

City of St. Petersburg
Committee of the Whole
February 20, 2025 @ 10:50 AM
City Hall, Room 100

Members: Council Chair Copley Gerdes, Council Vice-Chair Lisset Hanewicz, Council Members Brandi Gabbard, Mike Harting, Deborah Figgs-Sanders, Gina Driscoll, Corey Givens Jr., and Richie Floyd

Support Staff: Kimberly Amos – City Council Senior Legislative Aide

1) Call to Order

2) Approval of Agenda

3) New Business – February 20, 2025

- a) Puryear Park Expansion Project currently on the Weeki Wachee Project List – *Mike Jefferis, Community Enrichment Administrator & Aaron Fisch, Real Estate & Property Management Director*

Attachments:

1. PowerPoint Presentation

- b) Utility Billing – *Tom Greene, Assistant City Administrator, Candice Winter, Interim Billing and Collections Director, Lauren Gewandter, Billing Manager, David Flintom, Customer Support Manager, & Chris Barnes, Field Operations Manager*

Attachments:

1. Memorandum
2. PowerPoint Presentation
3. High Consumption Data
4. Proposed Resolution, Policies and Procedures: Relief for a Leak Adjustment of a Flooded Structure
5. Proposed Resolution, Policies and Procedures: Mechanical Water Meter High Read
6. Proposed Resolution, Policies and Procedures: Utility Billing Review Committee
7. Proposed Ordinance Revision: 27-6 (a)
8. Proposed Ordinance Revision: 27-6

Upcoming Meeting Dates & Tentative Agenda Items

February 27, 2025

- a) A presentation on the findings of the Private Laterals Pilot Study – *Claude Tankersley, Public Works Administrator & Kira Barrera, Special Projects Coordinator*
- b) Resilient St. Pete (continued discussion from the September 19, 2024 Committee of the Whole) – *Claude Tankersley, Public Works Administrator, Elizabeth Abernethy, Planning and Development Director, & Hannah Rebholz, Floodplain Manager*

General Attachments:

Pending and Continuing Referral List
Agenda Item Support Material

COMMITTEE OF THE WHOLE PENDING/CONTINUING REFERRALS						February 20, 2025	
	Topic	Return Date	Referral Date	Prior Meeting	Referred by	Staff	Notes
1	Puryear Park Expansion Project currently on the Weeki Wachee Project List	2/20/25	2/13/25	N/A	Harting	Fisch Jefferis	
2	Utility Billing Update	2/20/25	2/6/25	N/A	City Council	Greene Winter	Item was referred to a Committee of the Whole at the February 6th City Council Meeting
3	Resilient St. Pete	2/27/25	11/2/23	9/19/24	Gabbard	Boulding Greene Rebholz Tankersley	A revision to this NBI (Gabbard) was approved at the 3/21/24 CC Meeting expanding the discussion topics
4	A presentation on the findings of the Private Laterals Pilot Study. Discussion to include consideration of potential financing programs for residents to be administered by SELF (Solar Energy Loan Fund)	2/27/25	3/3/23	10/12/23 (PSI)	Gabbard	Tankersley Palenchar Barrera	This item was referred to a Committee of the Whole Meeting during the 9/19/24 COW
5	FY '26 CIP Budget	4/24/25	Annual	N/A	Annual	Makofske	
6	FY '26 Operating Budget	5/6/25	Annual	N/A	Annual	Makofske	
7	Review of City Council Policy and Procedures Manual	5/29/25	12/16/21	7/28/22	Council	Legal	Per Chapter 23 Article II Letter D: During the Committee of the Whole to discuss the calendar for the following year, City Council shall schedule a meeting to review the Manual for any updates or other amendments that are necessary or appropriate.
8	FY '26 Recommended Budget	7/31/25	Annual	N/A	Annual	Makofske	
9	2026 Calendar setting and selection of Chair and Vice Chair	12/11/25	Annual	N/A	Annual	Ohlman	
10	FY '27 Council Budget Priorities	1/29/26	Annual	N/A	Annual	Makofske	
11	Joint City Council / CPPC Meeting	TBD	3-Year Cycle	3/31/22	Comp Plan	Abernethy Kilborn	Comp Plan changes discussed to move joint meetings to an as-needed basis with the Historic Preservation Annual Report to come to CPPC and COW annually. The next joint meeting is slated to occur in 2025.
12	Stormwater Master Plan	TBD	8/12/21	5/25/23 7/25/24	Administration	Prayman	Proposed changes to City Code are anticipated to be brought forward in Spring of 2025

13	StPete 2050 Plan	TBD	12/17/19	10/22/20 1/28/21 8/26/21 2/24/22 5/26/22	Administration	Abernethy	Staff is working on the comp plan updates to implement the 2050 plan and anticipates providing a report to council on the draft changes in 2025
14	Joint City Council / CBAC Meeting	TBD	11/2/23	N/A	Figgs-Sanders	Caper	Discussion on the Community Benefit Program NBI (Gabbard) approved at 1/11/24 CC Meeting requested discussion include committee appointment process for standing & ad hoc members
15	Discussion of potential revisions and/or updates to Section 5.06 of the City Charter concerning the City's Redistricting process.	TBD	12/8/22	N/A	Hanewicz	Pettigrew	
16	City-Specific Dashboard & Update on St. Pete Stat	TBD	4/6/23	3/23/23 (EWD)	Council		Discussion originated at the 3/23/23 EWD Committee Meeting and was motioned by CM Gabbard to bring to a Committee of the Whole
17	Fleet Maintenance Master Plan	TBD	3/23/23	N/A	Harting	Quintana	1/23/2025 - CM Harting took sponsorship of this item from former CM Montanari
18	Integrated Water Resources Master Plan Update	TBD	7/20/23	N/A	Harting	Tankersley Palenchar	1/23/2025 - CM Harting took sponsorship of this item from former CM Montanari
19	Potential Charter Amendments Concerning the City Council and Mayoral Vacancies	TBD	10/20/22	(PSI) 7/13/23 (PSI) 11/9/23 (PSI) 3/21/24 4/18/24	Gabbard Hanewicz	Kovilaritch Pettigrew	PS&I Committee Action item approved at 4/4/24 CC Meeting moved the discussion to COW to address proposed amendments to the current process The item was referred back to a COW at the 9/5/24 CC Meeting for consideration after December 2025
20	Implementation of Priority Dispatch	TBD	10/13/22	N/A	Gabbard	SPFR	This discussion will occur as-needed if the implementation of priority dispatch protocols are considered

Puryear Park Expansion

Acquisition of Property at
780 – 58th Avenue NE

Committee of the Whole

February 20, 2025





Property Overview

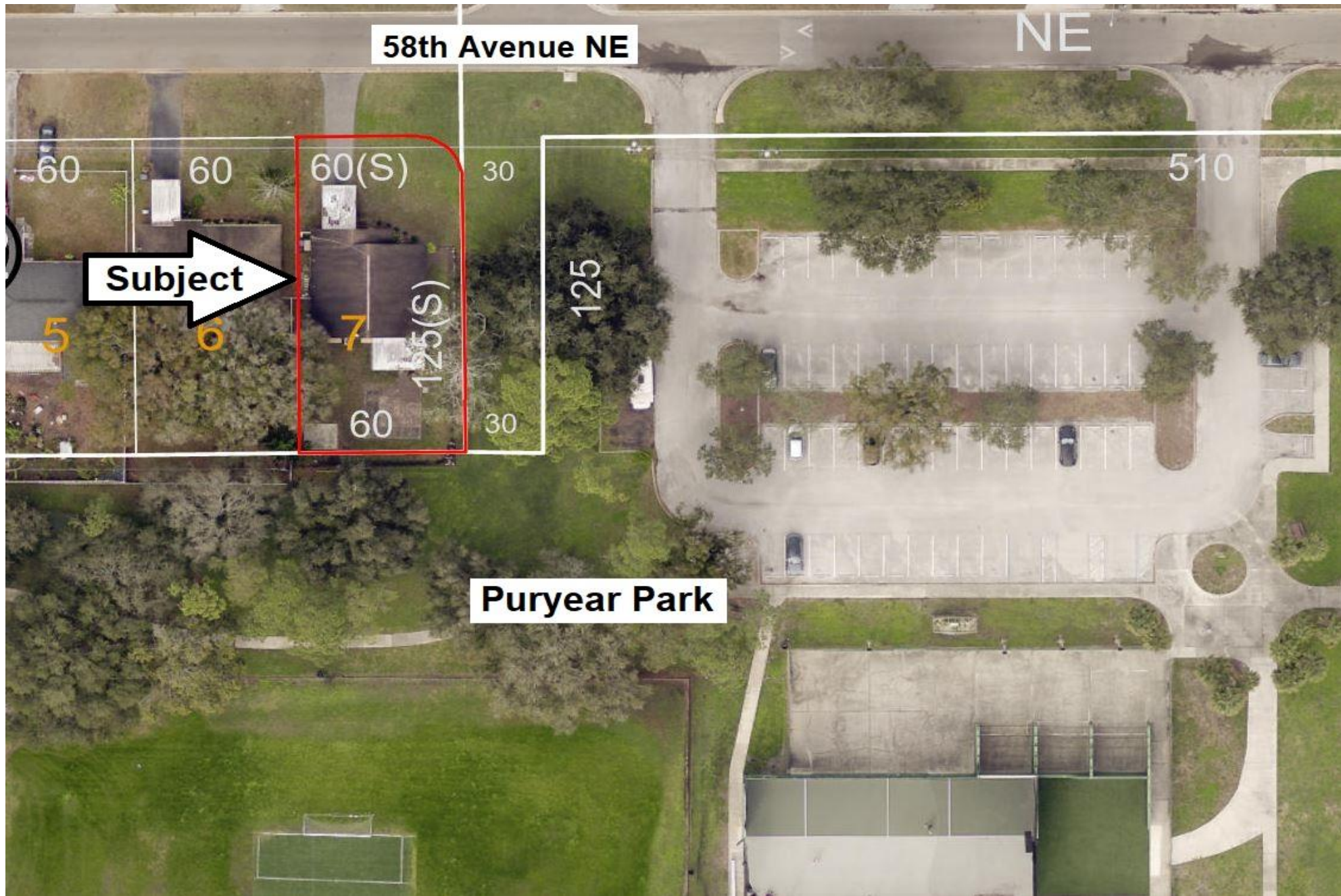
- Single-family residence with approximately 1,700 square feet of improvements on approximately 7,500 square feet of land (60'X125').
- Flood Zone: AE
- The City discussed a potential acquisition with property owner in 2020, which resulted in the City obtaining appraisals.
- The 2020 appraisals resulted in estimated values of \$232,000 and \$240,000.
- The appraisals were updated in 2021, resulting in estimated values of \$275,000 and \$300,000.



Property Overview

- The property received flood damage and other damage caused by Hurricane Helene and Hurricane Milton.
- The property owner contacted the City to revisit the discussion of a possible acquisition.
- The property was listed for sale with an asking price of \$250,000.
- The City obtained an appraisal in December 2024, resulting in an estimated market value of \$240,000.
- Subject to negotiations with the seller, the acquisition costs, including closing costs, environmental, demolition of the structure, landscaping and installation of a shell base for parking, are estimated to not exceed \$300,000.





THANK YOU



Real Estate & Property Management

P.O. Box 2842

St. Petersburg, Florida 33731

727-893-7500

www.stpete.org

MEMORANDUM

TO: Chair Gerdes and Members of City Council

FROM: Tom Greene, Assistant City Administrator *TG*
Candice Winter, Director of Billing and Collections *CSW*

DATE: February 14, 2025

RE: February 20, 2025, Committee of the Whole – Utility Billing Discussion

The information included in this package will be reviewed at Committee of the Whole (COW) meeting on Thursday February 20, 2025. The purpose of the COW is to discuss potential changes to code as well as two resolutions that will provide needed flexibility at the department level to address some of the circumstances, we are seeing with utility customers.

The attached presentation provides an overview of various divisions within the Billing and Collection Department such as Meter Reading and Field Operation, Utility Billing & Adjustments, and the Customer Service Call Center. We believe that this information will provide answers to many of the questions raised last week. We continue to work with Stantec to analyze some additional data points and will update the presentation before the COW meeting.

Draft Resolutions and suggested modifications to the Section 27-6 of City Code are included for discussion purposes.

We look forward to the discussion on February 20, 2025. Should you have any questions prior to the meeting please let us know.

Utility Billing

**Billing & Collections Department
City Council Committee of the Whole
February 20th, 2025**





AGENDA

- ❖ Meter Reading & Field Operations
- ❖ Utility Billing & Adjustments
- ❖ Customer Service Call Center



METER READING & FIELD OPERATIONS



FIELD OPERATIONS DIVISION OVERVIEW

Staff

- 15 Meter Readers
- 11 Account Representatives
- 2 Communications Service Coordinators (1 full-time, 1 part-time after-hours)
- 3 Field Operations Supervisors
- 1 Field Operations Manager



FIELD OPERATIONS DIVISION OVERVIEW

Responsibilities

- **Reading Meters:** We obtain billing reads for our customers every month on approximately 95,000 meters. Meter Readers are expected to read 400-600 meter per day and walk about 7-9 miles to do so.
- **Inspection Work Orders (2,210 per month):** We follow up on billing reads with inspections to get reads from obstructed meters, ensure billing accuracy, help customers find leaks, and identify dead registers or damaged equipment. We also investigate mixed meters and retrieve digital meter data for Billing & Collections and the UBRC.
- **Customer-Requested Work Orders (2,483 per month):** We perform work orders to turn our customers' water on and off at their request, both for scheduled changes of service and in urgent situations.
- **Non-Payment & Unauthorized Use Work Orders (1,685 per month, another 1,411 turning back on):** We perform work orders to shut off water for non-payment and in cases of unauthorized use, and we follow up to restore service afterwards.



CHECK HIGH CONSUMPTION WORK ORDERS

In General

- A Check High Consumption work order (589 per month) is created when a customer's potable water or potable irrigation consumption is unusually high. This is generally when the consumption is four or more times greater than usual, but this calculation can be more difficult on new accounts or those with previous unusual consumption.
- Billing & Collections performs Check High Consumption work orders as a courtesy service to our customers.
- While these work orders are created automatically by Billing & Collections, customers may also request a similar work order called an Inspection-UA (100 per month). The Inspection-UA work order carries a fee of \$22.64 unless the billing read the customer is challenging was incorrect.
- After these work orders are closed by field staff, the results are processed by Billing Adjustments personnel. Corrections are made to accounts if necessary, and bills are released to customers.



CHECK HIGH CONSUMPTION WORK ORDERS

Field Procedure

- B&C Field Operations Account Representatives (ARs) perform Check High Consumption work orders.
- The AR performs a superficial inspection of the City equipment (curb stop, meter, backflow preventer if one is installed) to see if there is any indication of damage or a leak.
- The AR checks the read on the potable meter to confirm the previous read was correct and then calculates the consumption between that read and the current date.
- The AR watches the flow indicator (analog registers) or the 1/100ths place (digital registers) to determine if there is persistent running water. When the customer has running water, the AR times the flow per minute.
- The AR makes a good faith attempt to inform the customer of their results if the inspection indicates the customer had high consumption and a potential leak or consumption issue. Generally, the AR first attempts to contact in person, then attempts to leave a door hanger, but in rare cases may request Field Operations office staff to attempt a phone call.
- When possible, we encourage the ARs to speak with customers about finding and preventing leaks, and to inform them of the leak adjustment process.



Check High Consumption “Inspector Called” Door Hanger

This notice is often left for customers to inform them of the results of the inspection.

INSPECTOR CALLED

Date _____ Time _____

FINDINGS

- No visible damage to register.
- No visible leak on City equipment.
- No indication of running water on private property was detected during inspection.
- An indication of running water on private property was detected during inspection at a rate of _____ gallons per minute.
- Usage in last _____ days is _____ gallons.
Today's read is _____
- By _____
- Please call Customer Service at 727-893-7341 for more information.

La ciudad de St. Petersburg se compromete a garantizar que el acceso al programa vital esté disponible para todos los ciudadanos y visitantes. Si necesita traducción de idiomas para acceder a esos programas o documentos, comuníquese con el Coordinador de Diversidad y ADA de la Ciudad al 727-893-7345 o lendel.bright@stpete.org



Billing & Collections Customer Service
727-893-7341
stpete.org/utilities



IMPROVING DIVISION EFFICIENCY

- Tyler Project
- Installing more digital registers, preferably in whole billing routes
- Implementing Advanced Metering Infrastructure (AMI)



UTILITY BILLING & ADJUSTMENTS



UTILITY BILLING & ADJUSTMENTS AGENDA

- ❖ High Consumption
- ❖ Estimated Bills
- ❖ Delayed Bills
- ❖ Adjustments
- ❖ Possible Solutions
- ❖ Lessons Learned



HIGH CONSUMPTION

Reasons for High Consumption

- Leak on Private Property
 - Storm Related: Some customers may have had water loss due to a leak in homes where significant flooding occurred, causing appliances to be submerged, such as a toilet. For example, if the toilet is under water, and constantly flowing.
 - Not Storm Related: Leaks happen on private property throughout the year, even unrelated to a storm event. For example, a common leak we encounter from customers is for a toilet.
- High Consumption Immediately Following an Estimated Read
 - In this case, since we don't have record of the actual read and true consumption due to the estimate, we "even out" the total consumption from the estimated month and the high month, which frequently dissolves the high consumption.
- High Consumption Immediately Following Zero Consumption Due to Inaccessible Meter
 - In this case, since we don't have record of the actual read and true consumption due to the estimate, we "even out" the total consumption from the estimated month and the high month, which frequently dissolves the high consumption.
- High Estimated Read
 - An estimated read can calculate high consumption if the average consumption prior to the estimated month was unusually high (i.e., pool fill, prior leak, etc.).



ESTIMATED BILLS

Reasons for Estimated Bills

- Meter Box Flooded
- Inaccessible Meter (i.e., hurricane debris, locked gate, vehicle, overgrown grass)
- Register in Poor Condition (i.e., foggy lens, scratched lens)
- City Operations Closed

Types of Estimated Bills

- E Estimate: NaviLine uses the prior 3-month average to calculate the estimate.
- C Estimate: Employees calculated the estimate.
- Zero Consumption: When meters are inaccessible, our Field Operations team provides the last billed read which calculates zero consumption since a read was not obtained.
 - After the storm events, some accounts were billed zero consumption in lieu of an estimated read.



ESTIMATED BILLS: STATISTICS

Bill Month/Year	Accounts Billed	E Estimate	C Estimate	Total Estimates
July 2024	94,444	91	9	100
August 2024	94,414	3,657	52	3,709
September 2024	94,136	863	183	1,046
October 2024	101,810	39,590	1,046	40,636
November 2024	82,126	1,257	318	1,575
December 2024	92,874	533	92	625
January 2025	93,003	209	26	235



DELAYED BILLS

Reasons for Delayed Bills

- Current month's read is lower than previous month's estimated read. We set these accounts aside for correction to ensure accurate billing.
- We forecast it will take between 60 days for these customers' utility bills to be up to date.

Progress

- As of December 2024, we had approximately 2,400 delayed utility bills.
- As of current, we have less than 900 delayed utility bills.
- We placed a temporary hold on these accounts to ensure these customers don't incur any delinquency notices, associated fees, and to avoid termination of service for 90 days.



ADJUSTMENTS

- Leak Adjustments
 - Private Property Leaks (i.e., toilet, plumbing underground, pool refill)
 - Water Adjustment: Amount billed for consumption in excess of the prior 3-month average is charged at the lowest tier.
 - Sewer Adjustment: Amount billed for consumption in excess of the prior 3-month average is refunded for leaks where water did not enter the sewer system.
 - City Responsibility Leaks (i.e., leak at meter or on backflow where water passed through meter)
 - Amount billed for water and sewer consumption in excess of the prior 6-month average is refunded.
- Over Read Adjustments: Over reads are identified when the current month's pending read is lower than the previous month's billed read.



ADJUSTMENTS: STATISTICS

Adjustments Processed since 9/1/2024

Adjustment Type	Number of Adjustments
Private Property Leak Adjustments	2,906
City Responsibility Adjustments	429
Over Read Adjustments	3,285



BILL COMPARISON: POTABLE RATES RESTRUCTURING

Base Charges for a ¾” Meter & Single-Family Residence with Usage of 6,500 Gallons

Service	Rate FY 2024	Rate FY 2025	Consumption Billed FY 2024	Consumption Billed FY 2025	Amount Billed FY 2024	Amount Billed FY 2025
Sewer Base	\$24.94	\$26.49			\$24.94	\$26.49
Sewer Consumption	\$9.57	\$10.21	6,500	6,500	\$62.21	\$66.37
Water Base	\$14.95	\$10.35			\$14.95	\$10.35
Water Consumption Tier 1	\$2.79	3.79	5,600	3,500	\$15.62	\$13.27
Water Consumption Tier 2	\$4.16	\$5.94	900	3,000	\$3.74	\$17.82
TBWC	\$2.61	\$2.64	6,500	6,500	\$16.97	\$17.16
Tax	10%	10%			\$5.13	\$5.86
Sanitation & Recycling	\$32.36	\$34.22			\$32.36	\$34.22
Stormwater Tier 2	\$15.82	\$19.78			\$15.82	\$19.78
TOTAL					\$191.74	\$211.31



BILL COMPARISON: POTABLE RATES RESTRUCTURING

Base Charges for a ¾" Meter & Single-Family Residence with Usage of 120,000 Gallons

Service	Rate FY 2024	Rate FY 2025	Consumption Billed FY 2024	Consumption Billed FY 2025	Amount Billed FY 2024	Amount Billed FY 2025
Sewer Base	\$24.94	\$26.49			\$24.94	\$26.49
Sewer Consumption	\$9.57	\$10.21	120,000	120,000	\$1,148.40	\$1,225.20
Water Base	\$14.95	\$10.35			\$14.95	\$10.35
Water Consumption Tier 1	\$2.79	3.79	5,600	3,500	\$15.62	\$13.27
Water Consumption Tier 2	\$4.16	\$5.94	2,400	3,500	\$9.98	\$20.79
Water Consumption Tier 3	\$6.62	\$14.51	7,000	3,500	\$46.34	\$50.79
Water Consumption Tier 4	\$9.57	\$23.09	5,000	109,500	\$47.85	\$2,528.36
Water Consumption Tier 5	\$21.76	N/A	100,000	N/A	\$2,176.00	N/A
TBWC	\$2.61	\$2.64	120,000	120,000	\$313.20	\$316.80
Tax	10%	10%			\$262.39	\$294.03
Sanitation & Recycling	\$32.36	\$34.22			\$32.36	\$34.22
Stormwater Tier 2	\$15.82	\$19.78			\$15.82	\$19.78
TOTAL					\$4,107.86	\$4,540.07



PROPOSED SOLUTIONS

More Flexibility with City Code to Provide More Relief to Customers

- Resolution & Procedures: Leak Repair in Flooded Structures
- Resolution & Procedures: Mechanical to Digital Meters
- Ordinance: Leak Adjustment Water Rate
 - Recalculate water charges in excess of the prior 3-month average to the Tampa Bay Water rate in lieu of the lowest tier rate
- Ordinance: Adjustments Requested During a Declared State of Emergency
 - Abnormal circumstances including vandalism and theft

Install More Digital Meters

- Full cycles able to be read with the VersaProbe ensures we obtain correct reads at correct meters

Move Forward with Implementing AMI (Advanced Metering Infrastructure)

- Currently have about 504 potable and 220 reclaimed meters on AMI
- No estimated bills with AMI
- No delayed billing with AMI
- Faster notification to customers for high consumption = lower number of high bills & less adjustments
- More water conservation
- No over reads



LESSONS LEARNED

- In City of St. Petersburg future pre-storm communications, we will encourage residents to:
 - Shut off water at private shut off valve prior to evacuation.
 - Be mindful of location of meter post-storm.
- Marketing/Communications to customers via different channels leading up to and after the hurricane season to provide additional transparency.



CUSTOMER SERVICE



UTILITY ACCOUNTS CUSTOMER SERVICE CALL CENTER

- 18 CSRs take an average of 600-650 calls per day; approx. 155,000 calls in 2024
- Peak days: Mondays, first day after holiday weekend, first of month; Peak time: lunch
- Average length of customer call: 3.5 minutes
- Average hold time: 3.5 minutes (before the storms); 7 minutes (since the storms)
- 17 virtual 'lines' – may expand to 25+ (more callers can hold, but hold times will increase)
- Exploring options like customer call-backs and voicemail
- All calls are recorded for quality and training purposes



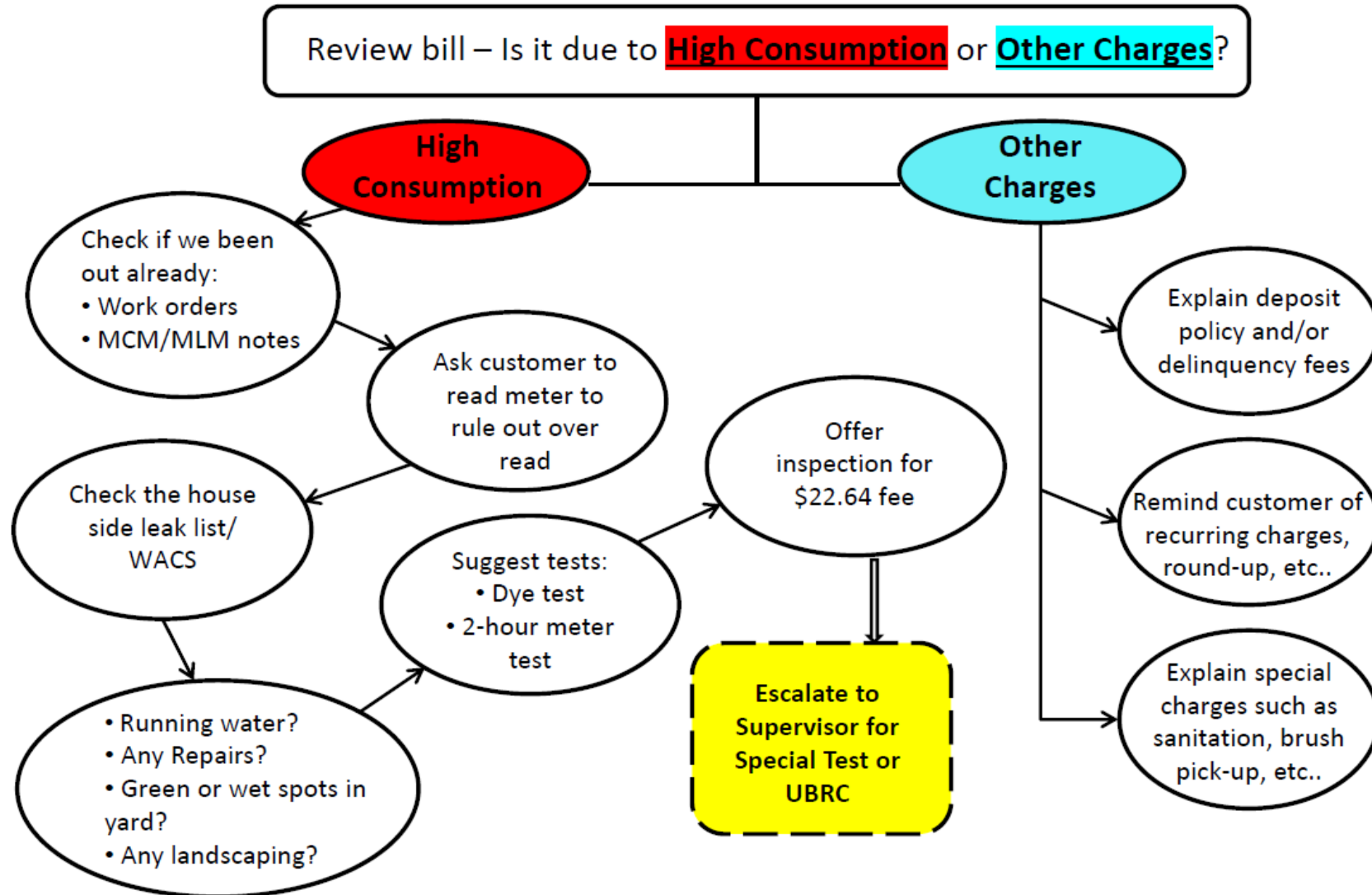
CUSTOMER SERVICE TRAINING

- Communicated to all CSRs, reminding them of the need to always provide quality service in the face of challenging situations and customer requests
- Escalated complaints are researched through 'Avaya CMS Supervisor' software/data and recorded calls are reviewed
- Coaching and recurrent training
- Continuously looking for process improvements



High Bill Complaints

What to do when a customer calls in a complaint regarding the amount of their utility bill





UTILITY BILLING REVIEW COMMITTEE (UBRC)

What is the Utility Billing Review Committee?

The Utility Billing Review Committee (UBRC) consists of City employees with relevant expertise in utility billing who provide an opportunity for customers to dispute utility bills after the following steps are completed:

- Submit application along with supporting documentation

B&C department staff:

- Review account
- Request data from digital meters/request special test of analog meters (if documentation stating no leak on property at time of inspection)
- Prepare case summaries, share with committee before meeting

Committee recommendations sent to Mayor, then communicated to customer.



CUSTOMER SCENARIOS

- Customer received bill on Nov 22 for \$1,143; was concerned that they were incorrectly billed as they had evacuated.
 - Contacted landlord who found bathroom leak. Adjustment was applied to account.
- Customer received bill on Aug 22 (prior to the storm events) for \$2,099; concerned City incorrectly billed them for 64,800 gallons of water.
 - Discovered and replaced a faulty toilet flapper. Adjustment was applied to account.
- Customer received bill on Dec 10 for \$4,475 followed by a bill the next month for \$154.
 - Discovered and replaced an entire toilet that was leaking, received adjustments as a credit on the account, and a refund check was issued.



SUMMARY & QUESTIONS

What should a customer do if they think their bill is too high?

Customers with questions may call the Utility Accounts Customer Service Call Center
Monday – Friday (8:00 a.m. – 5:00 p.m.)
727-893-7341

Staff is ready to explain the details related to their recent usage as well as provide explanations about any estimated bills

We offer ***short-term payment extensions and long-term payment plans*** to assist customers with paying outstanding balances.

THANK YOU



MEMORADUM

TO: Chair Gerdes and City Council Members

FROM: Tom Greene, Assistant City Administrator
Candice Winter, Director of Billing and Collections

DATE: February 19, 2025

RE: **Additional Utility Billing Data**

The City Council requested specific data regarding Utility Billings, and we have been collaborating with Stantec to compile this information. Attached to this cover memorandum are the following:

Table 1: Number of Bills Issued with Monthly Consumption Twice the Three-Month Average prior to the high bill.

- This information is detailed in Table #1 covers the period from April 2024 to January 2025. The data is categorized by billing cycles that correspond to the attached map for reference.

Table 2: Number of Bills Issued with Monthly Consumption Twice the Three-Month Average based on an actual read of the customer's meter.

- This information is detailed in Table #2 covers the period from April 2024 to January 2025. The data is categorized by billing cycles that correspond to the attached map for reference.

Table 3: provides the aggregation of Table 1 and Table 2 to show the total customer base that had a bill Twice the Three-Month Average regardless of the previous month being estimated or an actual read.

Table 4: Number of Bills Issued with Monthly Consumption Four times the Three-Month Average prior to the high bill.

- This information is detailed in Table #4 covers the period from April 2024 to January 2025. The data is categorized by billing cycles that correspond to the attached map for reference.

Table 5: Number of Bills Issued with Monthly Consumption Four Times the Three-Month Average based on an actual read of the customer's meter.

- This information is detailed in Table #5 covers the period from April 2024 to January 2025. The data is categorized by billing cycles that correspond to the attached map for reference.

Table 6: provides the aggregation of Table 4 and Table 5 to show the total customer base that had a bill Four times the Three-Month Average regardless of the previous month being estimated or an actual read.

Table 7: Is the map of 21 billing cycles for the City of St. Petersburg.

Table 8: Summary of Gallons Billed to the City of St. Petersburg by Tampa Bay Water (TBW) for the calendar year 2024.

Number of Accounts With High Consumption in the Month Following an C&E in the Previous Month

BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	1	1	0	0	0	216	49	4	15	2
2	0	1	0	0	0	4	17	5	4	4
3	1	1	1	1	1	1	0	564	29	0
4	0	1	0	0	1	1	0	543	11	5
5	4	0	1	2	0	0	0	343	1	2
6	0	0	0	0	0	2	0	287	19	1
7	1	0	0	0	0	0	0	431	3	7
8	0	1	0	1	0	0	0	41	2	6
9	2	1	0	0	0	0	0	37	0	2
10	0	1	1	0	0	0	0	34	5	1
11	0	0	0	2	1	0	0	69	0	1
12	0	0	0	1	0	0	2	65	0	1
13	1	0	0	0	1	0	1	32	0	2
14	1	1	0	1	0	3	0	32	0	7
15	1	1	3	2	3	4	6	144	6	19
16	0	1	0	2	1	0	4	48	8	2
17	1	0	0	0	0	1	0	303	36	4
18	1	3	0	0	2	1	0	1026	151	8
19	1	0	1	0	1	1	1	5	1	23
20	0	0	2	3	0	0	10	0	7	5
21	0	0	0	0	0	0	1	0	0	0
Total	15	13	9	15	11	234	91	4013	298	102
BY CUSTOMER CLASS										
Customer Class	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
Commercial	1	0	1	2	2	24	2	244	1	2
City Commercial	0	0	0	0	0	0	0	0	0	0
Government Commercial	0	0	0	0	0	0	0	1	0	0
Mobile Home Park	0	0	0	0	0	1	0	1	0	0
Multi-Family Residential	0	0	0	0	0	5	7	147	10	12
Government Multi-Family	0	0	0	0	0	0	0	0	0	0
Schools	0	0	0	0	0	0	1	1	0	0
Single Family Residential	14	13	8	13	9	204	81	3619	287	88
Total	15	13	9	15	11	234	91	4013	298	102
BY SENSUS										
SENSUS/OTHER	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
OTHER	8	5	5	10	5	182	87	2242	124	81
SENSUS	7	8	4	5	6	52	4	1771	174	21
Total	15	13	9	15	11	234	91	4013	298	102

Number of Accounts With High Consumption in the Month Following an Actual Read in the Previous Month

BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	277	287	500	226	86	115	188	230	596	326
2	234	298	470	182	194	219	143	285	430	377
3	281	406	418	194	204	228	22	91	339	344
4	268	322	395	191	190	247	16	59	457	242
5	230	271	316	222	207	196	27	79	396	185
6	168	169	223	146	138	130	14	44	265	169
7	215	332	252	195	153	173	33	63	304	208
8	317	435	361	238	186	197	289	347	551	371
9	275	300	304	212	164	158	227	303	407	185
10	206	298	238	197	163	125	261	326	308	208
11	176	358	273	159	142	150	201	305	280	192
12	164	361	258	132	115	174	179	340	233	210
13	263	313	334	195	175	255	262	312	310	313
14	238	306	358	262	205	205	429	342	428	314
15	305	304	585	259	294	203	1569	12	363	161
16	128	137	240	143	161	130	968	7	156	94
17	174	175	287	159	175	115	8	50	205	182
18	301	302	505	184	202	190	52	144	511	323
19	269	226	431	179	188	166	225	372	623	342
20	236	213	439	166	196	176	170	221	530	263
21	52	40	37	27	33	73	42	45	47	28
Total	4777	5853	7224	3868	3571	3625	5325	3977	7739	5037
BY CUSTOMER CLASS										
Customer Class	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
Commercial	361	372	478	379	373	339	513	219	397	303
City Commercial	38	24	28	22	23	16	23	24	35	20
Government Commercial	6	2	5	4	4	2	7	2	5	4
Mobile Home Park	1	1	2	3	2	2	3	3	5	3
Multi-Family Residential	179	170	252	160	169	156	376	95	298	194
Government Multi-Family	0	1	0	0	0	0	0	2	0	0
Schools	8	14	4	2	4	56	16	17	12	5
Single Family Residential	4184	5269	6455	3298	2996	3054	4387	3615	6987	4508
Total	4777	5853	7224	3868	3571	3625	5325	3977	7739	5037
BY SENSUS										
SENSUS/OTHER	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
OTHER	8	5	5	10	5	182	87	2242	124	81
SENSUS	7	8	4	5	6	52	4	1771	174	21
Total	15	13	9	15	11	234	91	4013	298	102

Number of Accounts With High Consumption Regardless of E in Month

BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	278	288	500	226	86	331	237	234	611	328
2	234	299	470	182	194	223	160	290	434	381
3	282	407	419	195	205	229	22	655	368	344
4	268	323	395	191	191	248	16	602	468	247
5	234	271	317	224	207	196	27	422	397	187
6	168	169	223	146	138	132	14	331	284	170
7	216	332	252	195	153	173	33	494	307	215
8	317	436	361	239	186	197	289	388	553	377
9	277	301	304	212	164	158	227	340	407	187
10	206	299	239	197	163	125	261	360	313	209
11	176	358	273	161	143	150	201	374	280	193
12	164	361	258	133	115	174	181	405	233	211
13	264	313	334	195	176	255	263	344	310	315
14	239	307	358	263	205	208	429	374	428	321
15	306	305	588	261	297	207	1575	156	369	180
16	128	138	240	145	162	130	972	55	164	96
17	175	175	287	159	175	116	8	353	241	186
18	302	305	505	184	204	191	52	1170	662	331
19	270	226	432	179	189	167	226	377	624	365
20	236	213	441	169	196	176	180	221	537	268
21	52	40	37	27	33	73	43	45	47	28
Total	4792	5866	7233	3883	3582	3859	5416	7990	8037	5139

Number of Accounts With High Consumption in the Month Following an C&E in the Previous Month

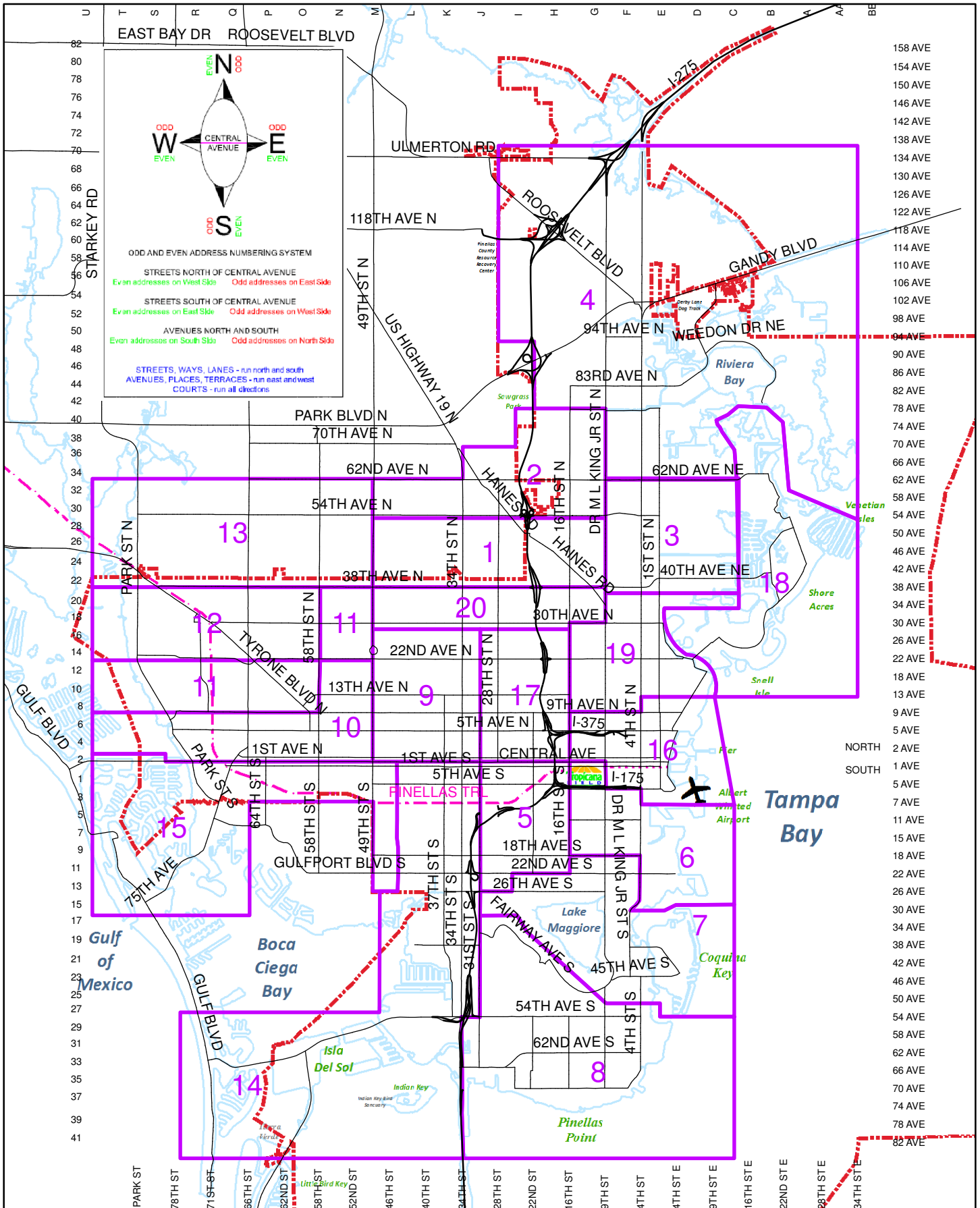
BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	0	1	0	0	0	43	18	3	6	0
2	0	0	0	0	0	2	3	2	1	2
3	1	0	1	0	0	0	0	208	10	0
4	0	1	0	0	0	0	0	175	3	2
5	2	0	0	1	0	0	0	109	0	0
6	0	0	0	0	0	1	0	97	5	0
7	0	0	0	0	0	0	0	122	1	3
8	0	0	0	0	0	0	0	13	0	2
9	0	0	0	0	0	0	0	9	0	1
10	0	0	0	0	0	0	0	11	2	1
11	0	0	0	0	0	0	0	14	0	0
12	0	0	0	0	0	0	0	15	0	1
13	0	0	0	0	1	0	1	2	0	0
14	1	0	0	0	0	2	0	7	0	3
15	0	0	1	2	1	1	1	130	3	10
16	0	1	0	1	1	0	1	40	3	2
17	0	0	0	0	0	0	0	94	21	1
18	1	2	0	0	1	1	0	583	85	2
19	1	0	0	0	0	0	0	4	0	9
20	0	0	1	2	0	0	3	0	2	0
21	0	0	0	0	0	0	1	0	0	0
Total	6	5	3	6	4	50	28	1638	142	39
BY CUSTOMER CLASS										
Customer Class	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
Commercial	1	0	0	1	1	9	2	104	1	2
City Commercial	0	0	0	0	0	0	0	0	0	0
Government Commercial	0	0	0	0	0	0	0	1	0	0
Mobile Home Park	0	0	0	0	0	0	0	1	0	0
Multi-Family Residential	0	0	0	0	0	2	3	38	5	4
Government Multi-Family	0	0	0	0	0	0	0	0	0	0
Schools	0	0	0	0	0	0	1	1	0	0
Single Family Residential	5	5	3	5	3	39	22	1493	136	33
Total	6	5	3	6	4	50	28	1638	142	39
BY SENSUS										
SENSUS/OTHER	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
OTHER	4	1	3	3	2	34	27	795	47	31
SENSUS	2	4	0	3	2	16	1	843	95	8
Total	6	5	3	6	4	50	28	1638	142	39

Number of Accounts With High Consumption in the Month Following an Actual Read in the Previous Month

BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	76	69	106	62	20	45	51	56	128	73
2	50	70	76	45	48	72	37	75	64	82
3	68	77	103	60	52	67	7	43	83	84
4	78	73	91	50	51	74	11	32	132	67
5	73	83	103	69	61	43	11	37	115	51
6	44	42	60	36	40	35	7	18	83	58
7	71	85	54	58	43	49	19	29	102	68
8	73	99	89	49	51	40	110	94	138	80
9	51	62	71	57	58	24	75	49	108	47
10	52	59	43	46	47	24	100	63	85	52
11	37	45	81	34	36	34	62	53	81	49
12	31	36	71	34	26	41	61	75	56	41
13	50	37	81	45	55	70	90	68	88	73
14	48	50	87	79	68	88	212	80	138	77
15	78	81	119	81	78	57	308	4	134	54
16	31	38	44	35	38	40	128	3	51	34
17	42	42	62	55	54	19	5	24	58	46
18	93	77	107	57	62	66	15	77	222	95
19	67	63	81	48	57	43	58	119	149	81
20	61	57	81	47	55	46	45	61	92	68
21	13	11	16	8	11	14	18	9	11	7
Total	1187	1256	1626	1055	1011	991	1430	1069	2118	1287
BY CUSTOMER CLASS										
Customer Class	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
Commercial	108	125	164	147	137	120	133	66	149	101
City Commercial	8	7	12	6	6	6	11	7	7	5
Government Commercial	2	1	2	1	2	1	2	1	2	0
Mobile Home Park	0	0	0	0	0	0	1	1	1	1
Multi-Family Residential	30	43	49	49	49	38	44	22	65	45
Government Multi-Family	0	0	0	0	0	0	0	1	0	0
Schools	3	2	1	1	2	6	5	0	5	2
Single Family Residential	1036	1078	1398	851	815	820	1234	971	1889	1133
Total	1187	1256	1626	1055	1011	991	1430	1069	2118	1287
BY SENSUS										
SENSUS/OTHER	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
OTHER	825	839	1136	746	728	699	1062	772	1443	945
SENSUS	362	417	490	309	283	292	368	297	675	342
Total	1187	1256	1626	1055	1011	991	1430	1069	2118	1287

Number of Accounts With High Consumption Regardless of E in Month

BY CYCLE										
Cycle	24-Apr	24-May	24-Jun	24-Jul	24-Aug	24-Sep	24-Oct	24-Nov	24-Dec	25-Jan
1	76	70	106	62	20	88	69	59	134	73
2	50	70	76	45	48	74	40	77	65	84
3	69	77	104	60	52	67	7	251	93	84
4	78	74	91	50	51	74	11	207	135	69
5	75	83	103	70	61	43	11	146	115	51
6	44	42	60	36	40	36	7	115	88	58
7	71	85	54	58	43	49	19	151	103	71
8	73	99	89	49	51	40	110	107	138	82
9	51	62	71	57	58	24	75	58	108	48
10	52	59	43	46	47	24	100	74	87	53
11	37	45	81	34	36	34	62	67	81	49
12	31	36	71	34	26	41	61	90	56	42
13	50	37	81	45	56	70	91	70	88	73
14	49	50	87	79	68	90	212	87	138	80
15	78	81	120	83	79	58	309	134	137	64
16	31	39	44	36	39	40	129	43	54	36
17	42	42	62	55	54	19	5	118	79	47
18	94	79	107	57	63	67	15	660	307	97
19	68	63	81	48	57	43	58	123	149	90
20	61	57	82	49	55	46	48	61	94	68
21	13	11	16	8	11	14	19	9	11	7
Total	1193	1261	1629	1061	1015	1041	1458	2707	2260	1326



ODD AND EVEN ADDRESS NUMBERING SYSTEM

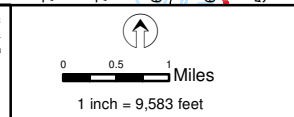
STREETS NORTH OF CENTRAL AVENUE
 Even addresses on West Side Odd addresses on East Side

STREETS SOUTH OF CENTRAL AVENUE
 Even addresses on East Side Odd addresses on West Side

AVENUES NORTH AND SOUTH
 Even addresses on South Side Odd addresses on North Side

STREETS, WAYS, LANES - run north and south
AVENUES, PLACES, TERRACES - run east and west
COURTS - run all directions

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Public Utilities Account Cycles

Map Number: DTS-0052a
 Department of Technology Services
 City of St. Petersburg
 Date: 10/17/2016



Date (Year-Month)	TBW (Gallons)
Jan-24	820,800,000
Feb-24	762,420,000
Mar-24	839,060,000
Apr-24	829,560,000
May-24	935,870,000
Jun-24	860,960,000
Jul-24	856,590,000
Aug-24	870,560,000
Sep-24	833,110,000
Oct-24	904,650,000
Nov-24	875,780,000
Dec-24	852,960,000
Annual Total	10,242,320,000
12-Month Average	853,526,667

RESOLUTION NO. _____

A RESOLUTION APPROVING THE POLICIES AND PROCEDURES ATTACHED HERETO (“POLICIES AND PROCEDURES”) ESTABLISHING A PROCESS THAT AUTHORIZES THE BILLING AND COLLECTIONS DEPARTMENT (“DEPARTMENT”) TO TAKE THE ACTIONS SET FORTH THEREIN ON REQUESTS FOR RELIEF FOR A LEAK ADJUSTMENT OF A FLOODED STRUCTURE PURSUANT TO THE POLICIES AND PROCEDURES; AUTHORIZING THE MAYOR OR HIS DESIGNEE TO EXECUTE ALL DOCUMENTS NECESSARY TO EFFECTUATE THIS RESOLUTION AND THE POLICIES AND PROCEDURES; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, leak adjustment relief for water rates and wastewater volumes has been available in City Code since 1992; and

WHEREAS, City Code Section 27-6 (a) and (b) provide relief for involuntary use of water due to a leak if the leak is repaired; and

WHEREAS, the relief for water is structured so that the charge per thousand gallons for use in excess of the customer’s three-month average prior to the occurrence of the involuntary leak is calculated at the lowest applicable block rate; and

WHEREAS, wastewater is not itself metered but is charged based on the volume of water used, and for an involuntary leak that does not leak into the wastewater system, certain relief is available to reduce the volume charged for wastewater; and

WHEREAS storm surge and flooding from hurricanes in September and October of 2024 created water intrusion into many homes and structures in the City of St. Petersburg; and

WHEREAS, if customers had an involuntary leak during the storms due to storm surge and flooding of a structure and the leak stopped when the storm surge and flooding receded, the Billing and Collections Department has been unable to approve those bills for leak adjustment relief because the customers have not been able to provide evidence of a “repair”, which is typically the plumber bill; and

WHEREAS, for involuntary leaks occurring during a flooding and storm surge event, the repair would have been a result of the receding of the flood waters from within the home or structure and it would be unlikely that the involuntarily leaked water would have flowed into the wastewater system; and

WHEREAS, the Department has identified a process that upon implementation would authorize the Department to provide relief to a customer under certain conditions and subject to certain terms; and

WHEREAS, the intended outcome is to establish a process that can be implemented by the Department when a citizen brings a request for involuntary leak relief which occurred during a storm surge or flooding event.

NOW, THEREFORE BE IT RESOLVED by the City Council of the City of St. Petersburg, Florida that the Policies and Procedures are approved, and the Department is authorized to provide relief when the conditions of the Policies and Procedures are met.

BE IT FURTHER RESOLVED that the Mayor, or his designee, is authorized to execute all documents necessary to effect this resolution and the Policies and Procedures.

This Resolution shall become effective immediately upon its adoption.

LEGAL:

ADMINISTRATION:

Citylaw 00792990

POLICIES AND PROCEDURES
LEAK ADJUSTMENT RELIEF FOR INVOLUNTARY LEAK DURING FLOOD EVENT

Policy:

This process is being created to provide relief under City Code Section 27-6(a) and (b) for involuntary leaks under certain circumstances for customers whose homes, businesses, or other structures were flooded with storm surge and flooding. A customer must have had water service at the premises during the storm surge or flooding event to be eligible for this relief at the Billing and Collections Department (“Department”) level.

For customers who have applied for leak adjustment relief to the Utility Billing Review Committee (“UBRC”), the Department will review the application to determine if relief under these Policies and Procedures may be available at the Department level to customers whose premises were flooded with storm surge or flooding during storm events.

Procedure:

These procedures will be utilized by the Department to provide relief at the Department level, if available. Customers who do not meet threshold conditions set forth in these Policies and Procedures are not precluded from seeking available relief, if any, through the UBRC process.

For customers who have previously sought leak adjustment relief from the Department which was denied for lack of repair, customers shall request review of the prior decision either by contacting the Customer Service Call Center or by making application for review in writing on forms provided by the Department.

For customers who have not yet sought relief from the Department, an application for leak adjustment relief shall be made by the customer in writing on forms provided by the Department.

Upon receipt of a completed application, the Department will confirm with available FEMA documentation that the house, business or other structure was flooded during the billing period in question.

Upon completion of this process, the Department is authorized to apply the relief available in City Code Section 27-6(a) and (b) to the Customer’s utility account.

Submitting a completed application to the Department will suspend termination on accounts for non-payment of the month of disputed charges. Customers should continue to pay their utility bills for utility charges that are not being disputed to the Department. Once the process under these Policies and Procedures has been completed, service will be subject to termination for non-payment of charges.

February 2025
00792761

RESOLUTION NO. _____

A RESOLUTION APPROVING THE POLICIES AND PROCEDURES ATTACHED HERETO (“POLICIES AND PROCEDURES”) ESTABLISHING A PROCESS THAT AUTHORIZES THE BILLING AND COLLECTIONS DEPARTMENT (“DEPARTMENT”) TO TAKE THE ACTIONS SET FORTH THEREIN ON REQUESTS FOR RELIEF OF A MECHANICAL WATER METER HIGH READ IN THE ABSENCE OF A LEAK PURSUANT TO THE POLICIES AND PROCEDURES; AUTHORIZING THE MAYOR OR HIS DESIGNEE TO EXECUTE ALL DOCUMENTS NECESSARY TO EFFECTUATE THIS RESOLUTION AND THE POLICIES AND PROCEDURES; AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City is in the process of changing all customers from mechanical water meters to digital water meters; and

WHEREAS, there are times that customers whose premises are served by mechanical water meters contact the Department to question a single high mechanical water meter reading, which single month reading is more than three (3) times the customer’s average water use, when the customer believes that they did not use the water; and

WHEREAS, the Department has identified a process that upon implementation would authorize the Department to provide relief to a customer under certain conditions and subject to certain terms; and

WHEREAS, the Utility Billing Review Committee (UBRC) meets bi-monthly to review customer challenges for billing errors; and

WHEREAS, in past meetings, the UBRC has been recommending relief for mechanical water meters which have a single high read pursuant to City Code Section 27-140 so long as (1) a customer attests that the water was not delivered to the premises or used by the customer, (2) the customer provides evidence from a licensed plumber that there is no leak on the private property being served by the mechanical water meter, (3) the mechanical water meter is replaced with a digital water meter, and (4) the meter readings on the digital water meter are similar to the average before the high read; and

WHEREAS, the intended outcome is to establish a process that can be implemented by the Department when a citizen brings challenge to a single high read of a mechanical water meter utilizing the relief available in City Code Section 27-140.

NOW, THEREFORE BE IT RESOLVED by the City Council of the City of St. Petersburg, Florida that the Policies and Procedures are approved, and the Department is authorized to provide relief when the conditions of the Policies and Procedures are met.

BE IT FURTHER RESOLVED that the Mayor, or his designee, is authorized to execute all documents necessary to effect this resolution and the Policies and Procedures.

This Resolution shall become effective immediately upon its adoption.

LEGAL:

ADMINISTRATION:

Citylaw 00792991

**POLICIES AND PROCEDURES
MECHANICAL WATER METER HIGH READ IN THE ABSENCE OF A LEAK**

Policy:

This process is being created to provide relief under certain circumstances for customers whose premises are served by a mechanical water meter and have a single month mechanical water meter reading which is more than three (3) times the customer's average water use. A customer must have service at a premise for at least six (6) months prior to the high read to be eligible for this relief at the Billing and Collections Department ("Department") level.

For customers who have applied for relief to the Utility Billing Review Committee ("UBRC"), the Department will review the application to determine if relief under these Policies and Procedures may be available at the Department level to customers whose premises are served by a mechanical water meter.

Procedure:

These procedures will be utilized by the Department to provide relief at the Department level, if available. Customers who do not meet timing and threshold conditions set forth in these Policies and Procedures are not precluded from seeking available relief, if any, through the UBRC process.

Customers shall first contact the Customer Service Call Center of the Billing and Collections Department about the bill in question. Beginning April 1, 2025, this initial customer contact must be made within sixty (60) days of the date of the utility bill which includes the meter reading that the customer is challenging.

An application for relief under these Policies and Procedures shall be made by the customer in writing on forms provided by the Department which will require the customer to (1) attest that the water was not delivered to the premises or used by the customer and (2) attach evidence from a licensed plumber that there is no leak on the private property being served by the mechanical water meter.

Upon receipt of a completed application, the Department will confirm that the customer premises is served by a mechanical water meter, that the customer has had an active account at the location for at least six (6) months prior to bill in question and that the single month mechanical water meter reading being challenged is more than three (3) times the customer's average water use.

The Department will then make arrangement with the Water Resources Department to replace the mechanical water meter with a digital water meter. After receiving confirmation from the Water Resources Department that the meter has been changed, the Department will review the meter readings on the digital water meter for a sufficient period of time to confirm that the meter readings on the digital water meter are similar to the three (6) month average before the high read.

Upon completion of this process, the Department is authorized to apply the relief available in City Code Section 27-140 to the Customer's utility account.

Submitting a completed application to the Department will suspend termination on accounts for non-payment of the month of disputed charges. Customers should continue to pay their utility bills for utility charges that are not being disputed to the Department. Once the process under these Policies and Procedures has been completed, service will be subject to termination for non-payment of charges.

February 2025 (00792992)

RESOLUTION NO. _____

A RESOLUTION APPROVING CHANGES TO THE
UTILITY BILLING REVIEW COMMITTEE (UBRC);
AUTHORIZING THE MAYOR TO CONTINUE TO
APPOINT STAFF TO SERVE ON THE COMMITTEE;
AND PROVIDING AN EFFECTIVE DATE.

WHEREAS, the UBRC was established by Resolution 94-875 as a committee to hear citizen disputes of utility bills, by hearing matters and making recommendations to the Mayor for approval or disapproval; and

WHEREAS, the original UBRC was composed of five (5) members who held leadership positions in City Administration, or their designees; and

WHEREAS, Resolution 2007-423 superseded the prior resolution, reducing the committee membership to three (3) employees with relevant expertise in utility billing matters and limiting the authority of UBRC to adjust utility bills if there has been an error by making recommendations to the Mayor for approval or disapproval; and

WHEREAS, the UBRC is a Mayor's Committee making recommendations to the Mayor and therefore members are appointed by the Mayor without need for confirmation by City Council; and

WHEREAS, the recommendations of the UBRC and the decisions to approve or disapprove are not quasi-judicial and are not appealable decisions; and

WHEREAS, there is a need to continue the efforts of the UBRC but update the Policies and Procedures which are attached as (Revised Proposed) Policies and Procedures.

NOW, THEREFORE BE IT RESOLVED by the City Council of the City of St. Petersburg, Florida that the Policies and Procedures shall be updated to reflect the attached Policies and Procedures, including that UBRC shall be composed of four (4) members with three (3) members constituting a quorum, that UBRC shall make recommendations to the Mayor or his designee, that for challenges to utility bills based on digital water meters, available data shall be pulled from the digital water meter without need for the customer to provide documentation from a licensed plumber, and clarifying that submitting a completed application to the UBRC will suspend termination on accounts for non-payment of the disputed charges but customers should continue to pay their utility bills for charges that are not being disputed to the UBRC.

BE IT FURTHER RESOLVED that Resolution No. 2007-423 is superseded by this Resolution.

This Resolution shall become effective immediately upon its adoption.

LEGAL:

(PROPOSED REVISED)
UTILITY BILLING REVIEW COMMITTEE (UBRC)
POLICIES AND PROCEDURES

Policy:

The Utility Billing Review Committee (UBRC) provides an opportunity for a customer to dispute a utility bill after discussions with the Billing and Collections Department. The UBRC has the authority to recommend an adjustment to utility bills if there has been an error.

Committee:

The UBRC consists of City employees with relevant expertise in utility billing matters. The UBRC shall be composed of four (4) regular members. Each member of the UBRC shall be entitled to one (1) vote. Three (3) members shall constitute a quorum.

The UBRC shall be a Mayor's Committee making recommendations to the Mayor or his/her designee and therefore the members shall be appointed by the Mayor without need for confirmation by City Council.

The UBRC shall meet bi-monthly. The UBRC shall annually elect from its membership a chair. The UBRC shall establish its own rules of procedures for meetings and shall keep a recording of its proceedings.

The City Attorney or designee shall be the legal advisor for the UBRC.

Procedure:

Citizens shall first contact the Customer Service Call Center of the Billing and Collections Department about the matter in question. Most questions and/or disputes are answered at this level. If the citizen is not satisfied with the results of the initial contact, the citizen shall be informed of the availability of the Utility Billing Review Committee.

An application to the UBRC shall be made by the citizen in writing on forms provided by the Billing and Collections Department. Citizens must identify with specificity the charges and services which are disputed. For challenges to utility bills based on digital water meters, available data shall be pulled from the digital water meter, and the citizen will not be required to provide documentation from a licensed plumber. Upon receipt of a completed application, the citizen shall be notified in writing of the date, time, and place of the UBRC meeting. Attendance by the citizen is not required.

The meeting shall be conducted informally and all relevant oral information shall be heard and all relevant written information shall be reviewed. The Billing and Collections Department shall ensure that the UBRC is provided with all necessary documentation relevant to the case. A department representative from the department providing the disputed service shall be available to answer any questions the UBRC might have.

After hearing and considering all information and documentation, the UBRC shall make a recommendation concerning adjustment of the utility bill by a majority vote of the UBRC members. The recommendation shall be in written form, signed by the UBRC Chair and shall be submitted to the Mayor or his/her designee for approval or disapproval. Citizens shall be notified in writing of the approval or disapproval with fifteen (15) business days of the date of the meeting.

Submitting a completed application to the UBRC will suspend termination on accounts for non-payment of the disputed charges. Citizens should continue to pay their utility bills for utility charges that are not being disputed to the UBRC. Once the UBRC process has been completed, service will be subject to termination for non-payment of charges.

Neither the UBRC recommendation nor the action to approve or disapprove the UBRC recommendation are appealable. After the approval or disapproval of the UBRC recommendation, the citizen's sole recourse for any challenge to the utility bill would be through the court system if there is a cause of action.

Revised 02/25

00792390

ORDINANCE NO. _____

AN ORDINANCE RELATING TO UTILITY RATES AND CHARGES; AMENDING CHAPTER 27, SUBSECTIONS 27-6 (a) OF THE ST. PETERSBURG CITY CODE; AMENDING THE WATER CHARGES FOR LEAK ADJUSTMENT RELIEF; PROVIDING AN EXPLANATION OF WORDS STRUCK THROUGH AND UNDERLINED; ESTABLISHING A DATE TO BEGIN CALCULATING NEW CHARGES FOR BILLING PURPOSES; AND PROVIDING AN EFFECTIVE DATE.

THE CITY OF ST. PETERSBURG DOES ORDAIN:

SECTION 1. Subsection 27-6 (a) of the St. Petersburg City Code is hereby amended to read as follows:

Sec. 27-6. Adjustments to accounts.

- (a) *Water rate adjustment.* Customers who experience an involuntary use of water due to a leak may apply for an adjustment. Voluntary uses of water such as lawn watering and pool filling, including through use of automatic sprinkler systems or swimming pool auto-fill devices, will not provide the basis for a water charge adjustment. Water charges for use in excess of the customer's three-month average prior to the occurrence of the leak, as determined from a review of account records, may be calculated at the cost of water from Tampa Bay Water. ~~lowest applicable rate block.~~ In order to obtain a water charge adjustment, the customer must provide a written request seeking the adjustment and submit documentation that a leak has occurred and has been repaired. Water charge adjustments shall be limited to a two-month period prior to repair of the leak.

SECTION 2. The provisions of this ordinance shall be deemed to be severable. If any provision of this ordinance is determined unconstitutional or otherwise invalid, such determination shall not affect the validity of any other provisions of this ordinance.

SECTION 3. Coding: As used in this ordinance, language appearing in struck-through type is language to be deleted from the City Code, and underlined language is language to be added to the City Code, in the section, subsection, or other location where indicated. Language in the City Code not appearing in this ordinance continues in full force and effect

unless the context clearly indicates otherwise. Sections of this ordinance that amend the City Code to add new sections or subsections are generally not underlined.

SECTION 4. All fees and charges established by this ordinance shall go into effect for utility bill water meter reads beginning on April 25, 2025.

SECTION 5. COMPLIANCE WITH § 166.041(4), FLORIDA STATUTES. Pursuant to City Council resolution 2023-507, a business impact estimate was prepared for this ordinance and posted on the City's website no later than the date the notice of the proposed ordinance was published.

SECTION 6. In the event that this ordinance is not vetoed by the Mayor in accordance with the City Charter, it shall become effective after the fifth business day after adoption unless the Mayor notifies the City Council through written notice filed with the City Clerk that the Mayor will not veto the ordinance, in which case the ordinance shall take effect immediately upon filing such written notice with the City Clerk. In the event this ordinance is vetoed by the Mayor in accordance with the City Charter, it shall not become effective unless and until the City Council overrides the veto in accordance with the City Charter, in which case it shall become effective immediately upon a successful vote to override the veto.

LEGAL:

ADMINISTRATION:

00792733

Proposed revisions for City Code Section 27-6 for discussion purposes. Final proposed ordinance changes would need additional review by bond counsel.

Sec. 27-6. Adjustments to accounts.

- (a) *Water rate adjustment for repaired involuntary leak.* Customers who experience an involuntary use of water due to a leak may apply for an adjustment. Voluntary uses of water such as lawn watering and pool filling, including through use of automatic sprinkler systems or swimming pool auto-fill devices, will not provide the basis for a water charge adjustment. Water charges for use in excess of the customer's three-month average prior to the occurrence of the leak, as determined from a review of account records, may be calculated at the cost of water from Tampa Bay Water. ~~lowest applicable rate block.~~ In order to obtain a water charge adjustment, the customer must provide a written request seeking the adjustment and submit documentation that a leak has occurred and has been repaired. Water charge adjustments shall be limited to a two-month period prior to repair of the leak.
- (b) *Sewer volume adjustment for repaired involuntary leak.* Customers served by the City's sewer system who experience an involuntary use of water due to a leak may apply for an adjustment to the sewer charge. In order to obtain a sewer charge adjustment, the customer must provide a written request seeking the adjustment and submit documentation that a leak has occurred and has been repaired and that the water consumed as a result of the leak was not discharged into the sewer system. Sewer charge adjustments shall be limited to a two-month period prior to repair of the leak and shall be calculated based on the average of the three months of water usage prior to the leak, as determined from a review of account records.
- (c) *Water rate adjustment for abnormal event.* Customers who experience a substantial increase in the volume of water that has flowed through the water meter to the customer in which the usage is unaccounted for, unexpected, or due to unusual or extenuating circumstances, including but not limited to plumbing system damage due to accidents, vandalism, or water theft, or other occurrences generally beyond a customer's control may apply for an adjustment. Water charges for use over three (3) times the customer's three-month average prior to the occurrence of the event, as determined from a review of account records, may be calculated at the cost of water from Tampa Bay Water. Water charge adjustments shall be limited to a two-month period following the event. In order to obtain a water charge adjustment under this paragraph, the customer must provide a written request seeking the adjustment and submit documentation of the unusual or extenuating circumstances.
- (d) *Sewer volume adjustment for abnormal event.* Customers served by the City's sewer system who experience a substantial increase in the volume of water that has flowed through the water meter to the customer in which the usage is unaccounted for, unexpected, or due to unusual or extenuating circumstances, including but not limited to plumbing system damage due to accidents, vandalism, or water theft, or other occurrences generally beyond a customer's control may apply for an adjustment to the sewer charge. Sewer charge adjustments shall be limited to a two-month period following the event and shall be

calculated based on three (3) times the average of the three-months of water usage prior to the event, as determined from a review of account records. In calculating the sewer charge adjustment, three (3) times the average of the customer's sewer volume for the prior three-month period will not be reduced. All billing adjustment requests for sewer will be capped at 10,000 gallons for volume in excess of three (3) times the customer's prior three-month average. Any volume more than 10,000 gallons above three (3) times the customer's prior three-month average will not be adjusted. In order to obtain a sewer charge adjustment under this paragraph, the customer must provide a written request seeking the adjustment and submit documentation of the unusual or extenuating circumstances.

- (e) ~~(d)~~ *Sewer volume adjustment for new swimming pools.* Customers who install new pools shall be entitled to a single adjustment of their sewer volume charges for the initial filling of a new swimming pool. In order to obtain a sewer charge adjustment, the customer must provide a written request seeking the adjustment and submit documentation establishing the date the pool was filled. In calculating the sewer charge adjustment, the sewer volume shall be reduced either to an amount equivalent to the customer's average sewer volume for the three-month period prior to filling of the pool or to an amount reflecting a reduction by the gallonage of the pool, whichever results in lesser adjustment. No adjustments shall be made to the water charges or volume for pool fillings.
- (f) ~~(e)~~ *Sewer volume adjustment for repaired swimming pools.* Customers who have pools and must drain the pool for structural or pipe repairs shall be entitled to a single adjustment of their sewer volume charges for the filling of the repaired swimming pool. In order to obtain a sewer charge adjustment, the customer must provide a written request seeking the adjustment and submit documentation that the pool has been repaired, establishing the date the pool was filled, and certifying that the pool was drained in compliance with City Code requirements for dechlorination and discharge of pool water. In calculating the sewer charge adjustment, the sewer volume shall be reduced either to an amount equivalent to the customer's average sewer volume for the three-month period prior to filling of the pool or to an amount reflecting a reduction by the gallonage of the pool, whichever results in lesser adjustment. No adjustments shall be made to the water charges or volume for pool fillings.
- (g) ~~(f)~~ *Water and sewer rate adjustments.* No more than three water and sewer rate adjustments shall be granted per calendar year per account which may consist of up to two adjustments for plumbing repairs or abnormal event, subsections (a) through (d) ~~and (b)~~ of this section, and one adjustment for pool installation/repair, subsections (e) and (f) ~~(e) and (d)~~ of this section.
- (h) Water rate and sewer volume adjustment for abnormal event following a declared State of Local Emergency. In addition to any other relief available in this section, customers who experience excessive water usage that is unaccounted for, unexpected, or due to unusual or extenuating circumstances beyond a customer's control within the 60 days following the declaration of a State of Local Emergency for a hurricane or flooding event may apply for a water or sewer adjustment. Water charge adjustments and sewer charge adjustments shall be limited to a two-month period following the event. Water charges for use over two (2) times the customer's three-month prior average, as determined from a review of account records, may be calculated at the cost of water from Tampa Bay Water. In calculating the

sewer charge adjustment, two (2) times average of the customer's sewer volume for the prior three-month period will not be reduced. All billing adjustment requests for sewer will be capped at 10,000 gallons for volume in excess of two (2) times the customer's prior three-month average. Any volume more than 10,000 gallons above two (2) times the customer's prior three-month average will not be adjusted. In order to obtain a water or sewer charge adjustment under this paragraph, the customer must provide a written request seeking the adjustment and submit documentation of the unusual or extenuating circumstances.

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