



**AGENDA
CITY OF HARRISONVILLE
FINANCE/PERSONNEL COMMITTEE
REGULAR MEETING
CITY HALL
AUGUST 23, 2016
6:00 PM**

- I. Call to Order**
 - A. Present**
- II. Approve Minutes**
 - A. Finance/Personnel Committee - Regular Meeting - May 13, 2015 6:00 PM**
- III. Agenda Items**
 - A. Meter/Billing Error Policy**
- IV. General Discussion**
- V. Adjournment**

This meeting will be open to the public.

Posted on City Hall Bulletin Board this 19th day of August 2016

Kim Hubbard, City Clerk



DRAFT
MINUTES
CITY OF HARRISONVILLE
FINANCE/PERSONNEL COMMITTEE
REGULAR MEETING
CITY HALL
MAY 13, 2015
6:00 PM

I. Call to Order

The meeting was called to order at 6:00 PM by Chair Marcia Milner

Attendee Name	Title	Status	Arrived
Stacey Dahlman	Member	Present	
Morris Coburn	Member	Present	
Marcia Milner	Chair	Present	
David Dickerson	Member	Present	
Clint Long		Present	
Brian Hasek	Member	Present	
Josh Stafford	Alternate	Absent	

Others Present: City Administrator Keith Moody, Finance Director Mike Tholen, Public Information Officer Sheryl Stanley, Parks & Recreation Director Chris Deal, and Aldermen Ivan Stull and Judy Bowman.

II. Approve Minutes

A. Finance/Personnel Committee - Regular Meeting - Jan 5, 2015 6:00

PM Accepted

Minutes were approved.

III. Agenda Items

A. Appointment Process

Discussion of the appointment of process for boards, commissions, and committees took place. There was a lot of discussion from the aldermen and the audience.

The original process set forth by the handbook was explained and the reasons why the amendment was made having the Mayor evaluate all applications instead of the Finance/Personnel Committee.

Discussion took place that the handbook should be reviewed on an annual or bi-annual basis with a revision or review date, the balance that needs to be kept on these boards,

commissions/committees, and there are checks and balances which is the Mayor recommends and the Board approves that there has to be communication among the Mayor and Board to be successful.

Alderman Dickerson made the recommendation to keep the process as it is and the City Clerk send copies of all applicants and those who wish to be re-appointed to the entire Board not just the Mayor.

The motion was seconded by Alderman Coburn.

There were comments from the audience that the real issue is that former Mayor Wood had submitted his application and Mayor Hasek did not want him serving on P & Z and compromise was needed between the Mayor and the Board.

Alderman Coburn called for the question, to stop discussion. Alderman Dickerson seconded and it was approved by the following roll call vote:

Ayes: Aldermen Coburn, Dickerson, Long, and Mayor Hasek

Nays: Aldermen Milner and Dahlman

Absent: Alderman Stafford

Abstain: None

The motion was read again

Alderman Dickerson made the recommendation to keep the process as it is and the City Clerk send copies of all applicants and those who wish to be re-appointed to the entire Board not just the Mayor.

The motion was seconded by Alderman Coburn.

Motion was approved the following roll call vote:

Ayes: Aldermen Dickerson, Dahlman, Long, Coburn, Milner and Mayor Hasek.

Nays: None

Absent: Josh Stafford

Abstain: None

B. Discussion of Appointments to Standing Committees

Alderman Dickerson made the motion to table the discussion of standing committees. Alderman Long seconded the motion. There were comments from members of the audience and aldermen who expressed the need for this discussion to take place. It was noted from the audience that each and every ward should be represented on each of the standing committees.

Alderman Dickerson withdrew his motion.

Mr. Moody shared that there has not been in a policy in place regarding how the structure of the standing committees and if the Board desired a policy could be formulated.

It was noted from the audience that ward 1 was not represented on any of the standing committees.

Mayor Hasek shared he was looking at forming other committees.

Alderman Bowman noted this discussion was taking place because she had not been appointed to any of the standing committees because Mayor Hasek was not happy she was elected. Alderman Bowman pointed out that 21 out of the 25 available seats were held by men which made her question whether there was a discrimination going on.

Alderman Dickerson made the motion to ask Mayor Hasek to come up with a more equitable representation of the standing committees. Alderman Long seconded the motion and it was approved unanimously by a voice vote.

City Administrator noted staff would work on a draft policy for the Board to review.

C. Hours of Work and Leave Section V Recommended

City Clerk Hubbard explained the outsourcing of payroll which required employees to clock in/out of and the need for a policy. Ms. Hubbard asked for a positive recommendation to take to the full board for approval. Recommendation was made contingent that the City Attorney reviewed the document before Board approval.

D. Annual Military Training Leave Section V J Recommended

City Clerk Hubbard explained the statement in the current policy "compensation for said leave of absence shall be calculated at the normal rate of pay, less pay compensation paid by the State or Federal Government for said paid of training" was not accurate and the "less pay compensation paid by the State or Federal Government for said paid training" needed to be deleted. The added language of "employees may use accrued vacation or comp time for military leave that exceed the 120 hours otherwise the leave will be unpaid. Ms. Hubbard asked for a positive recommendation to take to the full board for approval.

E. Safety-Sensitive Employees Section VI Alcohol and Drug Abuse Policy Recommended

City Clerk Hubbard reviewed the current personnel policy for random drug testing and explained the Animal Control Department has not been included and should be. Ms. Hubbard reported she had been in contact with the City Attorney and this policy would not go into effect until the fourth quarter for these employees and that they would be notified. Ms. Hubbard asked for a positive recommendation to take to the full board for approval.

F. Employee Tobacco Use Policy Section II General Provisions G.2 Applicability Recommended

City Clerk Hubbard reviewed the current policy on employee tobacco usage and reported there had been a request for this to be reviewed and the change be made to prohibit smoking in all city vehicles at all times. Ms. Hubbard asked for a positive recommendation to take to the full board a positive recommendation.

IV. General Discussion

Mr. Moody reported property located at 305 E Wall Street has been purchased and distributed a draft proposal to be advertised and reviewed the evaluating process. It was noted that the building official and community development director had both been involved in drafting the proposal and it was asked to have the City Attorney review before advertising.

Alderman Milner stated she was glad there was a lot of discussion and that everyone's opinion is valuable.

V. Adjournment

The meeting was closed at

Alderman Coburn made the motion to adjourn the meeting. Alderman Dickerson seconded the motion and it was approved by voice vote.

The meeting adjourned at 7:40 pm.

Kevin Wood, Mayor & Ex-Officio
Chairman of the Board of Aldermen

ATTEST:

Kim Hubbard, City Clerk

Minutes Acceptance: Minutes of May 13, 2015 6:00 PM (Approve Minutes)



STAFF REPORT

TO: Finance/Personnel Committee
FROM: Kim Hubbard, City Clerk
DATE: August 19, 2016
SUBJECT: Meter/Billing Error Policy

Type of Item: *Discussion*

See Director McCoy's memo regarding the meter/billing error policy.

A. Discussion Item (ID # 2305)

Meter/Billing Error Policy

Attachments:

Meter-Billing Error Policy-8-2016 (PDF)



To: Mayor, Board of Alderman and Interim City Administrator
 From: Marcella McCoy, Finance Director
 Date: September 6, 2016
 Subject: Meter/Billing error policy

INTRODUCTION

The purpose of this memo is to outline the recommended policy for Meter/Billing errors separate and apart from Meter Test Procedures outlined in Chapter 700 of City Code. This development is a result of a couple incidents that were brought to staff's attention during the last few billing procedures for utility services. The proposed policy recommends adjustments to the customer either as services billed or credit for services charges for a six month period prior to discovery.

DISCUSSION

During one of the last few utility billing processes the City had a customer (Hibbett Sports) inquire about the electric usage for their business location here in Harrisonville. They expressed concern that the Harrisonville location is significantly higher than the other locations in the Kansas City Metro Area. Staff investigated the site to check the meter reading, etc. Utility Maintenance staff also spoke with billing staff to see how the readings were calculating on the bill. It was discovered that a multiplier was incorrect. The multiplier was set too high, therefore billing for usage in excess of what it should be. Hibbett asked for a refund and based upon existing Code 700.250 – Meter Test Procedures a credit was applied to the account for the previous sixty days.

Also found in a series of tests and evaluations of how the meters were reading, was that the Justice Center water and sewer charges were not being billed. They were only charged the minimum charges for those services. Maintenance and billing staff along with myself and Eric Patterson have discussed this issue and made the necessary corrections in the billing system. Staff continues to monitor the readings and calculations for the Justice Center bills to insure they are calculating correctly.

Both of these incidents are related to how the billing system is set to calculate bills and how the electronic read system is populating the fields. Neither of these circumstances were flagged in the "normal" checks and balances that are completed with each billing cycle. I have been in contact with both Hibbett Sports and County staff about the Justice Center. They are both aware that there is a policy proposed and that further action may be required on either the City part or their part.

Currently, there is no policy set that defines how to handle what I call billing errors. The "Meter Test Procedures" are outlined in code when the customer requests a meter test. Defined in the Missouri State Code of Regulations is policy on how credits and charges are to be handled by those utilities regulated under the Public Service Commission (PSC). The City is not regulated by

the PSC. Therefore, I am recommending we adopt the following policy for credits and charges occurred because of billing errors.

Billing Adjustments

PURPOSE: This policy establishes the requirements for making billing adjustments in the event of an overcharge or an undercharge.

For all billing errors, the utility will determine from all related and available information the probable period during which the condition causing the errors existed and shall make billing adjustments for that period as follows:

- A. In the event of an overcharge, an adjustment shall be made for a period of six (6) months immediately preceding the discovery, inquiry or actual notification of the utility;
- B. In the event of an undercharge, an adjustment shall be made for a period of six (6) months immediately preceding the discovery, inquiry or actual notification of the utility;
- C. In the event of an undercharge, the utility shall offer the customer the option to pay the adjusted bill over a period of six (6) months.

Upon adoption and execution of the recommended ordinance for this policy, staff will contact both Hibbett Sports and the Justice Center with the actions taken.

ACTION REQUIRED/RECOMMENDATION

Recommendation is for the Board of Alderman to adopt this policy as a part of Chapter 700 of the City Code.