



COUNCIL MINUTES

May 1, 2014

The City Council of the City of Mesa met in a Study Session in the lower level meeting room of the Council Chambers, 57 East 1st Street, on May 1, 2014 at 7:30 a.m.

COUNCIL PRESENT	COUNCIL ABSENT	OFFICERS PRESENT
Alex Finter Terry Benelli Christopher Glover Dennis Kavanaugh David Luna Dave Richins Scott Somers	None	Christopher Brady Debbie Spinner Dee Ann Mickelsen

1. Review items on the agenda for the May 5, 2014 Regular Council Meeting.

All of the items on the agenda were reviewed among Council and staff and the following was noted:

Conflict of interest: None

Items removed from the consent agenda: None

2-a. Hear a presentation, discuss and provide direction on the proposed improvements to the terms and conditions relating to customer deposits on the sale of utilities.

Business License and Revenue Collection Administrator Tim Meyer, who is currently serving in the Executive Manager Program, introduced Customer Service Supervisor Caroline Montijo, who was prepared to address the Council.

Ms. Montijo displayed a PowerPoint presentation (**See Attachment 1**) and briefly highlighted the proposed changes to the Terms and Conditions for the Sale of Utilities. (See Pages 2 and 3 of Attachment 1)

Ms. Montijo noted that currently, a person who has not had a utility account with the City in the last 36 months is required to make a deposit in order to receive services. She explained that staff would propose to waive the deposit if the City receives a favorable FICO score from a credit reporting agency with respect to that individual. She stated that in staff's opinion, the proposal would be a more customer friendly process.

In response to a question from Councilmember Benelli, Mr. Meyer clarified that the acceptable FICO score would be similar to what would be required for a person to purchase an automobile.

Ms. Montijo remarked, in addition, that staff would propose to reduce the timeframe needed to receive a credit refund for a residential deposit from 36 months to 24 months. She commented that the City also intends to automatically credit the deposit to the account if the established criteria have been met.

Mayor Finter commented that the proposed changes appear to be very customer friendly and said that he looked forward to their implementation.

Councilmember Kavanaugh expressed support for staff's recommendations.

Mayor Finter thanked staff for the presentation.

2-b. Appointments to Boards and Committees.

FALCON STRATEGIC VISIONING COMMISSION

Rosa Roy – Term Expires 4/24/15

HUMAN RELATIONS ADVISORY BOARD

Colleen Byron – Term Expires 6/30/15

It was moved by Vice Mayor Glover, seconded by Councilmember Somers, that the Council concur with the Mayor's recommendations and the appointments be confirmed.

Carried unanimously.

3. Information pertaining to the current Job Order Contracting projects.

City Manager Christopher Brady briefly discussed the recoating/repainting of the Falcon Field Airport water tank.

4. Hear reports on meetings and/or conferences attended.

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| Councilmember Kavanaugh: | Mesa Sister Cities Golf Tournament; Citizen Police Academy Graduation |
| Vice Mayor Glover: | Mesa Chamber of Commerce Annual Awards Dinner |
| Councilmember Luna: | Falcon Field meeting; Luna Landing |
| Councilmember Benelli: | Celebrate Mesa |

5. Scheduling of meetings and general information.

City Manager Christopher Brady stated that the meeting schedule is as follows:

Monday, May 5, 2014, TBA – Study Session

Monday, May 5, 2014, 5:45 p.m. – Regular Council Meeting

Tuesday, May 6, 2014, 6:30 p.m. – Mesa Speaks, Mesa Listens. Community Conversations on Inclusion and Diversity

Mr. Brady recognized Executive Manager Chuck Odom, who was retiring from the City of Mesa after 30 years of service. He expressed appreciation to Mr. Odom for his professionalism and dedication and wished him well in his retirement.

6. Adjournment.

Without objection, the Study Session adjourned at 8:07 a.m.

ALEX FINTER, MAYOR

ATTEST:

DEE ANN MICKELSEN, CITY CLERK

I hereby certify that the foregoing minutes are a true and correct copy of the minutes of the Study Session of the City Council of Mesa, Arizona, held on the 1st day of May, 2014. I further certify that the meeting was duly called and held and that a quorum was present.

DEE ANN MICKELSEN, CITY CLERK



Changes to the Terms and Conditions for the Sale of Utilities

**City Council Study Session
May 1, 2014**



Changes Proposed

- Increase the amount of time given for another party to take responsibility for an account where the account holder is deceased from 14 to 30 days from time of notification.
- Allow a deposit waiver if the City receives a favorable FICO score from a credit reporting agency. Also allows for a fee to be charged to recoup the cost of obtaining the score whether the deposit is waived or not.
- Increase the amount of time the City will go back to possibly waive a deposit if the applicant has had service with the City from 18 to 24 months.



Changes Proposed

- Reduce the timeframe needed to receive a credit refund for a residential deposit from 36 to 24 months.
- Automatically credit the deposit to the account if the established criteria has been reached.
- Detail the deposit refund procedure for refunds where no utility account exists to receive a credit. How the refunds will be credited if a credit card is used or when cash, check or money order was used, or any combination thereof.
- Housekeeping and clarifying verbiage changes throughout



Questions?