



**WATER/SEWER AD HOC COMMITTEE MINUTES  
Monday, January 6, 2020, 2:30 P.M.**

Present: Committee Members: Chairperson, De’Keither Stamps; Vice Chair, Ashby Foote; Melvin Priester, Jr.; Charles Tillman; Aaron Banks and Virgi Lindsay, Council President. Directors: Kristi Moore, City Clerk; and Angela Harris, Deputy City Clerk.

Absent: None.

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The meeting was called to order by **Chairperson, De’Keither Stamps**.

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**DISCUSSION: EMERGENCY LOAN EXPENDITURES: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works, who provided information following regarding Emergency Loan Expenditures through 12/31/2019:

- Mythics \$ 302,0003.34
- Waste Management \$1,058,200.00
- Butler Snow \$ 50,836.64
- PFM Financial Advisors \$ 25,739.53
- Total \$1,436,779.51

Remaining Unspent Balance \$5,563,220.49

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**DISCUSSION: “LIFT, SHIFT, AND ENHANCE: PROJECT RESULTS: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works stated that Mythics successfully migrated the Customer Care and Billing, Customer Self Service, and Business Intelligence Publisher software from our local data center to the Oracle Cloud infrastructure. **Director Miller** stated that the City was facing three (3) critical issues: (1) Computer hardware; (2) Meter communication equipment; and (3) Staffing. The “Lift, Shift, and Enhance” Project will decrease capital and operating expenditures while increasing performance and solving certain long-standing problems.

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**DISCUSSION: WATER BILLING INVESTIGATION STATUS: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works, who provided a brief update on the water billing investigations. **Mr. Miller** stated the following:

- Seventy-five (75) employee interviews were conducted.



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- Twenty-four (24) employees retired, resigned or were terminated.
- Over one hundred twenty (120+) contacts with customers and third-party witnesses to substantiate theft and meter related wrongdoings.
- Seventeen (17) arrest warrants obtained based upon probable cause of felony water theft related violations.
- There are currently 300 old meters still in circulation

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**Chairperson Stamps** recognized **Phil Hull**, a representative with Financial Crimes Investigative, Compliance & Security, LLC, who provided a brief overview of the water theft investigations.

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**DISCUSSION: BILLING SYSEM STABILIZATION STATUS: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works, who provided a status update on the billing system stabilization. **Director Miller** stated the following:

- Billings are produced based upon meter readings
- Leak adjustment process streamlined and liberalized
- Payment plan process streamlined and liberalized
- Disconnection of service for non-payment applied consistently
- Appeals process successfully implemented
- Billed and collected amounts significantly improved
- Key business processes that had been lacking adequate documentation were identified, defined, diagramed, tested, and rolled out to the staff.
- Field activities remain paper-based but work is being rotated by a dispatcher creating accountability with staff and increased customer satisfaction.
- Meter inventory has all been moved to one location, is monitored and logged.
- Warranty processes have been defined to maximize value.
- Processes are slow to replace much need frontline management and FMLA abuse is hurting customer service.
- Shortages of fleet equipment, meter inventory, and communications inventory create significant problems.
- Stranded bills remain a significant problem. In order to correct the issue, the following will take place:
  - Bill at flat rate until manual meter readings can be obtained- requires consultant support to automate shifting accounts from meter-based to flat-rate billing.



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- Bill using manual meter readings until automated readings can be obtained- requires contractor support for manual meter readings.
- Perform necessary field activities to resolve problems transmitting readings automatically- requires contractor support for field activities.

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**DISCUSSION: CITY COUNCIL RECOMMENDATIONS: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works, who stated that the following contracts are needed to continue the work:

- Financial Crimes Investigative, compliance & Security, LLC, amount not to exceed \$100,000.00
- Origin Consulting, LLC, amount not to exceed \$300,000.00
- Mythics, Inc., amount not to exceed \$1,298,582.00
- Expert Professional Solutions, LLC, amount not to exceed \$520,250.00

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**DISCUSSION: STAFF AUGMENTATION AND DEVELOPMENT: Chairperson Stamps** recognized **Robert Miller**, Director of Public Works, who stated that staff augmentation and development for field operations will take the following next steps:

1. Obtain contractor support for manual meter readings.
2. Obtain contractor support to perform necessary field activities to resolve problems transmitting readings automatically.
3. Develop business processes and transfer knowledge to City employees.

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**ORDER AUTHORIZING AMENDMENT NUMBER 2 TO THE AGREEMENT WITH FINANCIAL CRIMES INVESTIGATIVE, COMPLIANCE & SECURITY, LLC FOR INVESTIGATION OF THE WATER-SEWER UTILITY OF THE DEPARTMENT OF PUBLIC WORKS.**

**Council Member Priester** moved adoption; **Council Member Tillman** seconded.

Yeas- Banks, Foote, Lindsay, Priester, Stamps and Tillman.

Nays- None.

Absent- None.

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**ORDER AUTHORIZING AN AMENDMENT TO THE PROFESSIONAL SERVICES AGREEMENT WITH MYTHICS, INC. TO PROVIDE CONTINUING SUPPORT TO THE CITY OF JACKSON FOR ITS ORACL CUSTOMER CARE & BILLING AND ORACLE CLOUD INFRASTRUCTURE SOFTWARE.**

**Council Member Priester** moved adoption; **President Lindsay** seconded.

Yeas- Foote, Lindsay, Priester and Tillman.

Nays- Banks and Stamps.

Absent- None.

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**ORDER AUTHORITYZING AMENDMENT NUMBER 1/FINAL TO A PROFESSIONAL SERVICES AGREEMENT WITH ORIGIN CONSULTING, LLC FOR BUSINESS OPERATIONS AND DELIVERY SUPPORT OF THE CITY'S CUSTOMER CARE AND BILLING SYSTEM AND AUTHORIZING PAYMENT.**

**Council Member Priester** moved adoption; **Council Member Tillman** seconded.

Yeas- Foote, Lindsay, Priester and Tillman.

Nays- Banks and Stamps.

Absent- None.

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There being no further business to come before the committee, the meeting stood adjourned at 3:48 p.m.