXPENDITURES	81,384.39	112,748.83	.00	(112,748.83)	.0



Hildale-Colorado City Utility Department

Water Surge Customer Remediation Program

02/18/2019

General

The Department's objective of serving our community means that when and wherever possible, we should provide relief to our citizens when unexpected utility services surge in billing. Customer pipe installations can often be old and outdated, as well as, poorly installed which can lead to pipe ruptures that cost customers thousands to repair and increase their water bill at the same rate. The Department does not see a significant financial risk in having some ability to reduce metered usage but does see an incredible benefit to the individual customer.

Water Service Regulation Amendment

I propose that Hildale and Colorado City Adopt a new water service regulation as follows:

80.90 Water Surge Billing Adjustment

A. Water customers are eligible for a billing adjustment to reduce their water usage charge by up to 50% if the customer claims a verifiable water leak on the customer's property. Water leak reports to the Department are inspectable under the authority of the Water Superintendent. Customers are only eligible for a Water Surge Billing Adjustment once every 36 months. The Department shall maintain a record of a Water Surge Billing Adjustments.

B. Customer Claims can be denied for customers who are not compliant with Water Service Regulations, City Ordinances or state and federal laws. Claims may also be denied if no verifiable leak is discovered by the Water Superintendent.

C. Water Surge Billing Adjustments do not apply to culinary mainline water leaks.

D. The Water Surge Billing Adjustment Program may be temporarily suspended by the Utility Director within seven days of proper public noticing. Suspensions shall not exceed 60 days unless directed to by the City Councils.

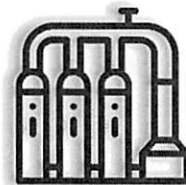
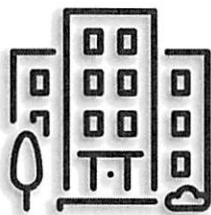
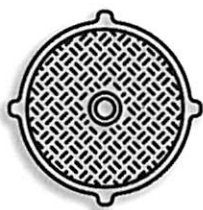
E. The month's water usage that a Water Surge Billing Adjustment is applied shall not be applied to the annual sewer rate recalculation.

Leak Report Claim Procedures

The Department field staff regularly monitors and detects customer leaks through historical knowledge of customer use. Field Staff generally attempt customer notification at the physical residence and advise the customer of a potential leak. After advising the customer of the leak, they should inform them of the Water Surge Billing Adjustment, and that they can contact the office in order to make a claim. All claims are subject to inspection by the Water Superintendent, and the Utility Director. The Director may reject a claim if they determine that no verifiable water leak exists or if the customer is non-compliant with Water Service Regulations, City Ordinances, or State or Federal laws.

Claim Processing Procedures

The Accounts Receivable Clerk is responsible for processing all Water Surge Billing Adjustments. Adjustments will be annotated on a form or memorandum to be approved by the Utility Director. The annotated form or memorandum will serve to record the billing period to count down 36 months until they are eligible again.



Hildale-Colorado City Utility Department

Non-Discrimination of Public Services- Customer Contact Procedures

02/18/2019

General

The Hildale-Colorado City Utility Department's priority in delivering services to the community is ensuring the customer is as satisfied with our service as possible. Perhaps the largest component customer satisfaction is the interaction that our employees have with them. The first step in serving the public is to disseminate as much information as available to the employee that will be directly serving the customers' needs. However, there are often situations where information is incomplete or a condition outside the control of the Department has changed and may require an employee to seek out and contact the customer.

Customer Contact

All employees are required to make a reasonable effort to contact a customer to seek remedy if services cannot be properly rendered by the employee. Unless, the employee has a reasonable fear for theirs or the public's safety. If there is a reasonable fear for safety, the employee should contact their immediate supervisor and/or call the police if the situation arises to an emergency.

Reasonable fear does not include explicit or implicit discrimination of race, religion, creed, political beliefs, sexual orientation, gender, or national origin. If an employee does not make contact to a customer based on a discriminatory basis and/or the lack of contact has the effect of discrimination, they will be in violation of Non-Discrimination of Public Services under this policy.

Failure to make a reasonable effort may result in disciplinary action.

Services can be denied if the customer is found to be in violation of city, state, or federal laws or ordinances.

Non-Discrimination of Public Services

All employees will dispense Department services without regard to race, religion, creed, political beliefs, sexual orientation, gender, or national origin. Employees are prohibited from denying lawful service to any customer that complies with Department policies and directives, as well as, city, state and federal laws.

Violation of Non-Discrimination of Public Services

All incidents where employees are suspected of discriminating against members of the public will be reported to the Utility Director who will report it to the respective city manager. Employees that are found to be in violation of Non-Discrimination of Public Services will face disciplinary proceedings that can include termination of employment for cause.