Addendum to the Pima County Regional Wastewater Reclamation Department's

Comprehensive Customer Service Fee Review

November 2015

Exhibit 1: Summary of Addendum Results

Customer Service Process	Existing Fee and Structure	New or Revised Fee Recommendation
1. Review of CCTV Film	No existing fee	Flat fee: $88.00
2. Additional Dye Test for Multiple Residences on one Property	Flat fee: $80.00 for the first structure Per additional structure $20.00	Flat fee: $23.00
3. Overdue User Fees (new fee)	No existing fee	Flat fee: $48.00
4. Account Activation Fee	Flat fee: $15.00 per account	Flat fee: $20.00
5. Unauthorized User Fee Recovery (new fee)	No existing fee	Flat fee: $68.00

1.1 REVIEW OF CCTV FILM

1.1.1 Fee Definition

Fee for the administrative and technical process of reviewing closed circuit television (CCTV) film to determine the exact location of a sewer connection to the Public Sanitary Sewerage System. This fee may be in lieu of or in addition to a dye test or actual CCTV inspection when the County's Finance Customer Service Group (CSG) suspects there is a connection to the system that is not paying Sewer User Fees.

1.1.2 Ordinance

None

1.1.3 Existing Fee Structure

None

1.1.4 Internal Analysis

PCRWRD proposes to charge a flat fee of $88 to administer and review existing CCTV film for the purpose of establishing the connection of a House Connection Sewer or Business Connection Sewer to the Public Sanitary Sewerage System. Based on input from Pima County staff, the cost of service for this process includes direct labor costs. Specifically, this process requires 1.0 hour each for two Admin Support Specialist (one from CSG and one from the PCRWRD Conveyance Division) and 0.5 hours for an Engineering Plans Technician.

Exhibit 2 presents the calculated cost of service for Review of CCTV Film.

Pima County Regional Water Reclamation Department
Customer Service Fee Template

Customer Service Fee

Fee Name	Fee Description
Review of CCTV Film	Fee charged to review Closed Circuit TV (CCTV) film is originated by the Pima County Finance Customer Service Group (CSG) when there is a suspected connection to the system that is not paying User Fees. CCTV film can determine the exact location of a connection to the sewer.

Estimated Labor

Task Description	Position Title	Number of Each	Avg Hourly Rate (1)	Number of Hours	Subtotal By Title
New Process - TBD	ADMIN SUP SPEC	2	$34.7250	1	$69.4500
Review of CCTV film	ENGINEERING PLANS TECH	1	$37.0926	0.5	$18.5463

Fee Calculation (2) Review of CCTV Film $88.00

(1) Average hourly rate is calculated based on the number of existing positions and their respective salaries. Includes adjustment for salary increases, fringe benefits,
(2) Rounded up to the nearest dollar.

1.1.5 External Analysis

No external analysis was conducted for this type of customer service.

1.1.6 Recommendation

It was recommended that the charge for Review of CCTV Film should be consistent with the current cost of service. Exhibit 2 presents the recommended fee structure.

Exhibit 3: Recommendation – Review of CCTV Film

	Review of CCTV Film
Calculated	$ 88.00
Recommended Fee	$ 88.00

1.2 ADDITIONAL DYE TEST FOR MULTIPLE RESIDENCES ON ONE PROPERTY

1.2.1 Fee Definition

Dye testing can be used to determine the connection of a structure to the public sanitary sewerage system. A second dye test is required by the County's Finance Customer Service Group when there is more than one suspected connection on a property to the sewerage system not paying User Fees.

1.2.2 Ordinance

13.24.090

1.2.3 Existing Fee Structure

Flat fee of $20 for each additional structure.

1.2.4 Internal Analysis

PCRWRD charges a flat fee of $20 to conduct each additional dye test to confirm of a structure to the sewerage system. Based on input from PCRWD and PCF&RMD staff, the cost of service for this process includes direct labor costs, and use of a vehicle. Specifically, this process requires an additional 0.25 hours for a Utility Maintenance Worker I, an additional 0.25 hours for a Utility Maintenance Worker II, and an additional 0.25 hours of use of a B50DZB Rodder Truck.

Exhibit 4 presents the calculated cost of service for a dye test.

Pima County Regional Water Reclamation Department
Customer Service Fee Template

Customer Service Fee

Fee Name	Fee Description
Additional Dye Tests, each	A dye test is originated by the Pima County Finance Customer Service Group (CSG) when there is a suspected connection to the system that is not paying user fees. When there is more than one structure on a property additional dye tests may be needed.

Estimated Labor

Task Description	Position Title	Number of Each	Avg Hourly Rate (1)	Number of Hours	Subtotal By Title
N/A	UTILITY MAINT WKR I	1	$36.5853	0.25	$9.1463
N/A	UTILITY MAINT WKR II	1	$41.2488	0.25	$10.3122

Vehicles

Task Description	Type of Vehicle	Number of Each	Avg Hourly Rate (2)	Number of Hours	Subtotal By Title
N/A	B50DZB - Truck, Rodder	1	$13.7078	0.25	$3.4269

Fee Calculation	Additional Dye Tests, each	$23.00

(1) Average hourly rate is calculated based on the number of existing positions and their respective salaries. Includes adjustment for salary increases, fringe benefits, and overhead

(2) Rounded up to the nearest dollar.

1.2.5 External Analysis

No external analysis was conducted for this type of customer service.

1.2.6 Recommendation

It is recommended that the charge for each additional Dye Test should be consistent with the current cost of service. The fee should continue to be assessed as a flat charge. Exhibit 4 presents the recommended fee structure (rounded up).

Exhibit 5: Recommendation – Dye Test

	Additional Dye Tests, each
Calculated Fee	$ 23.00
Recommended Fee	$ 25.00

1.3 OVERDUE ADMINISTRATIVE SERVICE FEE

1.3.1 Fee Definition

If the unpaid balance and any interest and penalty charges are not paid within ten (10) business days from the date of the overdue notice, an overdue fee will be assessed and the Director or his agents may take appropriate legal actions to ensure that the delinquency is paid.

1.3.2 Ordinance

None

1.3.3 Existing Fee Structure

None

1.3.4 Internal Analysis

It is recommended that the charge for an overdue user fee account should be consistent with the current cost of service.

Exhibit 6 presents the calculated cost of service for an Overdue Administrative Service Fee.

Pima County Regional Water Reclamation Department
Customer Service Fee Template

Customer Service Fee

Fee Name	Fee Description
Past Due Accounts - Overdue User Fee Administrative Service Charge	Sewer Only Accounts - Cost to recover overdue user fees through the small claims process.

Estimated Labor

Task Description	Position Title	Number of Each	Avg Hourly Rate (1)	Number of Hours	Subtotal By Title
Sewer Letter 1 - Delinquent Report	ACCOUNTING SUPPORT SPECIALIST	1	$31.6131	0.25	$7.9033
Report of Letters - Database/folder set up	SPEC.OFF.SUPP.SUPER	1	$44.2208	0.5	$22.1104
Complaint - Report of Delinquency	ADMIN SUP SPEC	1	$34.7250	0.5	$17.3625

Fee Calculation (2)	Past Due Accounts - Overdue User Fee Administrative Service Charge	$48.00

(1) Average hourly rate is calculated based on the number of existing positions and their respective salaries. Includes adjustment for salary increases, fringe benefits, and overhead.
(2) Rounded up to the nearest dollar.

1.3.5 External Analysis

No external analysis was conducted for this type of customer service.

1.3.6 Recommendation

It is recommended that the charge for an Overdue Administrative Service Fee should be consistent with the current cost of service. The fee should be assessed as a flat charge. Exhibit 6 presents the recommended fee structure.

Exhibit 7: Recommendation – Overdue Administrative Service Fee

	Overdue Administrative Service Fee
Calculated Fee	$ 48.00
Recommended Fee	$ 48.00

1.4 ACCOUNT ACTIVATION FEE

1.4.1 Fee Definition

The account activation administrative fee for the procurement of initial services.

1.4.2 Ordinance

13.24.140

1.4.3 Existing Fee Structure

PCRWRD currently assesses a $15 account activation fee.

1.4.4 Internal Analysis

Section 13.24.140 of the Ordinance provides a mechanism for PCRWRD to charge an Account Activation Fee for costs associated with initial set-up of a User Fee account. Based on input from CSG, an initial set up requires support for intake and administration. Specifically, requires 0.33 hour for an Administrative Support Specialist to initiate the new account information in the Tucson Water Naviline system and 0.167 hour for a Special Office Support Supervisor to close the work order that will then generate the fee in the Naviline system.

Exhibit 8 presents the calculated cost of service for an Overdue Administrative Service Fee.

Pima County Regional Water Reclamation Department

Customer Service Fee

Fee Name	Fee Description
Account Activation Fee	Fee charged to activate all User Fee Accounts

Estimated Labor

Task Discription	Position Title	Number of Each	Avg Hourly Rate (1)	Number of Hours	Subtotal By Title
Initiating active sewer account in Naviline	ADMIN SUP SPEC	1	$35.2009	0.33	$11.6163
Close the work order to generate activation fee in Navaline	SPEC OFF SUPP SUPER	1	$45.1334	0.167	$7.5373

Fee Calculation	Account Activation Fee	$20.0000

(1) Average hourly rate is calculated based on the number of existing positions and their respective salaries. Includes adjustment for salary increases, fringe benefits, and overhead

(2) Rounded up to the nearest dollar.

1.4.5 External Analysis

The web sites of the major water providers' customers that are service by PCRWRD were survey and show varying rates for account activation fees.

Exhibit 9: External Analysis – Account Activation Fee

	Charge for Service?		Methodology (if Yes)
	Yes	No	
PCRWRD	X		$15.00 for account activation fee for new customers
Tucson Water	X		$22.69 for account activation fee for new customers at an existing location
Metro Water District	X		$15.00 for and initial connection fee
Oro Valley Water Utility	X		$35.00 for new service establishment fee, after 5pm the fee is $70.00

1.4.6 Recommendation

It is recommended that a charge for account activation be consistent with local utilities' charges and the current cost of service. The fee should continue to be assessed as a flat charge.

Exhibit 10: Recommendation – Account Activation Fee

	Account Activation Fee
Calculated Fee	$ 20.00
Recommended Fee	$ 20.00

1.5 UNAUTHORIZED USER FEE RECOVERY

1.5.1 Fee Definition

Fee to recover PCRWRD's cost associated with the unauthorized use of the Public Sanitary Sewerage System.

1.5.2 Ordinance

13.20.045 and 13.24.170

1.5.3 Existing Fee Structure

No existing fee.

1.5.4 Internal Analysis

The CSG is responsible for the recovery of unauthorized user fees, through the auditing process and referral from other PCRWRD processes. The costs associated with this process include direct labor hours for auditing and calculation of fees

CSG staff indicated that a User Fee Recovery requires 0.5 hours for an Administrative Support Specialist to receive and investigate the User Fee account status; 0.5 hour for an Administrative Services Manager to review the data and prepare the letter to the User; .05 hour for an Administrative Support Specialist calculate and set up the account for the User Fees.

Exhibit 11 presents the calculated cost of service for Unauthorized User Fee Recovery.

Pima County Regional Water Reclamation Department
Customer Service Fee Template

Customer Service Fee

Fee Name	Fee Description
Unauthorized User Fee Recovery	Fee charged to audit and calculate customer's prior unauthorized User Fees that are due to the Department.

Estimated Labor

Task Description	Position Title	Number of Each	Avg Hourly Rate (1)	Number of Hours	Subtotal By Title
Investigate User Account Status	ADMIN SUP SPEC	1	$34.7250	0.5	$17.3625
Prepare Letter to User	ADMIN SVCS MGR	1	$66.2894	0.5	$33.1447
Calculate and enter in User Account	ADMIN SUP SPEC	1	$34.7250	0.5	$17.3625

Fee Calculation (2) **Unauthorized User Fee Recovery** **$68.00**

(1) Average hourly rate is calculated based on the number of existing positions and their respective salaries. Includes adjustment for salary increases, fringe benefits, and overhead.
(2) Rounded up to the nearest dollar.

1.5.5 External Analysis

No external analysis was conducted for this type of customer service.

1.5.6 Recommendation

It is recommended that a charge for recovery of Unauthorized User Fees be consistent with the current cost of service. The fee should continue to be assessed as a flat charge.

Exhibit 12: Recommendation – Unauthorized User Fee Recovery

	Unauthorized User Fee Recovery
Calculated Fee	$ 68.00
Recommended Fee	$ 68.00