

**CITY OF RIVIERA BEACH  
PALM BEACH COUNTY, FLORIDA  
UTILITY SPECIAL DISTRICT BOARD WORKSHOP MINUTES  
MUNICIPAL COMPLEX COUNCIL CHAMBERS  
TUESDAY, MAY 5, 2015 AT 5:00 P.M.**

**CALL TO ORDER**

**CHAIRPERSON PARDO:** Okay. Welcome everyone to the City of Riviera Beach. Tonight we have a Utility Special District Workshop. If anyone, anyone would like to make any comments, please fill out an orange comment card and give it to the Staff, on the side. Okay. Madam Clerk. Roll call, please.

**DISTRICT CLERK ANTHONY:** Chairperson Dawn Pardo?

**CHAIRPERSON PARDO:** Present.

**DISTRICT CLERK ANTHONY:** Chair Pro Tem Terence Davis?

**CHAIR PRO TEM DAVIS:** Here.

**DISTRICT CLERK ANTHONY:** Board Member Bruce Guyton?

**COUNCILPERSON GUYTON:** Here.

**DISTRICT CLERK ANTHONY:** Board Member KaShamba Miller?

**COUNCILPERSON MILLER:** Here.

**DISTRICT CLERK ANTHONY:** Board Member Cedrick Thomas? City Manager Ruth Jones?

**CITY MANAGER JONES:** Present.

**DISTRICT CLERK ANTHONY:** Executive Director Louis Aurigemma?

**EXECUTIVE DIRECTOR AURIGEMMA:** Here.

**DISTRICT CLERK ANTHONY:** District Clerk Claudene Anthony is present. District Attorney Pamela Ryan?

**CITY ATTORNEY RYAN:** Present.

**DISTRICT CLERK ANTHONY:** District Finance Director Randy Sherman?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Here

**CHAIRPERSON PARDO:** Alright. Thank you. I'd like to invite everyone to stand for a moment of silence followed by the Pledge.

(Everyone stood for a moment of silence and the Pledge of Allegiance.)

**CONSENT AGENDA**

**CHAIRPERSON PARDO:** Okay. Ms. Jones, do we have any additions, deletions or substitutions?

**CITY MANAGER JONES:** No, Madam Chair.

**CHAIRPERSON PARDO:** Okay. Ms. Jones, do you wanna take over from here?

**PRESENTATIONS**

**CITY MANAGER JONES:** Thank you, Madam Chair and Members of the Utility Special District Board. This workshop was called at.., in order for us to continue to look at the Utility Special District policy to show how we have addressed the direc'.., the directives from Council, as well as what we've heard from the landlords. And so, at this time, I would like to ask Randy Sherman, Director of Administr.., Finance and Administration to give us an overview and then we will proceed as you see fit.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Good evening. Randy Sherman, Utility District Finance Director. I think what's important to do here is maybe just take a step back a little bit and put things into perspective cause, actually, three of the five Board Members were not here when this policy was initially adopted. So, I apologize to you, Ms. Pardo. You may see some things that you, you've seen before but I will try to go as quickly...

**CHAIRPERSON PARDO:** I've seen everything...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...as I can.

**CHAIRPERSON PARDO:** ...before.

**DISTRICT FINANCE DIRECTOR SHERMAN:**

**CHAIRPERSON PARDO:** I went through, I went through your thousand pages.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Thank you. I appreciate that. Again, going back, the first time we talked about the Utility District was back in April 3<sup>rd</sup> of 2013. So, this has been two years since we've been talking about this. And, again, to put things into perspective, these are all of the documents that I had looked at at that time and those of you remember, you know, this is every document that is up there. And what's important about these documents is the fact that it actually gives you the framework, in which we're allowed to operate in. There are certain things that the state statutes tell us that we have to do. We've got the ordinances that kind of give you the bones and the skeletons here. You have the bond documents which give you certain restrictions. And then, you know, along the way, you actually did an internal audit report whose number one finding was, need to adopt some policies. So again, you have the ordinances that kind of give you the skeleton and the policies add all of the meat to it. We went through, you know, a SOWT analysis talking about strengths, opportunities, weaknesses and threats. We talked about the office. We talked about staffing. We talked about billing and some changes that needed to be made on, on the billing side and certain Items along here, you know, implementing e-bills, outsourcing the mailing, setting up, you know, simplifying the rate structure. We talked about cashiering and again, some things that we can do in the cashiering to get better customer service as, as we move through the process. And then I threw up this slide. And

this is all of the issues for policies and procedures that needed to be addressed. And we talked about each one of these back in April of 2013. So these are all of the Items that are covered now within the policy. We flowcharted out all of our process. We talked about the ordinances and again, the ordinances, like most of the ordinances, you know, were codified in 1957 and we've been operating under that same structure for a long, long time. There was a s'..., small change to the ordinances in 2002. Not having been here at that time, my guess is that was done in anticipation of the bond sale and creating the actual District. We talked about management tools. We talked about the billing relationships and doing indirect cost analysis and, you know, making sure that we were charging to the District was proper. You know, we talked about banking services, establishing a lockbox for payments, using remote deposit. And then we talked about technology. So, all of these Items that we talked about back in April was really what led to the development of the policy. The bigger issue here, again, it was all about customers and customer service and trying to, you know, create an environment in the utility billing that hadn't been, you know, seen probably in years. There were lots of problems, lots of confusion going on and we were trying to mix..., get some clarification into all of that. So, the policy was actually adopted in June of 2013 and then we started talking about the rental property and, and with the landlords bringing up the issues about rental proper'... So we've had two meetings on that specifically. One was on January 20<sup>th</sup> of 2015 and a second one was on February 25<sup>th</sup> of 2015. And, if you recall, and again I know some of you have seen this, we went through all of the fiscal concerns that we were having at that point and why we felt we needed to do and take these steps, these extraordinary steps to try to handle our delinquencies.

I'm gonna actually step out of this real quick cause I wanna show you..., this is something I, I just threw together today. These are your delinquencies. I went back twenty years to 1995, when their..., the delinquencies were fifteen (15%) percent of your billings. Now, fifteen (15%) percent, that's credit card rates, is fifteen percent. You're serving people water, you have the ability to shut off. It's \$30 a month and we were still running fifteen (15%) percent back in the '90s and you can see what started to happen in 2009 when the economy went bad. And that's what had to be addressed, is that this big increase over here. Now, when we put the policy in, we actually were able to reduce it. We were able to collect more than we actually billed cause we were collecting some of the old delinquencies. We were adding new delinquencies out, you know, but we were actually being able to start collecting the policy. And this is why we had implemented tis policy, to address this big bulge in the uncollected. And again, fifteen percent isn't acceptable. Five (5%) percent would be acceptable. Certainly not fifteen (15%) percent. I wanna get back to the other... Okay. So, we had walked through all of these reasons about the, the delinquencies and what was going on and all of our concerns about the number of work orders, the turns on, the turns off. And again, at that point, we thought we had 5,800 rental units. We actually think now we probably have over 7,000 rental units. And the reason is, is we're finding hundreds of rental units that don't have business licenses or Certificates of Use. So we think that that number is probably closer to 7,000 which means almost seventy (70%) percent of your rental property..., or your residential properties in the City, are rentals. Oops, sorry. Going backwards. We showed again, here's the history of the collections and the amount of work orders. We talked about the case law that had come out in 2012 that allowed us to put in the language that we had put in making the landlords, or the property owners, the customer and allowing them to authorize their tenant to pay the bill but the property owner would still be the customer. And I pointed out, this was the first attempt that I tried to do in the language. We've tried to follow the Jupiter model that it..., this is their language. It has to be

the property owner. Period. They don't care. It's residential, it's the property owner.

We ultimately had settled on this language, again, where the account'll be in the name of the owner or the owner's designee and we operated under that for eighteen months and that's how you saw that dip, in the uncollectibles. And again, here's the difference. You can see we were collecting ninety-four (94%) percent. [Where's my cursor]. Ninety-four percent right here in 2013 and we actually collected a hundred and three (103%) percent. Again, cause we were collecting those back receivables. Again, a critical issue is your bond rating. You know, you have \$200,000,000 of capital needs. You know, you are gonna have to access the credit markets again. They were thrilled with the policy. That was one of the reasons why we put it in place. They liked the direction that the City was going and we were able to get an A+ rating and some incredible rates when we su'.., when we did the refunding last year. So, these are the items that we had discussed, the changes that we made in January and February. We added the driver's license to the forms, dr'.., or, they can give us driver's license or social security but most people prefer the driver's license. We increased the deposit requirements and we're now doing No. 4 which is a quicker turnoffs for the delinquencies. So, I am prepared, if you'd like, we can turn page by page of the policy. It now, this version incorporates some of the recommendations that Ms. Ryan made late last week, to it. Or, if you would like, Madam Chair, we can just hit on the, the hot button issues if I think I've got 'em all. If not, I'm sure the public, when they come up with their comments, can maybe add some more but I can either go page by page and we can talk about every section or we can just hit on certain hot areas.

**CHAIRPERSON PARDO:** Okay. Thank you. Well, let's poll the Council. Do you guys,... have you read the backup? Do you need the Finance Director to go through everything?

**BOARD MEMBER GUYTON:** I, I...

**COUNCILPERSON MILLER:** I do.

**BOARD MEMBER GUYTON:** ...do not.

**COUNCILPERSON MILLER:** Yes.

**CHAIRPERSON PARDO:** You do?

**COUNCILPERSON MILLER:** Yes.

**CHAIRPERSON PARDO:** Alright. You do, Mr. Guyton?

**BOARD MEMBER GUYTON:** I do not. I'd rather just the hot points because this document has a lot of different... Now, any Councilperson or commissioner can address an issue they wish...

**CHAIRPERSON PARDO:** Any issue.

**BOARD MEMBER GUYTON:** ...to address.

**CHAIRPERSON PARDO:** Correct.

**BOARD MEMBER GUYTON:** Now, if there's some issues that a commissioner wants, I'm okay but to go page by page by page, no. But, certainly, everyone is entitled to get their issues addressed.

**CHAIRPERSON PARDO:** Yeah.

**BOARD MEMBER GUYTON:** But, I don't...

**CHAIRPERSON PARDO:** I agree.

**BOARD MEMBER GUYTON:** ...wanna go page...

**CHAIRPERSON PARDO:** And, Mr. Davis...

**BOARD MEMBER GUYTON:** ...by page.

**CHAIRPERSON PARDO:** How do you feel?

**CHAIR PRO TEM DAVIS:** My concerns, while I do share the same sentiment with Ms. Miller, for whatever reasons, I'd like to hear why she'd like to go page by page. But I'm more concerned, as well, is what the, I'd like to hear what the residents..., the questions they have before I ask him my questions, cause we might have a lot of the same questions. And, due for, for time, I think it'd be great to hear the residents first so then we can address these questions in the policy as we go'..., ask Randy Sherman to go these specific pages.

**CHAIRPERSON PARDO:** Okay. But, you know, we have, you know, twenty residents here out of 30,000. So, does each Councilperson have specific questions? You know, specific things that you would like the Staff to touch on before we go to public comment?

**CHAIR PRO TEM DAVIS:** Well, I would like to go, Madam Chair, I would like to go to the section that, that brought us here as far as where you are with these discussion items. Where in the, let's go to that section to address the obligations of the landlord agreement, in the policy. And let's kinda go through that section.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Which section? I'm sorry.

**CHAIR PRO TEM DAVIS:** The landlord...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh.

**CHAIR PRO TEM DAVIS:** ...agreement.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Sure.

**CHAIRPERSON PARDO:** And, Mr. Guyton, which was..., do you have a section that you had an interest in?

**BOARD MEMBER GUYTON:** I made some notes that goes throughout the document. But that is one of the hot button issues and I don't have problem addressing that. I...

**CHAIRPERSON PARDO:** Okay. Fine. So why don't we start there?

**BOARD MEMBER GUYTON:** Now, uh, Madam Chair, if I may?

**CHAIRPERSON PARDO:** Yes.

**BOARD MEMBER GUYTON:** As Chair *pro tem* said, as it relates to the public, if we were to hear their concerns, maybe Staff can write down their concerns and when they start going through these issues, they can just address 'em all at one time.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BOARD MEMBER GUYTON:** As opposed to starting up here and then being redundant with some of the...

**CHAIRPERSON PARDO:** Okay. Yeah. Well, you know, I brought that up because we had this meeting because some Council people had, you know, issues with a policy that we...

**BOARD MEMBER GUYTON:** Yeah.

**CHAIRPERSON PARDO:** ...you know, that the...

**BOARD MEMBER GUYTON:** I understand.

**CHAIRPERSON PARDO:** ...majority of us approved a while ago. So I, you know, I would, I would have preferred to touch on whatever your issues are before we go to the public because I think we all know what the public issues are. We've been hearing it for a while. But, if you guys wanna go to public comment, I...

**BOARD MEMBER GUYTON:** Yeah.

**CHAIRPERSON PARDO:** ...have absolutely...

**BOARD MEMBER GUYTON:** I'd rather hit those.

**CHAIRPERSON PARDO:** ...no problem. Alright. So, we should just go to all the comment cards then. So, the first is Bessie Brown and then Henry Taylor. And here, I need to, I need to step out for a couple minutes. It's your game.

**CHAIR PRO TEM DAVIS:** You have three minutes, Bessie Brown.

**BESSIE BROWN:** Okay. I am here because of the, um, payment. It's, it's in the policy. We just got the policy tonight so you have to ru'.., you have to pick, look through it and then you have to make a decision tonight and I just got a copy of the policy today, when we got in here. I, [clears throat], you know, I think it's, it has been time that we should've got.., anybody should have been able to get a copy of that policy if those changes were made. And my concern was that, I know they have, like, a Promise to Pay, they would do an extension and give the people, um, the ten'.., the resident an extension and, it's my understanding, that has, that has been taken out. They're no longer going to give that and I wanna [clears throat].., and just because you haven't.., you're, you're making, uh, adjustments or changes with the landlord, I don't see how you can, how does that effect the regular, um, tena'.., uh, regular customer that, that has a bill? And, um, it's Item 2 something. 2 20 something in this, uh, 2.221. But that's, that's my question on this, uh, on this Item. And I think, and basically, if the'.., if you're gonna give this, um, policy tonight, you

should go through it page by page because that's, cause everybody, cause that's when most of the people get to see it.

**CHAIR PRO TEM DAVIS:** Thank you, Bessie Brown. Mr. Henry Taylor.

**HENRY TAYLOR:** Henry Taylor. I'm of the same, uh, policy of that Bessie Brown talked about, just a minute ago. But, to go through this and you're gonna give us three minutes to try to, uh, talk about something that we need to take a little bit more time with and, uh, one of the points is, uh, under your Item 1.3. Uh, Item S, this surcharge. Uh, this is something that's, has to do with all of the citizens of Riviera Beach and, uh, you're gonna be charging them for water that they don't use. I think that this is something that needs to be stricken from this document. That needs to be stricken and I understand that you, you've really haven't explained to us what the red lines mean, what the blue lines mean. I think that we need to know what this is all about before we can, uh, understand what's going on and know what to talk about. I know you wanna hear from us but what does these redlines mean and the words in red, the words in blue, whatever. And I see so'.., you got something stricken out. I think that the, your Director should explain this to us before we can actually tell you what we wo'.., need to talk about.

**CHAIR PRO TEM DAVIS:** Okay. Henry Taylor. So, what your question is, so the question is, you would like for him to go through the entire presentation for each Item?

**HENRY TAYLOR:** I don't need him to go through the entire presentation. I need him to go on the.., talk about the things that we are interested in.

**CHAIR PRO TEM DAVIS:** Mhmm.

**HENRY TAYLOR:** But we need to know what he has stricken from here, what he has added to it. What...

**CHAIR PRO TEM DAVIS:** So, everything that...

**HENRY TAYLOR:** ...the red...

**CHAIR PRO TEM DAVIS:** ...amended?

**HENRY TAYLOR:** What the red means and what the blue means and whatever. We need to know that before we can, uh, uh, actually talk about what we wanna do.

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Yes, Mr., Councilman Guyton.

**COUNCILPERSON GUYTON:** Yes. As the next person come, if Henry Taylor look at the board there, if I'm not mistaken, the blue language is language that the county has used and, Mr. Sherman, tell me if I'm wrong, and the red language is what St. Lucie County used and we compared those. Is...

**CHAIR PRO TEM DAVIS:** That's correct.

**BOARD MEMBER GUYTON:** ...that correct?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. If, if you look at the slide presentation that was attached to the Agenda, this is the coding that we used. If it was..., again, when we created the, the policy...

**BOARD MEMBER GUYTON:** [Stammer], Mr. Sherman, we're, we're, not a long dissertation. Just, answer the question. If the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, but they're not, they're not looking at the presentation. They're looking at the document.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And, and the document, it just, it's marked up so if it's blue changes, it's changes that the fi'..., you know, that we made downstairs. If there are red changes, those are the changes that the City Attorney added.

**BOARD MEMBER GUYTON:** That's what we need to know. Thank you.

**CHAIR PRO TEM DAVIS:** Yes.

**CITY ATTORNEY RYAN:** Also, Mr. Chair. It's, it's my understanding that this document was on the website, on Novus, as of last week. So...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**CITY ATTORNEY RYAN:** One of the speakers said that they just got this three minutes ago, that's, the document was online.

**CHAIR PRO TEM DAVIS:** Correct.

**UNIDENTIFIED SPEAKER:** Who knew that [inaudible]?

**CHAIR PRO TEM DAVIS:** Correct.

**UNIDENTIFIED SPEAKER:** What time was that?

**CHAIR PRO TEM DAVIS:** Alright. Next, we have Ms. Larita Brown.

**LARITA BROWN:** Good evening.

**CHAIR PRO TEM DAVIS:** Good evening, Bessie Brown. You...

**LARITA BROWN:** Uh, turn to...

**CHAIR PRO TEM DAVIS:** ...have three minutes.

**LARITA BROWN:** ...Page 15.

**CHAIR PRO TEM DAVIS:** Page 15.

**LARITA BROWN:** ...I think it is. Yeah. Delinquent Accounts. Now, are you saying in this section which is, uh, 2-8 that I'm totally responsible for the last tenant's bill that was left, that

was over \$1,000? And that service cannot be rendered until that is paid. If I'm not paying on it right now, which I am? Personally, I feel that I shouldn't have to pay another person's bill.

**UNIDENTIFIED SPEAKER:** Right.

**LARITA BROWN:** Number one is that the City of Riviera Beach is well versed with police officers. You're versed more with documentation. You can handle a situation much better than I can. And I think I told you previously that you turned it off. It was already off. The tenants turned it on and when I found out that it was on, it was already up to \$800. So, that was bad on your part. Now, a water meter person told me that they came there and they did turn it off. But, they said that the tenant turned it back on and that they were not going to go through the hassle of on and off. So, that means that I'm responsible. Are you trying to say that I should stay there and guard that water meter twenty-four hours a day to make sure that it's done? Because, right now, it's a strain on me having to pay this bill every month and if I don't pay, then that means that my tenants won't get water and I don't think that is right. The next one is, I think, Page 22.

**CHAIR PRO TEM DAVIS:** Okay.

**LARITA BROWN:** And that is Promise to Pay Payment Plans. Now, uh, Kim Lawson did, uh, set up a, a payment plan, uh, for me and I think it was in the month of March. The water was still, uh, turned off. I don't know, uh, Mr. Randy, I think that something should be done. I don't think that I should be totally responsible for a water bill that I did not use. I don't think that is fair. I don't think that's fair to anyone, to be responsible for that. It should be some...

**CHAIR PRO TEM DAVIS:** Ms....

**LARITA BROWN:** ...where...

**CHAIR PRO TEM DAVIS:** Bessie Brown?

**LARITA BROWN:** Yes?

**CHAIR PRO TEM DAVIS:** Please speak into the microphone so we can keep everything on record. Thank you...

**LARITA BROWN:** Okay.

**CHAIR PRO TEM DAVIS:** ...so much.

**LARITA BROWN:** It should be somewhere in that code that you have big money in, in the City of Riviera Beach, that you pay out stuff for everything else but sometimes the right things. So, I don't think that I should be held responsible for that \$1,143 water bill in the least. And I think...

**LARITA BROWN:** ...something should be done. Immediately.

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Thank you. Just one minute, Mr. Guyton. So, Mr. Sherman, just, as reference to Section 2.8, be ready to answer those questions after we get through this. Okay. Councilman Guyton.

**BOARD MEMBER GUYTON:** Yes. Mr. Sherman?

**CHAIR PRO TEM DAVIS:** Next, Mr. Willis Williams, you can approach.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes, sir.

**BOARD MEMBER GUYTON:** At our last meeting or the meeting before, if I remember correctly, we, as a Board, decided that those customers after this new policy went in, where the landlord was held totally responsible, if they could prove that it was not them that used the water, we decided, as I remember, that we would waive that and they would not be responsible for that. Do you remember that conversation?

**DISTRICT FINANCE DIRECTOR SHERMAN:** I, I do. I, I believe though, that account was in her name. Correct?

**UNIDENTIFIED SPEAKER:** Right.

**UNIDENTIFIED SPEAKER:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. That account was in her name.

**UNIDENTIFIED SPEAKER:** The tenant never...

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** She was...

**BOARD MEMBER GUYTON:** It wasn't in...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...the customer.

**BOARD MEMBER GUYTON:** ...the tenant name?

**DISTRICT FINANCE DIRECTOR SHERMAN:** It was not in the tenant's name.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** She's responsible for it.

**BOARD MEMBER GUYTON:** Now, we don't...

**DISTRICT FINANCE DIRECTOR SHERMAN:** It is...

**BOARD MEMBER GUYTON:** ... [stammer] we'll address it though. But, for the record, we, as the Board, have given a directive that those who can prove of accounts where it was in the tenant's name, that they left and did not pay, we are going to waive those. This Board has gone over and above and I don't want everybody to get the impression as if we're not hearing the public because, when we hear concern that we can address within reason, we do it. And, and I would, I would like for, at some point, the public to at least articulate that

we, as a Board, have been trying to address these issues. No, we're not perfect. There's still issues we got to work out but we haven't ignored the public. And sometime they come to the mic and that's the impression that they try to give. But, we're definitely working with the public within reason and those things that we can do to assist those who have been unfairly charged, I, for one, am gonna support that. Thank you, Mr. Chair.

**CHAIR PRO TEM DAVIS:** And... Mr. Willis Williams.

**WILLIS WILLIAMS:** Good evening. Willis Williams. 1690 West 26<sup>th</sup>...

**CHAIR PRO TEM DAVIS:** Good evening.

**WILLIS WILLIAMS:** ...Court. I'm really confused because, number one, I would like.., is this a workshop or is this an Agenda Item that's gonna be passed because I see it's also on the Agenda...

**CHAIR PRO TEM DAVIS:** Workshop.

**WILLIS WILLIAMS:** ...for tomorrow night.

**CHAIR PRO TEM DAVIS:** It's a workshop.

**WILLIS WILLIAMS:** This is a workshop?

**CHAIR PRO TEM DAVIS:** Yes, sir.

**WILLIS WILLIAMS:** This is only a workshop.

**CHAIR PRO TEM DAVIS:** Only a workshop.

**WILLIS WILLIAMS:** Okay. Then, why didn't proper notification.., Mrs. Ryan just mentioned that it was on the website, uh, as of last week.

**CHAIR PRO TEM DAVIS:** Mhmm.

**WILLIS WILLIAMS:** We were promised a meeting, a workshop meeting about four weeks ago, five weeks ago that we never had. It was cancelled, for whatever reason. Now we're back here again about four, five weeks later. We're still at a workshop. Notification means what it means. It mean notify. That's not only landlords that this thing is gonna effect. It's gonna effect the entire residency of the City. People need to know about their water bills. You are not giving them the opportunity to come and voice their opinion. When you notify people, you're talking about doorknockers on the water bill. Things of that nature. That's how you notify. Everybody would love to have a computer in their home but it's not there. So, just to go and say, 'Well, we notify....' We don't even put notification on the doors downstairs like we used to. We don't do anything. So, you properly didn't notify the public. And it's not only landlords that you are effecting. You are effecting the entire City of Riviera Beach. Thank you.

**CHAIR PRO TEM DAVIS:** This, Madam City Attorney, if, correct me if I'm wrong. You were making reference to Ms. Bessie Brown as she was talking about the backup Item...

**CITY ATTORNEY RYAN:** Correct.

**CHAIR PRO TEM DAVIS:** Correct. It was placed on the Agenda as of last Tuesday?

**CITY ATTORNEY RYAN:** I don't know what day it was but I was making reference to that. I don't recall, and this is for the Manager, whether or not the City Council told Staff to take extraordinary means...

**CHAIR PRO TEM DAVIS:** Mhmm.

**CITY ATTORNEY RYAN:** ...to advertise this meeting.

**CHAIR PRO TEM DAVIS:** Mhmm.

**CITY ATTORNEY RYAN:** It is my understanding that the notice was placed on the, the...

**CITY MANAGER JONES:** Phone.

**CITY ATTORNEY RYAN:** Oh, okay.

**CITY MANAGER JONES:** It was on the phone. On the hold message...

**CHAIR PRO TEM DAVIS:** Hold on just a minute.

**BOARD MEMBER GUYTON:** Hold on, Chair, you gotta get [inaudible]..

**CITY MANAGER JONES:** We placed it on the...

**CHAIR PRO TEM DAVIS:** Norma Duncombe, please. Please.

**CITY MANAGER JONES:** ... on hold call for the message.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY MANAGER JONES:** TV 18, as well as we did the website and...

**CITY ATTORNEY RYAN:** Outside.

**CITY MANAGER JONES:** Outside of the building.

**CHAIR PRO TEM DAVIS:** So how long.., what, what date did we start it on TV 18?

**CITY MANAGER JONES:** I wanna say the phone and all.., cause we met last Monday for that to start going out.

**CHAIR PRO TEM DAVIS:** So, as of Tuesday?

**CITY MANAGER JONES:** So, Tuesday of last week.

**CHAIR PRO TEM DAVIS:** So, it's been a week?

**CHAIR PRO TEM DAVIS:** Okay.

**CITY MANAGER JONES:** It's been a week.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY MANAGER JONES:** Cause they had.., it was, the directive was we needed at least a week.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY MANAGER JONES:** For all of that information to be out.

**CHAIR PRO TEM DAVIS:** Okay. And did we...

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Hold on. Just one minute. Did we announce it in the last Council meeting?

**AUDIENCE:** No.

**CITY MANAGER JONES:** I don't remember whether we talked about...

**AUDIENCE:** No.

**CITY MANAGER JONES:** ...Utility District...

**CHAIR PRO TEM DAVIS:** Okay. I understand. Councilman Guyton, go ahead.

**COUNCILPERSON MILLER:** Mr. Chair...

**BOARD MEMBER GUYTON:** Thank you.

**COUNCILPERSON MILLER:** ...after Mr. Guyton?

**CHAIR PRO TEM DAVIS:** Okay.

**BOARD MEMBER GUYTON:** Let me just say this. And let me be very blunt. There're gonna people, no matter what we do, not gonna be satisfied. I wouldn't care if we knocked on that door and put it in their hands.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BOARD MEMBER GUYTON:** They're not gonna be satisfied. We have been...

**CHAIR PRO TEM DAVIS:** Please, please allow...

**BOARD MEMBER GUYTON:** That's reality. I've been in this game a long time.

**COUNCILPERSON GUYTON:** And, and I'm gonna be completely honest and I don't kiss up to anybody but I'm, I'm gonna be truthful...

**CHAIR PRO TEM DAVIS:** Councilman Guyton, speak on the issue. Let's not, let's not talk about anyone. Let's just speak on the issue.

**COUNCILPERSON GUYTON:** And, and let me just say this. We're talking like this is our first meeting.

**CHAIR PRO TEM DAVIS:** Mhmm.

**COUNCILPERSON GUYTON:** Seven. It's about seven meetings we had on this same issue.

**AUDIENCE:** Ain't nuthin' been done.

**BOARD MEMBER GUYTON:** And, and wait. This is not our first time at the rodeo with this issue. And every time these same people come with these same complaints.

**BOARD MEMBER GUYTON:** And let me, let, let me just say, I mean, I, this all politics and no, I'm not intimidated by your grumblings...

**CHAIR PRO TEM DAVIS:** Don't address the audience. Don't... Just stick to the issue. Just make your point.

**BOARD MEMBER GUYTON:** And, and, and...

**CHAIR PRO TEM DAVIS:** Hol'..., just one minute.

**CHAIR PRO TEM DAVIS:** Just one minute.

**CHAIR PRO TEM DAVIS:** Just one minute. Mr. Guyton and people in the public, please allow Mr. Guyton to speak. It's gonna be very brief and then we can move to Councilwoman Pardo. Not Pardo but Miller. Go ahead, Mr. Guyton.

**BOARD MEMBER GUYTON:** And, as it...

**CHAIR PRO TEM DAVIS:** Don't, don't...

**BOARD MEMBER GUYTON:** ...relates to...

**CHAIR PRO TEM DAVIS:** ...address the public though.

**BOARD MEMBER GUYTON:** ...advertisement, we have certain resources and avenues that we always use.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BOARD MEMBER GUYTON:** That's not unlike any other community. We have even sent out..., well, not we but I have heard that emails went out to people about meetings in the past and some of those people sitting here got those emails. You know how I know? I got a copy of the email.

**UNIDENTIFIED SPEAKER:** Well, I didn't get it.

**BOARD MEMBER GUYTON:** So, I, so for people to say that somehow one, we're not being responsive to the people, we're not lettin' 'em know, that is absolutely not true. And it is my hope that the people who are watching understand that, at any time you have a question, you can call my office or the City Manager's office but, but they've called me and said,  
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'Bruce, those same people come to the meeting every meeting.' I said, 'I know that but I have to sit here and listen to it.' Thank you, Mr. Chair.

**CHAIR PRO TEM DAVIS:** Thank you. Councilwoman Miller.

**COUNCILPERSON MILLER:** Um...

**COUNCILPERSON MILLER:** City Manager.

**CITY MANAGER JONES:** Yes.

**COUNCILPERSON MILLER:** I, I know that I did meet with you and also had sent an email regarding some means of notifying the public. Was any of that taken care of? The, the few items that I had mentioned?

**CITY MANAGER JONES:** We did not do the door hangers.

**COUNCILPERSON MILLER:** Okay. Well, were you able to put it in the, on the bill? The water...

**CITY MANAGER JONES:** No. The timing was such that it, it made one cycle but didn't, it wouldn't make everybody.

**COUNCILPERSON MILLER:** Okay. Thank you.

**CHAIR PRO TEM DAVIS:** Thank you. Okay. Next, what we're gonna do, we're gonna stay on course. The next person we have, Ed Vickers. And then, after Ed Vickers we have Mr. Wayne Barnett.

**ED VICKERS:** Good evening.

**ED VICKERS:** As you know, I'm Ed Vickers. And I'm one of the same people that been here before. And I'd like for Mr. Guyton to understand that you're gon' see the same people over and over again cause nuthin's gon', there's nuthin' gonna be done. We're gonna be back again and again and again.

**AUDIENCE:** Yeah. We ain't gonna stop.

**ED VICKERS:** We're concerned. This is about us. We pay our taxes. You know, and there's no problem with that. We have a right to come here if, if you need to come, if we see that nothing has been done, we're gonna be back again the next time. So, you know, I think that was very arrogant of you to say that we the same people. If we're gonna be the same people again, again, until this thing is taken care of. And again, we have a rental problem and I've been a, a landlord for, for, for years and all of a sudden, all these problems come up. And I don't understand why. But I, I do have some things where I see where the City has, has, uh, spent over \$800,000 just throwing it away.

**ED VICKERS:** Now, you asking us to do.., come up here and try to, uh, to come back and try to help you out on this. That's not ri'.., that's not our responsibility. You need to get back into findin' out what's goin' on. Why this co'.., this, this City is \$800,000 in the hole. Yes, we're gonna be back again and again and again.

**CHAIR PRO TEM DAVIS:** Mr...

**ED VICKERS:** Thank you.

**CHAIR PRO TEM DAVIS:** Ed Vickers. Ed Vickers. Did you have any questions specifically towards the policy that you wanna address?

**BOARD MEMBER GUYTON:** No.

**ED VICKERS:** Now, sir, again and again we've been talking about these same policies.

**CHAIR PRO TEM DAVIS:** Mhmm.

**ED VICKERS:** I want it all to change. It's still there.

**ED VICKERS:** You know, nothing's changed.

**CHAIR PRO TEM DAVIS:** Okay. Mr., I don't wanna mess up your name. I apologize. Mr. Lomow.

**CHAIR PRO TEM DAVIS:** Lamont.

**CHAIR PRO TEM DAVIS:** Okay. I apologize.

**CHAIR PRO TEM DAVIS:** I don't wanna mess it up. But please state your name for the record when you come to the microphone.

**UNIDENTIFIED SPEAKER:** Did he write it?

**DENNIS LOMONACO:** Hi. My name's Dennis Lomonaco.

**CHAIR PRO TEM DAVIS:** Lomonaco.

**DENNIS LOMONACO:** I'm a homeowner of a..., and I also have rental properties in Riviera Beach. First, I wanna say that you guys are doing a good job in my opinion. And I'm basing that by what I've seen the Councils do in the past and what I see this Council doing right now, and it's night and day. Between regular stuff with CRA. I guess you are also trying to help us out with water stuff because originally I came into Riviera Beach as an investor because I thought that you were fair with the water bills. That was one of the things. And then, uh, uh a little while later I found out that I was responsible for the water bills and then I seen that a couple meetings took place and you did try to change it. But, I noticed that, uh, when I went to the water department for another issue, I found out that, uh, the rule was changed but, uh, when you changed it, you changed all my old tenants and then, uh, the new change doesn't apply to, uh, to only to my new tenants. So, what I'd like you to do, is just kinda look at your change and maybe you could reconsider that since, my old cha'..., old tenants were part of the old rule, if you could put them back cause somehow they, they got stuck in limbo where they're still part of the new change. Do you follow that?

**CHAIR PRO TEM DAVIS:** Now what specifically? As far as their name being on the lease? Or...

**DENNIS LOMONACO:** As far as me being responsible for, uh, for their, uh, their bill. Okay. Just to recap again. Originally, very fairly I thought, the tenant was responsible for the bill and then you changed the rule where I became responsible for the bill. Then, I guess you reasoned it out and, uh, you thought it was wrong so you changed it but I found out that the changes are only for all my new tenants which is only a couple. The majority of my old tenants, I'm still, I'm responsible for. So that would be a great thing if you could change that for my old tenants too. The other thing too, is I seen the flow chart on the amount of money that we might be losing by not making a full collection. But, you have to consider the whole big picture of investment. Just like you have the CRA where you're bringing in a lot of money into Riviera Beach for the future, you wanna bring in future investors and that might help us out in the long run by keeping these changes that you're doing to help the landlords out. And, like I said, thank you for the job you're doin'.

**CHAIR PRO TEM DAVIS:** Thank you.

**BOARD MEMBER GUYTON:** Um...

**CHAIR PRO TEM DAVIS:** Hold on.

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Hold, hold on. J.D. Anderson. Go ahead, Councilman Guyton.

**BOARD MEMBER GUYTON:** No. He.., I was gonna ask Mr. Sherman to...

**CHAIR PRO TEM DAVIS:** Oh he got 'em already.

**BOARD MEMBER GUYTON:** ...get his information out.

**CHAIR PRO TEM DAVIS:** He got 'em. And I have it for the record here if you need also.

**JOSEPH ANDERSON:** Good evening. Joseph Anderson. 3-3-1 West 16<sup>th</sup> Way, Riviera Beach, Florida. And, for the record, if I wanted to follow Jupiter or St. Lucie County's language, ...I would move there. That's for the record. And secondly, if we put more time in advertising for turkey giveaways and Jazz in the Garden, as we do as notification on important issues, we would have more people here. That's secondly. Okay? And thirdly, as I'm looking through this document here, I see 2.4 has been stricken out but what has it been replaced with, when it comes to rental property? It's stricken out but then I received this information. I don't know if it's valid or not but it actually states that [pause]. It says here it's been changed but, uh, I guess this what the verbiages it's gonna be replaced with and it goes.., I mean, this is something that I received, you know, uh, like, one of the people handed to me here. And I don't know what this information is valid or not but, uh, I, well, I'm not gonna read this cause I don't, I don't know the validity to this document. But, let's really look at how we're going to handle.., I do not believe any landlord should be responsible for any other person's bills that they incur. Let's get that straight. We've already mentioned that. I should not be in someone else's personal use. I'm not worried about their FP&L, their Direct TV, Comcast when they order Pacquiao and Mayweather. I'm not gonna be there when they collect that. So, I should not be involved with this here. So, I think we need to do our due diligence. It needs to go back and when you have a workshop, you have to know what's being changed. You have to go through the entire document. That's having a workshop. And that's the case, I can just send you an email and say, 'Hey, here's the

changes,' and leave it at that. But your havin' a workshop so everybody can be kept apprised of what is going on and I don't see that happening here. And you have to go through this document because, it not only effects renters, it effects the landlords, potential tenants and everything else. People that are looking to invest property in this area. Because I need to know if I buy property here, how this is gonna, over, you know, hurt my, uh, overhead. And, another thing I wanted to see, I don't know if there's a breakdown is, how much, uh, when I look at those, uh, you know, accounts receivables or those delinquents, how much it was for a rental and previous homeownership's because we know we've had some issues, uh, with the market and those such things. So, and another thing is, what is the difference between the increase in the deposit and the early shut off? How that, has that effect your, uh, bottom line to stop them to even incurring, get to that point? So, I, I would like to see those breakdowns. I don't know if that's even possible but those are some of the things here and that's the way and I should think...and I'm born here, raised here and still remain here.

**CHAIR PRO TEM DAVIS:** Tha'..., thank you. Mr. Sherman, before I move any further, be prepared when we come back to identify all the changes that were made to the original document.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CHAIR PRO TEM DAVIS:** And we can, we can address it from there.

**DISTRICT FINANCE DIRECTOR SHERMAN:** We'll go page by page. That's fine.

**CHAIR PRO TEM DAVIS:** Okay. Ms. Margaret Sheppard.

**BOARD MEMBER GUYTON:** Madam Chair? I'm sorry, Mr. Chair.

**CHAIR PRO TEM DAVIS:** Go ahead.

**BOARD MEMBER GUYTON:** Mr. Sherman. Let, let me...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes?

**BOARD MEMBER GUYTON:** It was my understanding that the landlord has already been taken completely out of the equation.

**DISTRICT FINANCE DIRECTOR SHERMAN:** They have been taken out of the equation.

**BOARD MEMBER GUYTON:** I went through the document...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** ...myself, page by page.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And, and we had over 3,000 accounts that we had that landlord/tenant agreement. If we've missed some, we're fixin' 'em.

**BOARD MEMBER GUYTON:** Mm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** We got a list on there and those are all gonna be taken care of. But the landlords are no longer responsible.

**BOARD MEMBER GUYTON:** Nowhere...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Tenants signs...

**BOARD MEMBER GUYTON:** ...in this...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...up as a customer, they're the customer, we go after the tenant. If the landlord signs up as the customer, then it's, then it's their choice.

**BOARD MEMBER GUYTON:** Okay. I just need the public to understand that cause...

**AUDIENCE:** 2.2. 2.2 . Look at it.

**CHAIR PRO TEM DAVIS: HENRY TAYLOR.** Let's get through this process. Thank you.

**MARGARET SHEPPARD:** Margaret...

**CHAIR PRO TEM DAVIS:** Ms. Margaret Sheppard.

**MARGARET SHEPPARD:** ...Sheppard. I'm here on some

thing totally different. Um, and you know, if I read this, had this document, I would be totally confused. And to say you all gave it to them today, I'm, I'm definitely confused reading it. But, my daughter live on 7<sup>th</sup> Street and, um, and I, I thank Kim for working with us. Another tol'.., totally different phenomenon that just happened. Her water bill was running \$124 to \$154. We couldn't figure out why because they would leave early in the morning and would not come back til 7:30 at night. And, one day I came from City Hall and I saw the water, watering the lawn. And then it hit me. This landlord, somewhere or another, had it hooked up, linked up and took her water to water his grass. I don't know how you all are gonna do this but if they did it to her and they have other properties here, you guys are gonna have to take some type of precaution that this does not happen to anybody else. I thought I was gonna have to get a bail bondsman that night because when that girl walked out of that house and a guy start talking smart to her, she put up her fist and I really thought it was over. You know, I'm asking you all take precaution. And, one more thing happened to me. My landlord, who pays my water bill through my rent, his mother got sick and asked me to call.., I mean,, to pay that bill. And, of course, I went and paid it. And the next morning, my water was turned off. Never did that lady inform me that this new thing was, you know, whatever. She ne'.., she should of said, 'You need to, maybe, call your landlord, Mrs. Sheppard, and ask him to come and fill out these papers.' And, once again, I called Kim and kinda work with her and got it together. I don't think you all quite got it together. And if, if you don't stop, somebody gonna really get hurt. And I think, I heard Mr. Sherman said.., talking about the cashiers. They have to be receptive. I've heard 'em be nasty down there. They're getting a little bit better but when you're taking people's money, you will get hurt. You should not talk to people in that manner.

**MARGARET SHEPPARD:** I'm very upset that this landlord, and I'm sayin' it one more time, if he did it to her, and he has other properties right down the street, I don't know how

Kim did it but she just start showing us how this thing goes. That water bill should not be that high. He should not come in here...

**MARGARET SHEPPARD:** ...and deciphal an African-American woman's water. This woman worked very hard. Thank you.

**CHAIR PRO TEM DAVIS:** Thank you, Margaret Sheppard. Next, we have Ms. Norma Duncombe. And after Norma Duncombe we have Ms. Gray.

**UNIDENTIFIED SPEAKER:** Gay. Gay.

**CHAIR PRO TEM DAVIS:** Gay. I'm sorry.

**NORMA DUNCOMBE:** Okay. Norma Duncombe. And I, I would like to say that I have been a taxpayer here in the City all of my adult life. I have always felt that, and I have never ever disrespected anybody and I do not appreciate it when public officials feel that it is their job to insult citizens...

**AUDIENCE:** Right.

**NORMA DUNCOMBE:** ...taxpayers. I, I just don't appreciate it because I would never insult you. Okay. I'm here for a different issue. In reading over some of this information and, uh, this was the old information I went through and it said that if there was a drought, that you would be charged., in other words, you cannot water your lawn, they would tell you not to do it, you would be charged a fee. Now, I don't know what anybody else thinks about that but I value my money. I worked hard all of my life. The next issue I have, and I received an answer from the Utility Director, and this the idear that you have this water bill done through a bank that has a lockbox or whatever that is. So, the bill goes to Orlando. I mail my bill, or if you do it electronically, it has to be processed. I want you to think about this people. We sent our children to school, they come back here, they cannot get a job but we are enriching the banks that have robbed this country. We are giving jobs to people in Orlando. I am sayin', what are we doing for the young people that are in this City? I don't know if anybody else remembers, but I can remember when the job in the Ut'., in the Public Works was fanned out to a company for millions of dollars and the people who were there lost their jobs and some of them lost their homes as a result of that. I am sayin', what do we do about jobs here in the City? You know, and, and I don't argue with people. If you wanna give out the little .49 cents a pound turkey and the \$2.00 spaghetti dinner, but while they're doing that, I want people to understand what they are doing for the people with money. The Board sat and borrowed \$19,000,000 for the Marine District. A couple of months ago, they erased over \$2,000,000 worth of liens off a...

**NORMA DUNCOMBE:** ...business that was over here on Broadway. Now, what...

**CHAIR PRO TEM DAVIS:** Thank you [inaudible] Duncombe....

**NORMA DUNCOMBE:** ...I am sayin' is this...

**CHAIR PRO TEM DAVIS:** Duncombe...

**NORMA DUNCOMBE:** ...I'm concerned about how you operate with my water and I don't need no..., I don't need anybody deciding that you're gonna correct me. When I stand here, I say what is factual.

**CHAIR PRO TEM DAVIS:** Thank you, Norma Duncombe, Next, Dorothy Gay. Then we have Mr. Wayne Barnett.

**DOROTHY GAY:** Thank you so much. Dorothy Gay.

**CHAIR PRO TEM DAVIS:** Mm.

**DOROTHY GAY:** 720 West 6<sup>th</sup> Street. I'm appalled to say the least that citizen also agreein' with Norma Duncombe, we're criticized for, uh, being here. The same people. However, notification is very inefficient with the City of Riviera Beach. That means all of us don't have computers, websites, uh, and, what you're leaving out, people who do not have, maybe telephone. You know, and, and you're sayin' that we have to have notification. It still has not been done. Also, with this, when I went through the website and, and read the 110 pages, which this little condensed form here is nothing compared to what is on that website. However, it still gears to, even though Mr. Sherman stands here and say, 'Our landlords will not be responsible,' they not giving anything to, to sign and when you stated the last meeting and made a motion that went on the paperwork that we would not sign any forms or whatever, I'm still given a form from the Utility, uh, to sign and releasing. I still state that no water is my responsibility to, to release to a tenant. None. This form is still. We say we won't have any more forms? He stand corrected by me. I'm still having to have a form. Signed. When I went there..., also, they looked on a screen to tell me something that they should have done a long time ago looking at business type. 'Dorothy Gay, do you..., you don't have that? I don't see you paid this.' Continuous stating that we need to do this, do that. It needs to stop. The persons responsible in this written, out'..., outline that we have, that the Director, Finance Director and you also have the Executive Director, they agree with everything and they just spoon-feed the City of Riviera Beach and we approve it. Something has to stop.

**AUDIENCE:** Right.

**DOROTHY GAY:** We're gonna continue to come. That means [clears throat], notification out there, don't drive but fifteen (15) of us, we'll gonna still be the same faces cause, even though we've talked about this utility bill for eight or nine months, it still remains the same. He still has that jargon. He still put up the same slide show for purposes of his own purpose, you buy into it. That's it. He has gotten so involved with changing the dynamics and puttin' the responsibilities on landlords to pay this. That has not changed. We're still saying the same thing. When Mr. Guyton told me...

**DOROTHY GAY:** ...we needed to go and, and peer at the window..., to let 'em know the last time I appear.. And before I could get out of her office, she was sending me to come back in to sign a form. This needs to be changed or some people need to go.

**CHAIR PRO TEM DAVIS:** Thank you, Dorothy Gay. Next, we will have Lynn Hubbard.

**COUNCILPERSON MILLER:** Oh, Mr. Chair.

**CHAIR PRO TEM DAVIS:** Councilwoman Miller.

**COUNCILPERSON MILLER:** I just had a questions in regards to the form. What form are they being required to fill out for the landlords?

**UNIDENTIFIED SPEAKER:** This form is...

**DISTRICT FINANCE DIRECTOR SHERMAN:** That, that is...

**UNIDENTIFIED SPEAKER:** ... for City water.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...the form for the transmittal of the lease. We get a lot of forged leases. We get a lot of people who come in and claim they are tenants and they're not. So, what we do, is we have a cover sheet that we asked to be attached to the lease that's signed by the landlord and it asks for them to provide us their business tax number. Because if, if someone's gonna forge the lease or forge the form which we've caught people doing that as well, they would not know what the business tax number is. So that's our proof of verification.

**DOROTHY GAY:** I came in like Mr. Guyton...

**BOARD MEMBER GUYTON:** Um...

**DOROTHY GAY:** ...requested me to do.

**CHAIR PRO TEM DAVIS:** Ms., LYNN HUBBARD...

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Let's, let's get through these last two and then I'll come to you, Mr. Guyton.

**BOARD MEMBER GUYTON:** Okay.

**LYNN HUBBARD:** Good evening. Lynn Hubbard, 1405 West 23<sup>rd</sup> Street. I want to go on record as saying that I agree totally with Ed Vickers and the other persons about the level of disrespect. I think the fact that we want to be civically engaged in things that go on in the community that effect our lives, should be applauded not disrespected to say that we come over here continually and that we have complaint. If we, if I, I'm surely if our compan'..., complaints are satisfied, we won't be back but, until they are satisfied, of course we have to keep coming back to bring, to bring it to your attention until you see that we're serious about doing something about it. And often times it's said that we know that this is politics. People come before politics. This is not politics. This is our money. We are coming back to let you know that the funds that we have are not topo'..., supposed to go offsetting debts that were incurred that didn't benefit us, num'..., number one. Things in the, uh, document, like Promise to Pay and people are put on payment agreements, those type things need to stay. Everybody's coming off the heels of a bad economy. Some people lost their jobs. Some people are just getting their footing back. So, we need to keep things in place that can help the average customer, the average tenant like a Promise to Pay a, a service agreement, if you will. Also, if the South Florida Water Management District, the City of Riviera Beach decide that they're gonna put us on a water restriction, there's no way that you could actually justify that we should not be taken advantage of that low when we can pay a smaller water bill. We shouldn't have to pay a base rate for water that we have not used. When are you gonna understand? We need a break out here. We're carrying the brunt of everything out here. The only people that get a break are the developers. They're the only ones that you can waive a lien for. They're the only ones that you can see clearly to give a break. We need, we don't, we need ta make sure that all the liens that are on the properties, that were cont'..., that were effective immediately. I guess it was the last time that we spoke, they were

supposed to come off and the persons were not gonna be responsible for the tenant's water bill. Those persons with those liens, we need to go back and make that, uh, retroactive and remove those type things so that we can't just start from here and move forward. We got to clean up some of that. And I think that surely the water, the water, the Utility Water District and puttin' the burden on, on the citizens of Riviera Beach is not the way to go. We need to entice, create and bring in some economic development, some jobs. Try to get people to hire local...

**LYNN HUBBARD:** ...and then we will be offsetting some of the debt that we have, not on the backs of the residents of Riviera Beach.

**CHAIR PRO TEM DAVIS:** Thank you, **LYNN HUBBARD**. Next, we have Reverend Davis. And after Reverend Davis, we will have Reverend Burrs. Reverend Davis, you have three minutes.

**GRIFFIN DAVIS:** Okay. First, I'd like to ask... My name is Reverend Davis.

**UNIDENTIFIED SPEAKER:** Give 'em six..

**GRIFFIN DAVIS:** I wish I could. But, I'd like to ask a question first. I was told that, uh, uh, that it was, when I formed my comment, we have increase on water bill automatics for ten years. Is that true?

**AUDIENCE:** Yes it is. I was here when it passed.

**CHAIR PRO TEM DAVIS:** We will have all your questions answered as soon as you get done by Mr. Sherman.

**GRIFFIN DAVIS:** Okay. You know, when I come here, I want.., that Bruce said that, poli'.., it's not politics. I was born and raised here. I was here before he came in this worl'. But, uh, but I wanna say that we, if we don't show up, who gon' show up? We are concerned. Okay? That's number one. And number two, as I said the last time I was here, this City is in a chaos to a certain extent. And, uh, the landlords.., we have income taxes, property taxes, sales taxes, upkeep, mortgages, we have a great responsibility. Okay? And to put this stuff on all the people. And number two is that you have a lot of poor people out here and I think, uh, Bruce said last time I was here, and he might of forgotten that, uh, if the poor people have bad credit don't give 'em no water but, uh...

**BOARD MEMBER GUYTON:** That's not what I said.

**GRIFFIN DAVIS:** I think that's unconstitution'.., okay? But, uh, all the poor people, most of 'em have bad credit, okay? And, do like Florida, Power & the Light company, if the, if your deposit is \$170 somethin', make it \$200 but don't, don't deny them water. That's number two. And I wanna say, that I also, there's a lady that I know, I, I forgot to bring her name tonight, she had her water, or she moved out the water.., out the apartment about two years ago and she informed the City that she had moved out and she has a l'.., a water bill. I didn't bring her name but I will get it for ya'll later on.., a water bill about \$1,000 some dollar'. She doe'n't even live there. But you know what, I, I hate to say this here, there's got to be change in this City. Okay? It's got to be a change. We're not on the, on the dictatorship. The leadership got to change. That's all there is to it because people need a break out here. Like, some of the people said, 'need a break out how you puttin' all this..,

Jupiter? We don't live in Jupiter. Jupiter, those people rich up there. These people not rich like the people in Jupiter. And, I wanna say that, and you bring up all these other cities and what they are doin'. We're not concerned about... These people are poor people out here and they need a break. Okay? And somebody need to vote somebody in this Council to have compassion on people. You have an attitude out of this world. And the people on TV talking about how mean some of ya'll are. And it's a disgrace how they talk about you all on this TV. Okay? Thank you very much.

**CHAIR PRO TEM DAVIS:** Alright. Next. Finally, we Reverend Burrs.

**WILLIAM BURRS:** Mr. Chairman.

**CHAIR PRO TEM DAVIS:** Yes, sir.

**WILLIAM BURRS:** Uh, I just want to, uh, Council, said, suggest this you all and I suggested it before and I can't understand beyond my imagination why you all can't tell Sherman to get wit' all these peoples and do a workshop but tryin' to put three minutes on us to explain ourselves. You are the boss. Why can't ya'll..., i'..., i'..., is you, is you afraid to...

**CHAIR PRO TEM DAVIS:** Reverend Burrs, please direct all your questions to the microphone.

**WILLIAM BURRS:** Listen, I'm as'..., i'..., is ya'll afraid to tell him to meet with us then? Somebody oughta answer me. We got all black folks sittin' up there and can't suggest to this white man to meet with the citizens of Riviera Beach. I suggested this before. We cannot explain ourselves in no three minutes. If he..., we all got different opinions, different situations and you can't dissolve 'em right here, in three minutes. Why can't ya'll..., we vote for you all to sit there and ya'll ain't got the guts and the backbone to tell this man to meet wit'ch ya'll citizens, to get this matter dissolved and bring it back to ya'll. It's a shame on ya'll. Reverend Dav'..., right. We need to make a change. If ya'll ain't got the guts to tell this man, 'Get with these citizens without puttin' three minutes wor'..., three minutes of discussion on them and come back to this Council, work it...' cause my, my situation might be different from Reverend Davis. His might be different from mines. Citi'..., why can't ya'll do that? I suggest it before and you all afraid to tell this man to meet wit'ch ya'll citizens to get this matter dissolved. It's frustrating. We don't have..., we shouldn't have to come in no every Council meeting and discuss the same thing. This about the fourth or fifth time we don' came before you all to discuss the issue and nowhere. I don't blame him. I'mma be honest wit' ya. I, I blame ya'll. Ya'll ain't got the guts and the backbone to do whattcha oughta do for ya'll citizens. Mister..., I'm, I'm sure he laughin' at ya'll. And I don't blame him. I don't blame them, I blame ya'll. The water bill, automatic, goes up every year. Automatically. I know this. I was sitting here when they did it. And they didn't have to do it. And you all will not do anything to change... And then you're gonna charge peop'..., if 'don't use the water? They use it, you're gonna charge? Don't use it, gonna charge'...? Ya'll, ya'll ain't got no backbone. We need some Council with some backbone and if we gotta change ya'll, we gonna do it next Time. I'm sick of ya'll.

**CHAIR PRO TEM DAVIS:** Thank you. Really quick. Mr. Sherman, please come to the microphone. I got this [inaudible]. The purpose of this workshop was for each individual to come here and you have three minutes to a'..., to address every concern that you have. Because, every question that you have, Mr. Sherman is obligated to answer it tonight.

**WILLIAM BURRS:** I ain't talk' about that.

**CHAIR PRO TEM DAVIS:** Okay? Next, I want Sherman.. That was stated.. Someone referenced Section 1.3, the surcharge. Someone referenced Section 2.4, 2.8. Automatic increases of rates was one of the questions.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And the transmittal of the lease was another issue. But I wanna go back to what Councilwoman Miller had stated in the very beginning and she was totally right. It's very important that we go through all these documents.

**AUDIENCE:** 2.2.

**CHAIR PRO TEM DAVIS:** And 2.2. That's it.

**BOARD MEMBER GUYTON:** Okay. Wait, Mr. Chair?

**CHAIR PRO TEM DAVIS:** Go ahead, Mr. Guy'..., Guyton.

**BOARD MEMBER GUYTON:** The, the procedures that are being suggested, let me say I oppose but if the majority decide. I've been up here long enough to just go along with what the majority de'..., decide. I don't really think that's necessary. We've been through this, like, seven, eight, nine, ten times. And those issues that need to be addressed, I think we just need to address those. That's just me. there was some things said and, of course, I was biting my tongue and, figuratively I have blood running down my mouth cause, you know, I'm tryin' not to say what I really wanna say because...

**BOARD MEMBER GUYTON:** ...there's this, there's this impression that the public can come in and insult us because we are elected officials, say we don't have backbone, we don't have this, we don't have that and we are expected, and me, as a man, just accept it. You're elected, you wanna be elected again or you want... Let me tell you something, I do this because I love my community. At the time when the community decides that they don't want my efforts, I'm okay with that. I am not going to be insulted. I'm gonna respect you, you respect me. If I don't agree with you, that doesn't mean that I'm disrespecting you. If something is not factual and I give a correction, that doesn't mean that I don't like you. That don't mean I'm being insulting. That doesn't mean anything other than I'm trying to give accurate information. People real sensitive. They say it's not politics, it is. There was one thing that was said that I need to correct. 'If poor people have bad credit, don't give 'em water.' That is not what was said. What was said was, many of the landlords said, 'Take it off us. If you have to check the credit, do that.' I said, 'That could result in some people not getting water.' That's how it was. I didn't encourage that. I was telling them what the results would be if we took your advice. But with politics, it's twisted and Bruce is insensitive.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BOARD MEMBER GUYTON:** But, I will not be disrespected here. Let me, if the people wanna vote me out... I think that I bring some value to this Council. I have a lot experience [sic] this. I went to school to learn how to do this and I came back to give something back. I know that there're people that don't personally like me. Let me say this for the record, I don't care. There are a lot of people who just wanna see our City move forward. We doin' that now. And now this negative energy is surfacing and we're gonna do this and you don't have

any backbone... If you wanna be respected, I'm not speaking for them, you respect me and you're gonna get it back. If you disrespect me, you're probably not gonna like me.

**CHAIR PRO TEM DAVIS:** Thank you. Really., okay. Let's, let's keep all comments to after the meeting. Councilman Guyton, please, let's stick to the issue. We came here for a workshop. We've been working, working together with the City and the residents to get some things resolved. Tonight was about printin' some information out, going through each Item so that you can ask your questions cause the questions have been the same questions. And we want you to see those questions tonight. That's the whole point of the presentation. Look at the, look at the policy, if you identify something that you need addressing, you have., tomorrow we're coming back to address this policy in a meeting. Any questions that are not answered tonight, you have twenty-four hours to make sure you get with one of us to make sure, if you don't get it addressed tonight, to have this resolved before tomorrow. Everyone do not have a computer at home. You're correct. But tonight we have a slide show to go through each and every Item so that we know what your issue is. We don't need to have., we can have a personal meeting with Randy Sherman but Randy Sherman here for everybody tonight. Everyone have access to Mr. Sherman. Mr. Sherman's gonna do a presentation, you can go through each Item because those are not home., at home, need to see these Items. Some of us have seen this before but we., this, this should be the time that we can pay close attention because there's no other Item tonight other than this one policy. So, let's focus our time on the positive. You have the information before you tonight. Mr. Sherman, at this time, I would like to see you go through a presentation so that we can make sure that the residents, who are here tonight and at home, understand what they have., the changes that have been modified after they've given us the questions before. Because you have made some changes after they gave us the input over...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** ...the previous meetings. And, any changes that they didn't see, they get a chance to see tonight so we can address these questions through this process. Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Okay. So, after we decided that we needed to get some policies here, what I did is I went out and I took the Palm Beach County policies. They've been in place for a long time, they're proven, they cover a lot of communities that are very similar to Riviera Beach. So, what I did in this presentation., all of the next, I believe it's about, probably about eighty slides, I've identif'., I've gone through each slide. You're gonna go through., it walks you page by page, Item by Item through the policy. Anything that you see in blue is language that we have, in essence, stolen from Palm Beach County. We also stole a little bit of language in February from St. Lucie County. You'll see that in red. That's only in one section. And then you will see there's a couple a slides that have a different color background. I know you can't read that up there but it's a gold background. Those are the, the language that we are looking to delete from the policy. And then as I mentioned, Ms. Ryan made some additional suggestions toward the end of last week. Unfortunately, those are in here and they are in as red as well but I will, I will point out the St. Lucie as we go. So, first issue that we have here, these are all Ms. Ryan's changes. This is the general information. This is just background dealing with, you know, who the Utility is and who these policies apply to. And I can read each one of these if you like but if you notice, Ms. Ryan just corrected my English is really what she did here. [Chuckle]. Good to move?

**CHAIR PRO TEM DAVIS:** Yeah. Keep moving.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Alright. The next one is the application. And again, the blue is the language that we took from the County. The red on these pages came from Ms. Ryan and, again, she has just pretty much clarified and wordsmithed this a little bit but, really what this says, is that when you want water service, you need to file an application.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Good?

**CHAIR PRO TEM DAVIS:** Yes.

**AUDIENCE:** No. Because we had, we had all red in here and has red and blue on there.

**CHAIR PRO TEM DAVIS:** He ju'..., he explained the blue. The blue's the county.

**AUDIENCE:** He said [inaudible]. It's not in here.

**CHAIR PRO TEM DAVIS:** Well, okay.

**AUDIENCE:** It's not on the paper that we have.

**CHAIR PRO TEM DAVIS:** Okay. Let's, let's, let's stay consistent because this is the document we're, we're gonna follow.

**COUNCILPERSON MILLER:** I have a question.

**CHAIR PRO TEM DAVIS:** Hold on. Just, just remember is not appropriate for us to go back and forth with the audience from the platform mic. That's not...

**CHAIR PRO TEM DAVIS:** It's, it's not appropriate.

**AUDIENCE:** It's a workshop. It is appropriate, it's a workshop.

**CHAIR PRO TEM DAVIS:** If you fill out a comment card and then we will allow you to speak. Councilman Miller.

**COUNCILPERSON MILLER:** I do see, and I, that's why I was kinda looking at both of 'em here.

**CHAIR PRO TEM DAVIS:** Mhmm.

**COUNCILPERSON MILLER:** I do see on here where, with this application page...

**CHAIR PRO TEM DAVIS:** Mhmm.

**COUNCILPERSON MILLER:** What we have, what we were given in our binder as well as what we have here...

**CHAIR PRO TEM DAVIS:** Okay.

**COUNCILPERSON MILLER:** ...is different.

**CHAIR PRO TEM DAVIS:** Right.

**COUNCILPERSON MILLER:** So, at what point was this changed to have red and blue. This one has red, this one has blue...

**CHAIR PRO TEM DAVIS:** Correct.

**COUNCILPERSON MILLER:** But I don't have one that has red and blue.

**UNIDENTIFIED SPEAKER:** Red and blue.

**COUNCILPERSON MILLER:** When was that, those changes made?

**DISTRICT FINANCE DIRECTOR SHERMAN:** I think [inaudible]...

**CHAIR PRO TEM DAVIS:** Sherman can answer that question now.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. Yeah. The, the document, the document that you have, the actual policy, we did not highlight the county in here. The, the items that are blue in here, as I've stated earlier, these, those were the changes that we made.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** To the document.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay? So, you'll see the changes in here as well, again, where language has been stricken, it has a line through it. If it's new language, it's underlined.

**CHAIR PRO TEM DAVIS:** Okay. So make sure when...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay?

**CHAIR PRO TEM DAVIS:** ...you go through this, Mr. Sherman, please explain...

**DISTRICT FINANCE DIRECTOR SHERMAN:** In the red.

**CHAIR PRO TEM DAVIS:** Those changes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. So, again...

**COUNCILPERSON MILLER:** But...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...the change of blue...

**COUNCILPERSON MILLER:** I'm sorry. What, let me.. stop.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**COUNCILPERSON MILLER:** So the binder that was given to us at 5:30 on Friday, have there been changes made to it from then? Because that has red and blue.

**DISTRICT FINANCE DIRECTOR SHERMAN:** No'...

**COUNCILPERSON MILLER:** What's in the binder is blue only.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**COUNCILPERSON MILLER:** Yeah. And...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And, I'm...

**COUNCILPERSON MILLER:** ...this has red. So, we have three different types...

**COUNCILPERSON MILLER:** ...of pages we're lookin' at.

**UNIDENTIFIED SPEAKER:** What page are you all reading from?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Again, what the, what the document has, okay, it has all of the recommended changes. If the changes are in blue...

**COUNCILPERSON MILLER:** I get the color, Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**COUNCILPERSON MILLER:** I'm just not understanding how this is red and blue.

**COUNCILPERSON MILLER:** The one in my binder is blue only. The handout is red. Were the changes made since Friday at 5:30 when this binder was given to me?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Not to this document. This is the document that...

**COUNCILPERSON MILLER:** Where did that one come from?

**DISTRICT FINANCE DIRECTOR SHERMAN:** This is the document that was attached to the Agenda. So, after Ms. Ryan gave us the changes, this is the document that was attached to Agenda and should have been in your binder.

**COUNCILPERSON MILLER:** This, right here, I don't have in, nowhere in my binder. Do you all have it?

**CITY MANAGER JONES:** I have [inaudible].

**CHAIR PRO TEM DAVIS:** No.

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. Yep.

**COUNCILPERSON MILLER:** So, my question is...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And I knew this was...

**COUNCILPERSON MILLER:** ...when were these two...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...gonna cause confusion.

**COUNCILPERSON MILLER:** ...changes made, is my question.

**CITY MANAGER JONES:** Stop using the PowerPoint...

**CITY ATTORNEY RYAN:** Uh, right.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CITY MANAGER JONES:** And talk only...

**CITY ATTORNEY RYAN:** You made it complicated.

**CITY MANAGER JONES:** ...from the document.

**UNIDENTIFIED SPEAKER:** From the handout.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, it's...

**COUNCILPERSON MILLER:** But, was it changed though?

**UNIDENTIFIED SPEAKER:** Stop using the PowerPoint.

**COUNCILPERSON MILLER:** This is different.

**CITY ATTORNEY RYAN:** No. I think what he's saying is that the changes that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** I can't stop using the Power Point.

**CITY ATTORNEY RYAN:** ...you see, what he wanted to do was to show you where the changes came from.

**CITY MANAGER JONES:** [Inaudible].

**CHAIR PRO TEM DAVIS:** He's identified.

**CITY ATTORNEY RYAN:** And it's not, that's not really...

**CITY MANAGER JONES:** That's not important.

**CITY ATTORNEY RYAN:** Relevant. It's just an extra step that Mr. Sherman was trying to show you all. He wanted you to know if it came from Palm Beach County or Port St. Lucie. So, he went back and...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CITY ATTORNEY RYAN:** ...highlighted the changes that were from Palm Beach County. But, whatever you see in your final book, those were the changes that were made. Tho'..., there was jus'..., those are just the changes.

**COUNCILPERSON MILLER:** Okay.

**CITY ATTORNEY RYAN:** He tried to go back and show you where they came from.

**COUNCILPERSON MILLER:** Okay.

**CITY ATTORNEY RYAN:** And that's what's confusing...

**COUNCILPERSON MILLER:** Right.

**CITY ATTORNEY RYAN:** ...everyone.

**COUNCILPERSON MILLER:** Right. Okay. Thank you.

**CHAIR PRO TEM DAVIS:** Anything else, Councilman Miller?

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** Anything else?

**COUNCILPERSON MILLER:** No. Thank you.

**CHAIR PRO TEM DAVIS:** Okay. Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. What do, what do you want me to go off of?

**CITY MANAGER JONES:** Walk through the document.

**CHAIR PRO TEM DAVIS:** Walk through the document.

**CITY ATTORNEY RYAN:** Wait, I, I...

**CITY MANAGER JONES:** What people have...

**CITY ATTORNEY RYAN:** You know...

**CITY MANAGER JONES:** ...in front of them.

**CITY ATTORNEY RYAN:** Right. Mr. Sherman, I think...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CITY ATTORNEY RYAN:** ...if...

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm...

**CITY ATTORNEY RYAN:** ...if there's a question about where did the language come from, then you can show Palm Beach County or Port St. Lucie.

**CHAIR PRO TEM DAVIS:** Yes. Thank you. Because the people at ho'..., the people in the audience...

**DISTRICT FINANCE DIRECTOR SHERMAN:** That's fine. That's okay.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** You know, again, the point was, is this is not...

**CHAIR PRO TEM DAVIS:** I understand your intent.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...created, it was...

**CHAIR PRO TEM DAVIS:** I, I understand your intent.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CHAIR PRO TEM DAVIS:** But let's, let's go...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CHAIR PRO TEM DAVIS:** ...through, through the document itself.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**UNIDENTIFIED SPEAKER:** Now you're at 1.3.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. 1.3 is all of the definitions. We added a definition G which is Customer Service or Customer Service Center. That's referred to several times and all that is, is the office downstairs. Ms. Ryan asked that we add that definition in.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm sorry?

**UNIDENTIFIED SPEAKER:** Nothing.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**UNIDENTIFIED SPEAKER:** City Hall.

**DISTRICT FINANCE DIRECTOR SHERMAN:** City Hall.

**UNIDENTIFIED SPEAKER:** City Hall.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh yeah.

**CITY ATTORNEY RYAN:** Oh yeah.

**DISTRICT FINANCE DIRECTOR SHERMAN:** First floor of the City.

**CITY ATTORNEY RYAN:** Yeah.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Alright. Good catch.

**COUNCILPERSON MILLER:** [Inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CITY ATTORNEY RYAN:** Well, is this the [inaudible] public?

**DISTRICT FINANCE DIRECTOR SHERMAN:** The...

**CHAIR PRO TEM DAVIS:** Mr., Mr. Sherman...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. We're gonna go...

**CHAIR PRO TEM DAVIS:** Just one moment. Council Miller what's that?

**COUNCILPERSON MILLER:** I was just asking if this is what the public is seeing right now?

**CHAIR PRO TEM DAVIS:** Yes.

**CITY MANAGER JONES:** No. They're seeing what's up on the TV.

**COUNCILPERSON MILLER:** But...

**CHAIR PRO TEM DAVIS:** On TV.

**COUNCILPERSON MILLER:** They're just gonna...

**CITY MANAGER JONES:** What's on the television.

**COUNCILPERSON MILLER:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**COUNCILPERSON MILLER:** Okay. Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. I think the question has come up on Page 3, the very last definition on there is "surcharge." And again, a surcharge, I'm gonna actually read this cause, again, the public can't necessarily see this. This is an additional charge applied to the monthly base readiness charge for water service when South Florida's Water Management District imposes water use restrictions within the District's service area. Now, let me be very clear about this. This is there to protect the City from losing control of the Water District. Okay? The only people who can impose a surcharge is the Board. Right now, the Board has not imposed any surcharges. Okay? And let me, real quickly here. Again, I just wanna show something so everybody...

**CHAIR PRO TEM DAVIS:** And, and, please...

**DISTRICT FINANCE DIRECTOR SHERMAN:**...understands why this is there.

**CHAIR PRO TEM DAVIS:** And Mr. Sherman, please address the question earlier. Someone referenced a surcharge if there's a drought.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**CHAIR PRO TEM DAVIS:** And how that impacts on this document [inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. What you have in your bond documents, okay, is you have a revenue coverage requirement. I know you borrowed \$22,000,000 and in those bond documents, those bondholders expect to get their money plus interest back. So, what you have agreed to is that after you take your gross revenue, pay all of your operating expenses, the dollars that are available after you subtract out operating expenses, is what they call revenues available for debt service. They then divide that by what your actual debt service is and that number must be greater than 1.2. Okay?

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So, to just throw in your current numbers, our debt service is about \$1.8 million which means, in order to come up with 1.2, you have to have, after operating expenses, a little over \$2.1 million left. If you have a severe drought and you have water restrictions and you're not raising sufficient dollars to come up to that \$2.1 million, they can compel you to raise your rates and get that \$2.1 million. If the Board doesn't do that, they have the right to come in and take control of the water system from you. So, what most places do if they, they have an automatic surcharge built in, that if this certain water restriction's put in place, a surcharge gets added on top. Now, you gotta keep in mind, the average residential customer, their water bill is only about \$26.00. So, a ten (10%) percent surcharge, if that's what the Board decided to do and I believe the County's at ten and West Palm's at..., is \$2.60 is your average. Okay? But it's also a ten (10%) percent surcharge on the all commercial customers as well. So, again, that language is in here if the Board ever decides to use it.

**PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay? If the..., our coverage is high enough, you may not need to put a surcharge in. But most people when they adopt their rate structure, they have a surcharge already built in because when those droughts kick in and your revenues drop, you don't wanna have that cause to not meet coverage. That's why that is in there. Right now, the surcharge is zero because the Board has no passed a surcharge.

**CHAIR PRO TEM DAVIS:** Okay. Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** Continue on.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Alright. So, we're on Section 1.4, the only change, again, Attorney added the word account to deposit. Then we have the District down in Paragraph 2, they added the predecessor which is the City. And then we have ownership and control. She added the word control.

**COUNCILPERSON MILLER:** Can..., wait, wait.

**CHAIR PRO TEM DAVIS:** Would you please put that on the presentation.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Sure.

**CHAIR PRO TEM DAVIS:** So that the people can see that.

**COUNCILPERSON MILLER:** Mr. Chair.

**CHAIR PRO TEM DAVIS:** Yeah.

**COUNCILPERSON MILLER:** Now, I know he started out by kinda giving a summary of what each section is. Now, he's moving into just saying what was changed? Is he gonna continue to...

**CHAIR PRO TEM DAVIS:** Yes.

**COUNCILPERSON MILLER:** ...give us a summary of...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh, I'm, I'm sorry.

**COUNCILPERSON MILLER:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I can, I can do that. I'm sorry. Here we were are, 1.4. Okay, so 1.4 we're talking about service installation and we've broken this down for previous customers, new customers, which I guess those are the only two Classes we have. Previous customers. Okay, again, if you, you have to be in good standing. If you come in as a previous customer or you wanna move from one part of the community to another part of the community, we will not open a new account for you if you owe us money. Either could have been five years ago, could have been your current bill at your current location. That's how we handle customers who are existing customers that just wanna, wanna move. For brand new customers, again, it just walks through the steps. You need an application, you have to identify ownership. It's just the processes to come in and open up your account. And then we have new installations which obviously, if somebody's coming in and putting in a brand new meter, the process that they need to go through where you have capital fees, you gotta get the engineers to all sign off, you know, and put,, put the new meter in. Cause that, that requires an install by the City.

**CHAIR PRO TEM DAVIS:** Continue on.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. I guess we.., I don't know if you want this or not. Service classification. Again, there are only three classifications. There's residential accounts, there's multi-family accounts and then there's, what we call, non-residential connections which, in essence, are your, your commercial accounts. And that's not that sections, that's this section. Okay? Service Classifications. And that's how, that's how our rate structures are, are set up as well. [Pause]. Alright? Section 1.6 is Withholding of Service. And again, it says the District may withhold or discontinue service until all, all past due amounts, past due fees, account reactivation fees, unpaid liens. I mean, we do not activate service at a location if you owe us funds. And again, that can be a prior account that you had or if you've been disconnected. We have the right and, again, this goes back to bond documents, it goes back to state statutes.

**CHAIR PRO TEM DAVIS:** So, so Mr. Sherman. Let me ask you a question. Let's say I'm a, I have a current bill of \$150 bucks. My deposit's \$200 bucks...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**CHAIR PRO TEM DAVIS:** Would my bill be cut off at that time or will it be terminated after I exceed that deposit amount?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. That, if the \$150 in this case is delinquent, we would turn you off. And then if you never pay, you move away, you, you know, run...

**CHAIR PRO TEM DAVIS:** Ev'..., ev'..., even if we don't exceed the, the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Even if you don't exceed, yep. And that, that's been the problem in the past because they used to allow the turn offs to linger, to go longer and that's where we were getting into trouble where the amounts on file that's, you know, the customer owed, finally exceeded the deposits and that's why we have all those delinquencies. So now we're turning off if, if the account closes, we then use the deposit to pay the balance.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And then refund the difference.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. And that's really what Section 1.7 is referring to. Again, if, if you've been turned off and we wanna, you need the account reactivated, it requires either a payment or we would enter into a Promise to Pay type arrangement.

**CHAIR PRO TEM DAVIS:** And that's when the landlord would come in with the tenant, correct?

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. No. Doesn't have anything to do with landlords and tenants anymore.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** This is either the tenant or the property owner, if it's in their name.

**CHAIR PRO TEM DAVIS:** Right. Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay?

**AUDIENCE:** Wait a minute.

**CHAIR PRO TEM DAVIS:** Listen, listen. You can't do that from the floor. That's not proper. Mr. Sherman?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** The question is, and I'm wanna be very clear on this. The tenant, the, the landowner, if the tenant wants to come in and do a payment arrangement...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**CHAIR PRO TEM DAVIS:** The tenant cannot do it without the property owner. Am I correct?

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. Tenants..., we're back to the way we were two years ago. The tenant can now come in and do a Promise to Pay.

**CHAIR PRO TEM DAVIS:** With...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Without the landlord. The landlords are out.

**CHAIR PRO TEM DAVIS:** So that's the issue that, that, that got us in the first place. Because the tenant was coming in and activating bills and the landlord did not know it. And that's the issue that we was supposed to been removed.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And it has been. But again, it's, we, if the tenant comes in with the Promise to Pay...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...and then skips town on us, we go after the tenant now.

**CHAIR PRO TEM DAVIS:** Oh, okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** We're, we're back to going after the tenant.

**CHAIR PRO TEM DAVIS:** But, so the landlord would not be obligated to pay it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Landlord is no longer involved in that.

**CHAIR PRO TEM DAVIS:** Okay. So, say that again.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Landlord is not, no longer involved in that.

**CHAIR PRO TEM DAVIS:** Say it again.

**CHAIR PRO TEM DAVIS:** I just wanna be clear. Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** That's the, that's the coach in ya.

**CHAIR PRO TEM DAVIS:** Thank you. Wanna..., Councilman Guyton.

**BOARD MEMBER GUYTON:** Um... I'm sorry.

**COUNCILPERSON MILLER:** Mr. Chair.

**CHAIR PRO TEM DAVIS:** Go ahead.

**BOARD MEMBER GUYTON:** I'm so used [chuckle] to having a female there. Mr. Sherman, could you go back just one...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** ...to 1.6 and you might of covered this. I've got a little note here. Is that 1.6?

**DISTRICT FINANCE DIRECTOR SHERMAN:** That's 1.6 that's up there. Correct.

**COUNCILPERSON GUYTON:** Okay. [Whispering]. Yes. District may withhold or discontinue service until..., my, my question was, was similar to this one. And I have a note by person responsible. Is this referring to the person who actually used the water that would have to pay in full or won't be turned on until it paid in full?

**DISTRICT FINANCE DIRECTOR SHERMAN:** This is whoever the customer is on the account. So, if it's the tenant...

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...then it's the tenant. Yes.

**BOARD MEMBER GUYTON:** Yes. Okay.

**CHAIR PRO TEM DAVIS:** That's it, Mr. Guyton?

**BOARD MEMBER GUYTON:** Yes.

**CHAIR PRO TEM DAVIS:** Alright.

**BOARD MEMBER GUYTON:** For that [inaudible].

**CHAIR PRO TEM DAVIS:** Alright. Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Good? Okay. 1.8 is the adoption of rates and fees. This is, you know, your charter authority. And, you know, and if I can respond to the one question about the rates. Yes, in 2009 the Board at that time did adopt a ten year rate schedule.

**CHAIR PRO TEM DAVIS:** Mm. When does that expire?

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2019.

**CHAIR PRO TEM DAVIS:** 2019. Okay. And what's the rate of each year?

**DISTRICT FINANCE DIRECTOR SHERMAN:** The increase?

**CHAIR PRO TEM DAVIS:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** It's a little over two (2%) percent.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Varies from year to year but a little over two percent.

**CHAIR PRO TEM DAVIS:** And that was tied to the bond. Correct?

**DISTRICT FINANCE DIRECTOR SHERMAN:** That was, again, that was before me but my guess is, is that..., when, when you did the audit back in 2009, they were talking about the fact that the revenues and expenses were getting tight and that a rate increase was needed so you, you know, hired a third party to come in and do a rate study analysis to plan out your future through, you know, ten years.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And again, that would..., part of their analysis is to make sure that you have that 1.2 over time.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And you have to have that every year.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. The base readiness charge. This is the charge that everyone gets charged. This is not based on usage. Everyone gets paid this. This is your readiness fee to make sure that, you know, the day you show up that you have water at the facility.

**COUNCILPERSON MILLER:** How...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. So, again, this is, this is your capital cost. This covers, offsets certain operating costs but it's to make sure that when you water, there's water there. This doesn't pay for the commodity, it just pays for the, the access to the water.

**COUNCILPERSON MILLER:** Mr. Chair. I have a question.

**CHAIR PRO TEM DAVIS:** Go ahead, Councilwoman Miller.

**COUNCILPERSON MILLER:** I just wanted to, if you could just explain a little more about the section that says, 'Failure to pay these fees within sixty days may result in a claim of lien being filed on the property in accordance with the provisions of the policy.'

**DISTRICT FINANCE DIRECTOR SHERMAN:** The base readiness fee is, is part of your monthly bill. So again, we go out, [stammer], if you're not paying your readiness charge, you're probably not paying any of the water bill. But then it falls into the delinquency and then it would fall under the, the provision to lien.

**COUNCILPERSON MILLER:** Okay. And, the other part. No, it's in the next paragraph. I'm sorry. Go ahead.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Well, the second paragraph deals with inactive. So, even if you have possibly, you know, abandon a home or you've gone away for six months or whatever..., that base readiness charge still gets charged to that customer. The only way to avoid a base readiness charge is to have the meter removed and

the property demolished. Cause then there is no property there that we have to plan to serve.

**COUNCILPERSON GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Go ahead, Councilman Guyton.

**COUNCILPERSON GUYTON:** How is the base readiness charged amount established?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. And, and I wish we had the rate consultant here cause he'd give you a much better answer. But again, they're gonna look at all of your fixed capital cost that occur whether we, we're selling any water or not. So you have a base fee which covers all your infrastructure costs. You know, I, I still have to run a, a pipe to the house, I still have to have the distribution lines, to be able to move that amount of water. So all of that is in, in the calculation. Then you have all of your marginal costs which'll be chemicals and electric and all those type things that we don't incur unless we're actually producing the water. So that's in the usage and then you have the, the, the capital costs. It's primarily capital but there are some operating costs...

**COUNCILPERSON GUYTON:** Okay...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...as well.

**BOARD MEMBER GUYTON:** ...wh', what I would like, I'm not gonna hold this meeting up, could you get me information, either from the consultant on what you have as to the calculations...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**BOARD MEMBER GUYTON:** ...as to how that charge is...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Sure.

**BOARD MEMBER GUYTON:** ...established.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Absolutely.

**BOARD MEMBER GUYTON:** Yeah. Good. Thank you.

**CHAIR PRO TEM DAVIS:** Please make sure the entire Board gets that information.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. No, it'll be provided...

**CHAIR PRO TEM DAVIS:** Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...to everyone. Okay. Section 1.11.

**BOARD MEMBER GUYTON:** Oh, wait, wait, wait.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** I'm sorry. You're..., there was a paragraph that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh.

**BOARD MEMBER GUYTON:** ...I had a note ...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** ...here...

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm sorry.

**BOARD MEMBER GUYTON:** That...

**COUNCILPERSON MILLER:** Me too.

**BOARD MEMBER GUYTON:** ...we didn't address.

**COUNCILPERSON MILLER:** Right.

**BOARD MEMBER GUYTON:** There was a second paragraph...

**COUNCILPERSON MILLER:** It's in there.

**BOARD MEMBER GUYTON:** And it's at the middle where it speaks of when water restrictions..., looks like it's maybe two or three sentences down...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**BOARD MEMBER GUYTON:** You see it?

**CITY MANAGER JONES:** It's right in the middle.

**CHAIR PRO TEM DAVIS:** Under...

**BOARD MEMBER GUYTON:** Yeah.

**CHAIR PRO TEM DAVIS:** Abbreviation.

**BOARD MEMBER GUYTON:** I have it highlighted here in my notes. 'When water restrictions are implemented by South Florida Water Management District, a surcharge would be applied to all water customers.' Is that on top of the base readiness charge?

**DISTRICT FINANCE DIRECTOR SHERMAN:** It, it would be. And, I can go back and walk through that again if you, you'd like me too.

**CHAIR PRO TEM DAVIS:** Yeah. He addressed that.

**BOARD MEMBER GUYTON:** Oh. He's already...

**CHAIR PRO TEM DAVIS:** Yeah. He's...

**CITY ATTORNEY RYAN:** Yes.

**CHAIR PRO TEM DAVIS:** ...addressed it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. [Chuckle].

**BOARD MEMBER GUYTON:** [Inaudible] me later.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** I, I stepped out for a minute.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** Okay.

**CHAIR PRO TEM DAVIS:** **HENRY TAYLOR**, let us get through the presentation and then we'll get to your questions.

**AUDIENCE:** This has to do with this particular Item, right here. Before we move from it, [inaudible] about it.

**CHAIR PRO TEM DAVIS:** **HENRY TAYLOR**. I wouldn't normally do this but please come to the microphone. I don't want you screaming across the, audience. We wanna get this in tonight.

**HENRY TAYLOR:** My question is, that, he explained this before when he said about the surcharge.

**CHAIR PRO TEM DAVIS:** Mhmm.

**HENRY TAYLOR:** This, he said that the Board had not approved it but in this reading, it says 'It shall be charged.' It shall be..., that means that it's already approved.

**CHAIR PRO TEM DAVIS:** No. What shall means is..., you, it, it, doe'n't mean they're actually gonna do it, may, may mean it's gonna happen.

**HENRY TAYLOR:** No.

**CHAIR PRO TEM DAVIS:** No, no. May mean..., you right. You're correct. You're correct.

**HENRY TAYLOR:** It means that...

**CHAIR PRO TEM DAVIS:** Are you reading the Resolution or are you reading this here?

**HENRY TAYLOR:** I'm reading what I have here.

**CITY ATTORNEY RYAN:** Under base readiness charge?

**CHAIR PRO TEM DAVIS:** Under base readiness charges?

**CHAIR PRO TEM DAVIS:** What are you reading?

**HENRY TAYLOR:** The heading...

**CHAIR PRO TEM DAVIS:** For next...

**HENRY TAYLOR:** It., it's this paragraph right here. Where, that, uh, Bruce was reading. And it says...

**BOARD MEMBER GUYTON:** [Inaudible].

**HENRY TAYLOR:** 'The surcharge will be applied to all water customers.' 'Will be applied.' That means that it's gonna be done.

**CHAIR PRO TEM DAVIS:** Yeah. He did state that. Yes.

**CITY MANAGER JONES:** When there's...

**CHAIR PRO TEM DAVIS:** When there's a drought.

**HENRY TAYLOR:** The wording needs to be changed.

**CITY MANAGER JONES:** It's when there's a drought.

**CHAIR PRO TEM DAVIS:** When there's a drought only.

**HENRY TAYLOR:** He, but he's saying, it shall be.

**CITY ATTORNEY RYAN:** It says...

**HENRY TAYLOR:** It will., says it will be.

**CITY ATTORNEY RYAN:** It says...

**HENRY TAYLOR:** ...It will be.

**CITY ATTORNEY RYAN:** But it says, 'When water use restrictions are implemented by the South Florida Water Management District.' And I believe that Mr. Sherman explained that if we don't have that language in our document, then our bondholders can...

**CHAIR PRO TEM DAVIS:** Come after us.

**CITY ATTORNEY RYAN:** Can step in.

**CHAIR PRO TEM DAVIS:** And take over.

**CITY ATTORNEY RYAN:** So, and it, it doesn't say shall, it says will but, basically, if the South Florida Water Management District imposes a water restriction, then we, in turn, have to impose this surcharge.

**AUDIENCE UNIDENTIFIED SPEAKER:** He said the Council has to approve it.

**CITY MANAGER JONES:** The Board. Yeah.

**HENRY TAYLOR:** The Board has to approve it.

**HENRY TAYLOR:** He says that the Board has to approve it. In this document you're sayin' that it will be charged.

**AUDIENCE UNIDENTIFIED SPEAKER:** Period.

**HENRY TAYLOR:** Period. That's what it says in this doc'...

**CHAIR PRO TEM DAVIS:** Mr...

**HENRY TAYLOR:** Read it.

**CHAIR PRO TEM DAVIS:** Mr. Sherman.

**HENRY TAYLOR:** You are the attorney.

**CHAIR PRO TEM DAVIS:** HENRY TAYLOR...

**CITY ATTORNEY RYAN:** [Inaudible].

**CHAIR PRO TEM DAVIS:** HENRY TAYLOR.

**CITY ATTORNEY RYAN:** But...

**CHAIR PRO TEM DAVIS:** Just one minute. Mr. Sherman, please come up and clarify.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes. And as I stated, the Board has not adopted a surcharge.

**CHAIR PRO TEM DAVIS:** So, say it again.

**DISTRICT FINANCE DIRECTOR SHERMAN:** The Board has not adopted a surcharge.

**CHAIR PRO TEM DAVIS:** Say it again.

**CITY ATTORNEY RYAN:** So, the point...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Hey coach.

**CHAIR PRO TEM DAVIS:** No. The point is, we have not., it's saying we shall but we haven't done that yet.

**COUNCILPERSON MILLER:** But...

**COUNCILPERSON MILLER:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** It's saying that we will but this Board hasn't taken any action to adopt that charge.

**CITY ATTORNEY RYAN:** But you will.

**AUDIENCE UNIDENTIFIED SPEAKER:** This, this...

**CITY ATTORNEY RYAN:** What will do is, it will be brought back to this Board.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY ATTORNEY RYAN:** The Administration cannot impose a fee...

**CHAIR PRO TEM DAVIS:** Okay.

**CITY ATTORNEY RYAN:** That has not been ap'...

**CITY ATTORNEY RYAN:** That has not been approved by this Board. So it's not contradictory. If the South Florida Water Management District imposes...

**CHAIR PRO TEM DAVIS:** A charge, then it has to come back to us.

**CITY ATTORNEY RYAN:** A surcharge.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY ATTORNEY RYAN:** Then it has to come back to the Board to implement a surcharge.

**CHAIR PRO TEM DAVIS:** But only if South Florida Water Management opposes a dis'..., imposes a charge.

**CITY ATTORNEY RYAN:** Imposes a...

**CHAIR PRO TEM DAVIS:** Once they do....

**CITY ATTORNEY RYAN:** No. They don't impose a charge. If they implement water...

**CHAIR PRO TEM DAVIS:** Water...

**CITY ATTORNEY RYAN:** ...use...

**CHAIR PRO TEM DAVIS:** ...use...

**CITY ATTORNEY RYAN:** ...restrictions.

**CHAIR PRO TEM DAVIS:** ...restrictions. Then, at that time...

**CHAIR PRO TEM DAVIS:** ...it will come back before the Board to, for us to impose.., for we can protect our bonds...

**CITY ATTORNEY RYAN:** To impose a surcharge.

**CHAIR PRO TEM DAVIS:** Thank you.

**COUNCILPERSON MILLER:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Ma'...

**COUNCILPERSON MILLER:** This...

**CHAIR PRO TEM DAVIS:** Councilwoman Miller.

**COUNCILPERSON MILLER:** Since we're working on this, is this a, an edible document? And are we making changes here or we're gonna make them later if there are

some that we need to make? Because, I just wanted to see if it was possible for us to possibly just put that information that we just said in the document, saying what the procedure is, if that happens then we will do this. Because, leavin' it the way that is, it, it's just verbal what we're hearing unless it's written somewhere. Is it written somewhere? What you just explained?

**CITY ATTORNEY RYAN:** No. But the point is, is that there is no document that has a surcharge in it. So, until you, there's a document that has a surcharge in it, there's nothing to apply. The Council can, at any point, if you wanted to you could imp'..., decide on the surcharge right now.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** What the surcharge would be. But, I mean, there's no reason you can't clarify it further if that's what you wanna do.

**COUNCILPERSON MILLER:** That's what I'm saying.

**CITY ATTORNEY RYAN:** You can clarify it further.

**CHAIR PRO TEM DAVIS:** Yeah.

**COUNCILPERSON MILLER:** Yeah.

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Go on, Guyton:

**BOARD MEMBER GUYTON:** Um...

**CHAIR PRO TEM DAVIS:** Hold on. Just one minute. Ms. Miller...

**COUNCILPERSON MILLER:** Yeah.

**CHAIR PRO TEM DAVIS:** Are you finished yet?

**COUNCILPERSON MILLER:** Well, I mean...

**CHAIR PRO TEM DAVIS:** Go ahead.

**COUNCILPERSON MILLER:** Basically is that, that's what I wanted to know...

**CHAIR PRO TEM DAVIS:** Okay.

**COUNCILPERSON MILLER:** ...because we could be going back and forth on this and, you know, maybe we., we may remember the conversation or we may not remember the conversation later on but if it's in the document, it takes all ambiguity out of it.

**CITY MANAGER JONES:** Do you have, cause we can look in these...

**CITY ATTORNEY RYAN:** We'll take, we'll take care of it.

**CITY MANAGER JONES:** We'll...

**CHAIR PRO TEM DAVIS:** Okay.

**BOARD MEMBER GUYTON:** [Inaudible].

**CITY MANAGER JONES:** ...get suggested wording.

**CITY ATTORNEY RYAN:** Right.

**BOARD MEMBER GUYTON:** Um, Mr. Chair...

**CITY MANAGER JONES:** That you would think would clarify that.

**BOARD MEMBER GUYTON:** I do have...

**COUNCILPERSON MILLER:** What she just said.

**BOARD MEMBER GUYTON:** ...suggested wording.

**CHAIR PRO TEM DAVIS:** Go ahead, Councilman Guyton.

**BOARD MEMBER GUYTON:** Where it says, 'When water use restrictions are implemented by South Florida Waterment District,' I would suggest to the Board that when be stricken and it says, 'Only if water use restrictions are implemented by the Boar'.., by...

**CHAIR PRO TEM DAVIS:** Only if.

**BOARD MEMBER GUYTON:** Yes. Only. And, and...

**CHAIR PRO TEM DAVIS:** I can support that.

**BOARD MEMBER GUYTON:** ..that's clarification.

**CHAIR PRO TEM DAVIS:** Councilwoman Miller. How do you feel about that?

**COUNCILPERSON MILLER:** I wanted to know if the part where we said that it has to come back...

**CHAIR PRO TEM DAVIS:** Yes.

**COUNCILPERSON MILLER:** ...to the Board...

**CHAIR PRO TEM DAVIS:** That's...

**COUNCILPERSON MILLER:** That, that's...

**CHAIR PRO TEM DAVIS:** ...what he's stating.

**COUNCILPERSON MILLER:** ...what I'm talking about.

**CITY ATTORNEY RYAN:** I think what Ms. Miller is stating, for example, and this is just me...

**BOARD MEMBER GUYTON:** Yeah. I think...

**CITY ATTORNEY RYAN:** ...thinking off the top of my head. We could say after South Florida Water Management District, when the water restriction is implemented, um, we can still say a surcharge will be i'.., applied to all water co'.., customers. The surcharge, a recommended surcharge amount will be presented to the Board for official action at, at, within ten (10) days or thirty (30) days after South Florida Water Management District...

**COUNCILPERSON MILLER:** Before this goes into effect.

**CITY ATTORNEY RYAN:** Okay. The...

**COUNCILPERSON MILLER:** I mean...

**CITY ATTORNEY RYAN:** ...before the...

**COUNCILPERSON MILLER:** ...kind of adding that on.

**CITY ATTORNEY RYAN:** ...surcharge goes into effect.

**COUNCILPERSON MILLER:** Right.

**CITY ATTORNEY RYAN:** Well, we have to make sure. I mean, we have to check with the South Florida Management District. I don't know how, how much time we have. After they impose the water restrictions to...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CITY ATTORNEY RYAN:** ...implement the wa'...

**DISTRICT FINANCE DIRECTOR SHERMAN:** I don't, don't remember.

**CITY ATTORNEY RYAN:** ...the surcharge.

**DISTRICT FINANCE DIRECTOR SHERMAN:** It's been a few years since they've done it.

**CITY ATTORNEY RYAN:** But we can check on that.

**COUNCILPERSON MILLER:** We can check it. Okay.

**CITY ATTORNEY RYAN:** I think what we'll try to do is have the language ready by tomorrow.

**COUNCILPERSON MILLER:** Okay. Sounds good.

**CITY ATTORNEY RYAN:** So that, when the issue comes up, you'll have something in front of you.

**CHAIR PRO TEM DAVIS:** That will be great.

**COUNCILPERSON MILLER:** Sounds good.

**CITY ATTORNEY RYAN:** Yep.

**BOARD MEMBER GUYTON:** Mr. Chair?

**CHAIR PRO TEM DAVIS:** Councilman Guyton, go ahead.

**BOARD MEMBER GUYTON:** As it relates to complying with the bond covenants, is, is, that's what I just heard the purpose of this language was. Is that correct?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** Is that the existing bond that we are, that you're referring to or are we talking about another bond?

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. It's, it's the current bond Resolution that's in place. Yes.

**BOARD MEMBER GUYTON:** Okay. And, how long has this bond been in place?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, this bond's been in place since last summer but it's the same language that, on the 2004 bonds.

**CITY ATTORNEY RYAN:** Thank you. [Inaudible].

**CITY MANAGER JONES:** You need to say [inaudible] telling you all...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY MANAGER JONES:** ..., all you did was refinance.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. All we did was refinance.

**BOARD MEMBER GUYTON:** Yeah. We're, we're...

**DISTRICT FINANCE DIRECTOR SHERMAN:** In fact, the coverage...

**BOARD MEMBER GUYTON:** I know...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...requirements didn't, you know...

**BOARD MEMBER GUYTON:** Yeah. I know about...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...didn't change.

**BOARD MEMBER GUYTON:** ... the refi.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** I'll deal with it later but I'm wondering...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** ...why this wasn't done at the beginning when, when we did the bond covenant paperwork. Why is it coming a year after, now that but...

**CITY ATTORNEY RYAN:** Why is what coming?

**BOARD MEMBER GUYTON:** The, the requirement for this language to be...

**CITY ATTORNEY RYAN:** No. He's just explaining it. This language was already in here.

**BOARD MEMBER GUYTON:** Okay. So, it's already in here.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** Yeah.

**DISTRICT FINANCE DIRECTOR SHERMAN:** This language is in there. Right.

**BOARD MEMBER GUYTON:** Okay. Okay. That's, that's good.

**CITY ATTORNEY RYAN:** He's just giving an explanation.

**CHAIR PRO TEM DAVIS:** Council Miller. You have...

**COUNCILPERSON MILLER:** Just one clarification. So, is the, the, is there, are there two different things, a base readiness charge and a surcharge? Are they different, one in the same?

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. They are two different things. Yes.

**COUNCILPERSON MILLER:** Okay. Thank you.

**CHAIR PRO TEM DAVIS:** Can you explain those two, Mr. Sherman, please?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, again...

**CHAIR PRO TEM DAVIS:** [Inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...the base readiness charge is the pri'.., is the, the fee that everybody sees on the bill. It's not based on usage and it's there every month. The surcharge would only kick in, one if you have a.., the South Florida Water Management Di'.., puts in water restrictions and two, the Board has adopted a surcharge.

**CHAIR PRO TEM DAVIS:** Thank you. Anyone else on the Board have any other comments?

**CITY ATTORNEY RYAN:** I have one comment. I just thought about this myself.

**DISTRICT FINANCE DIRECTOR SHERMAN:** [Inaudible].

**CITY ATTORNEY RYAN:** This.., do we, in some other place, different'.., differentiate the surcharge that we apply to non-City of Riviera Beach water customers. What do we call that? Because I wouldn't want us to confuse the two. You know, the twenty-five (25%) percent...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. I do.

**CITY ATTORNEY RYAN:** ...surcharge...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And I, and I...

**CITY ATTORNEY RYAN:** ...that's allowed under the law?

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...couldn't tell you what the term is. It may be surcharge as well.

**CITY ATTORNEY RYAN:** I think it's surcharge.

**DISTRICT FINANCE DIRECTOR SHERMAN:** But we can...

**CITY ATTORNEY RYAN:** We may need to look at that.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Okay.

**CITY ATTORNEY RYAN:** Now that you mention it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** Okay. Continue, Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Limitation of Use. Which is Section 1.11. All this does is it tells you what you can use the water from. You can't take out water and resell it. You can't interconnect. You, you have to be connected to our system.

**CHAIR PRO TEM DAVIS:** Does it address...

**DISTRICT FINANCE DIRECTOR SHERMAN:** You can't, you can't re-meter it. You know?

**CHAIR PRO TEM DAVIS:** Okay. What are the penalties if they try to re-meter it?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Then, in essence, you're, you're tampering. I mean, you're, you know.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So that would come under the, the other sections.

**CHAIR PRO TEM DAVIS:** And we're working, are you working on something now to address the tampering issues?

**DISTRICT FINANCE DIRECTOR SHERMAN:** [Sigh]. We, we handle the tampering issues as, as we find them right now. It's, I mean, they're, you have to have somebody either report it or somebody has excessive use. You know, I mean, that's how, that's how we catch 'em now.

**CHAIR PRO TEM DAVIS:** Do, do we have, like, an alarm or something that says, okay, let's say if someone's water is terminated and all of a sudden someone comes sticks in a me'..., a new meter. Is there something that alarms us, as a City?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, if they put it on one of our meters...

**CHAIR PRO TEM DAVIS:** Right

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...we would read it and say we shouldn't be getting a reading on this.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** The problem that we have is they will come in and they'll put in their own meter...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Or they'll just connect with no meter.

**CHAIR PRO TEM DAVIS:** Okay. But there's no...

**DISTRICT FINANCE DIRECTOR SHERMAN:** If we could go out and remove a meter and somebody else could just connect to it.

**CHAIR PRO TEM DAVIS:** Have you researched to see what other cities are doing to address that issue?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, again. We talked about this back in, I think it was February, might have been January. About going to the, the, you know, the smart meters.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And I know, Mr. Guyton, you asked for a presentation and we're still pulling all that information together but they'll be a presentation on, on that. I mean, that's where they go and then when there's tampering, you get the alarm.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And that, you know, that would handle that situation.

**CHAIR PRO TEM DAVIS:** Thank you.

**BOARD MEMBER GUYTON:** Mr. Chair.

**CHAIR PRO TEM DAVIS:** Go ahead, Mr. Guyton.

**BOARD MEMBER GUYTON:** I don't know, have we, have we addressed the standby charge?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. That's the readiness charge we addressed...

**BOARD MEMBER GUYTON:** That's the readiness. Okay. I've got a question about that. Have we ever put locks on our meters or, or...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**COUNCILPERSON GUYTON:** Do we do that now when there's a standby charge?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes. We, we put locks on, on meters if there's been tampering and, and there's a reason... We don't put it on all of them. But, when we think it's required or, or necessary to do it because it's, you know, been tampered with several times, we do lock it. But again, that doesn't stop it. I mean, it slows it down [chuckle] but it doesn't stop it.

**COUNCILPERSON GUYTON:** When, when we did it before, you said we're still doing it now, wa'..., wa'..., was there a time when we, as we identify standby customers that we just went and put a lock on it to slow them down, even if it didn't stop it?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Ya know, not that I'm aware of but we can check. I mean, not that I'm aware of.

**BOARD MEMBER GUYTON:** Yeah. I was told, at one time, we used to do that customarily.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** And I don't know if that is...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Do you recall?

**BOARD MEMBER GUYTON:** ...something that is within our resources to do, when there is a standby account in order to try to prevent or slow down the stealing of water and dealing with water being used and we're trying...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** ...to identify who may be responsible now? I, that's...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...something I would like to...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** ...get some information on.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'll, I'll check with the field crew. I mean, we've got some, some of the guys on the crew that have been there a while and see if they recall anything like that.

**BOARD MEMBER GUYTON:** Somebody standing there.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. What, what Kim Lawson's saying, is when we filed the lien, they were going in and locking it and maybe that's what you're recalling but not...

**BOARD MEMBER GUYTON:** [Inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...not if it's just on readiness.

**BOARD MEMBER GUYTON:** Yeah.

**DISTRICT FINANCE DIRECTOR SHERMAN:** But, again I'll check with the...

**BOARD MEMBER GUYTON:** Check that.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...with the field staff.

**BOARD MEMBER GUYTON:** Okay.

**UNIDENTIFIED SPEAKER:** Mr. Sherman. Ms. Bessie Brown has a question about surcharge but it's not clear right now cause you talked about it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. I'm trying to figure out where we are now. Okay. Continuity of Service. Okay. Again, what this says is that the City will, you know, take every action that it possibly can to make cer'..., certain that service is continuous. However, if there..., if for some reason, that you are not provided water or a customer's not provided water, and they'll list a number of, of items in the paragraph, you know, we're not liable for that. I mean, we do our best but...

**CHAIR PRO TEM DAVIS:** Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**CHAIR PRO TEM DAVIS:** Could you get to Section, I think, 2.2 was one of the sections that was really coming up quite a bit.

**DISTRICT FINANCE DIRECTOR SHERMAN:** You want me to skip some sections?

**CHAIR PRO TEM DAVIS:** Just 2..., let's get to 2.2. That came up...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CHAIR PRO TEM DAVIS:** ...over and over again.

**CITY ATTORNEY RYAN:** Well, there are no changes in those sections either.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I unders...,

**CITY ATTORNEY RYAN:** ...Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...okay.

**CHAIR PRO TEM DAVIS:** Yeah.

**UNIDENTIFIED SPEAKER:** I'm good [inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** I thought Ms. Miller wanted an explanation of everything.

**COUNCILPERSON MILLER:** I know but we've changed directions anyways.

**CHAIR PRO TEM DAVIS:** 1.22.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 1.22. Okay.

**CHAIR PRO TEM DAVIS:** Yeah.

**CITY MANAGER JONES:** Some changes.

**CHAIR PRO TEM DAVIS:** Yeah. So, the changes started at 1.22.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh. Okay.

**BOARD MEMBER GUYTON:** Where we going now?

**CHAIR PRO TEM DAVIS:** 1.22

**DISTRICT FINANCE DIRECTOR SHERMAN:** 1.22.

**UNIDENTIFIED SPEAKER:** 2., 1.2.

**CHAIR PRO TEM DAVIS:** 1.2..., that's where the changes started.

**DISTRICT FINANCE DIRECTOR SHERMAN:** It says, 'Unauthorized connection use or tampering,' which is, Mr. Davis, where you referred to a little earlier. Okay. Again, these cor'..., these changes came from Ms. Ryan. Ah, I've got to, uh..., I'm not sure if I [whispering] [going through pages]. Okay. So, here's the changes.

**CHAIR PRO TEM DAVIS:** We're starting at 1.2. We will get there because we wanna get to where all the changes started. So we don't wanna miss anything during this workshop.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Again, again, Ms. Ryan really just..., when the, this Section here at the bottom, really was just...

**CITY ATTORNEY RYAN:** Clean up.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Wordsmithed.

**CITY ATTORNEY RYAN:** Right.

**DISTRICT FINANCE DIRECTOR SHERMAN:** You know, it just says, you know, you're delinquent. If, you know, if, failure to pay your fees, it's a delinquent account. And, we do have the ability to place a lien on, on that account. This Section here, language that you took out. Okay. We, we had the word, we had 'Fines, penalties adopted...

**BOARD MEMBER GUYTON:** Wait. We're still on 1.22?

**CHAIR PRO TEM DAVIS:** 1.22.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** This is still 1., Section 1.22. It's on Page 10.

**BOARD MEMBER GUYTON:** I got it. I got it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Now, Ms. Ryan, you wanna explain what you did there?

**CITY ATTORNEY RYAN:** Well, just, really just describing in more detail what you were trying to do by saying, 'The fines and penalties adopted by the District shall be imposed on violators.' Just explaining further what that means. You're subject to all fees set forth in this policy and shall make full reimbursement to the District for any extra expenses incurred by the District as a result of such violations and..,' you know, it's repeating the same language that is above which says, 'Administrative cost, testing and inspection cost, court cost,' anything we have to go through to help get your account correct, we wanna make it clear that you will be charged for that. So, that's why all the detail and it's repeated.., that, in, that statement is made above, which was in the original language so I duplicated it in this Section below for consistency. So that it's clear.

**BOARD MEMBER GUYTON:** Madam Chair? I mean.., ah, geez. Mr. Chair [chuckle].

**CHAIR PRO TEM DAVIS:** Thank you. I appreciate it.

**BOARD MEMBER GUYTON:** I think it needs to be clarified too, that if.., or does it state that if it's a rental property and it was not the landlord's doing the tampering, that the person responsible for the tampering will be responsible for the subsequent cost?

**CITY ATTORNEY RYAN:** Ho'.., well, how are you gonna figure that out? Are you prosecuting the person? I mean, it's a, I don't think you need to put that kind of..

**BOARD MEMBER GUYTON:** No, wait, please. Let's not...

**DISTRICT FINANCE DIRECTOR SHERMAN:** The...

**BOARD MEMBER GUYTON:** What I'm trying to do here, is ensure that the people responsible are the people held accountable. That's, that's where I'm going.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**COUNCILPERSON GUYTON:** And, and that's been the core of the discussions, and even heated debates that we've been having. And, for the record, I've always supported that. I don't know what's still being attacked but...

**CITY ATTORNEY RYAN:** Right. But it says violators.

**BOARD MEMBER GUYTON:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** It does say that.

**BOARD MEMBER GUYTON:** But, but, but I, but my point is, to make it clear that it is those who are responsible would be held accountable.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** Now, if it's the owner and it's in their name and, you know, it is what it is. But if it's a rental property and...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** You know, it's a tenant and there's some reason or some evidence to believe that it was the tenant and it was in their name, then we need to go after the person responsible. That's the only thing I'm saying.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Well, typically, the, if it's tampered with, it's the customer that's doing the tampering.

**BOARD MEMBER GUYTON:** So, if...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Or...

**BOARD MEMBER GUYTON:** ...it's a tenant...

**DISTRICT FINANCE DIRECTOR SHERMAN:** So, if it's a tenant, you're going after the, the customer, which would be the tenant.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay? The other person that tampers, is the neighbor. And we do try to prosecute if [chuckle] somebody's tamperin'..., you know, and runnin' the hose or doing something else, cause we do get that too.

**BOARD MEMBER GUYTON:** Right.

**DISTRICT FINANCE DIRECTOR SHERMAN:** And we also have where people switch meters. So, I'll use..., I'll take your meter and switch it with my meter and you pay my bill and I'll pay your bill and I'm gettin' my water so...

**BOARD MEMBER GUYTON:** Okay. Just...

**DISTRICT FINANCE DIRECTOR SHERMAN:** It's..., but...

**BOARD MEMBER GUYTON:** ...the person responsible...

**DISTRICT FINANCE DIRECTOR SHERMAN:** But we go after the violators.

**BOARD MEMBER GUYTON:** The violators?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**CHAIR PRO TEM DAVIS:** Go ahead, Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Alright. Where would you like to go next?

**CHAIR PRO TEM DAVIS:** Um...

**BOARD MEMBER GUYTON:** I've got a question on 2.1.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.1.

**CHAIR PRO TEM DAVIS:** Then we'll go to 2-2 obviously.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Then we'll go to 2-2. Okay. 2.1 is the billing and service and the account...

**BOARD MEMBER GUYTON:** 2.1 is the Account Deposits.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Account Deposits. Oops. Let me find it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Nope. Go the wrong way.

**CHAIR PRO TEM DAVIS:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I gotta figure out where I am. [Flipping through pages]. Nope. Wrong way.

**CHAIR PRO TEM DAVIS:** You said 2.1, Councilman Guyton?

**BOARD MEMBER GUYTON:** 2.1, yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. What's...

**BOARD MEMBER GUYTON:** Account Deposits. Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**BOARD MEMBER GUYTON:** Paren. 2.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Paren. 2. Okay.

**BOARD MEMBER GUYTON:** You're still on Paren. 1.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** Okay. There we go. I see that there have been deposits established, either based on owner occupied or tenant leased.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** And the amounts are different, for obvious reasons. For owner occupied, it's based on the recent three month billing. I guess that's an average of, of those three months?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct. Well, we actually look at a twelve month period and then take a three month average.

**BOARD MEMBER GUYTON:** Take a three month average?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** And, the same process is for the, the leased property but that's four months.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** And my question is, how did these amounts, or what methodology was used to determine how many months we would charge one or the other?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. The, and this is one of the changes that we made back in January or February cause it, it used to be two months that we were doing it and we increased it to three. Again, where we see the delinquencies for the most part are in the tenants. I mean, that, that's where we're, we're having the issues. And the reason we went with a higher amount on the tenants is because we typically see higher usage in the tenant accounts.

**BOARD MEMBER GUYTON:** Okay. Let me, let me, no. That's not really my question. My qu'.., how was it determined that'd it be three months or either four months, I'm not saying the difference but the, the number of months established.

**DISTRICT FINANCE DIRECTOR SHERMAN:** It, it was, it was just to give us more cushion in, again, because we're, we're using an average. So when so'.., when a new tenant comes in...

**BOARD MEMBER GUYTON:** [Inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. We have no history on that.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** On that person. And again, you could be going from a, a single person in the home to, all of a sudden you got a family of five in the ho'.., you know, I mean...

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So, so we use an average and, again, we, we tended to see the, the problems more with, with the tenant accounts than somebody who lives there and is, you know, is invested in that property. So...

**BOARD MEMBER GUYTON:** Right. Okay. You've answered my question. I don't need...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** It's getting a little late. So, this avoids a credit check?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct. We're not doing the credit check. Correct.

**BOARD MEMBER GUYTON:** So, they would be eligible if they...

**UNIDENTIFIED SPEAKER:** Paid.

**BOARD MEMBER GUYTON:** Came up with the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** ...deposit. Irrespective of the credit. Okay. The, the last question on this is Paren. C, under Paren. 2.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**BOARD MEMBER GUYTON:** No. I'm sorry. Let me put my glasses on. That's Paren. E. The account would be reviewed to determine if the deposit would be adjusted up or down or adjusted downward?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Up or down. Cause again, when someone comes in new and they're a new customer, they're getting the average.

**BOARD MEMBER GUYTON:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So then what we'll do is, after, you know, twice a year we're gonna go in and we're gonna look at it and see are they really the average or are they half the average or twice the average?

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** You know, so again, that's just a..., make it, you know, so we can adjust someone's deposit based on their...

**BOARD MEMBER GUYTON:** Yeah..

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...their actual history.

**BOARD MEMBER GUYTON:** Yeah. One of my concerns was charging someone based on the previous tenant's...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** ...use.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** Which could conceivably be different from the new tenant and I didn't think that it would be fair for someone to pay...

**DISTRICT FINANCE DIRECTOR SHERMAN:** No.

**BOARD MEMBER GUYTON:** ...a high amount based on use from another tenant.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. And, and we...

**BOARD MEMBER GUYTON:** So, but that'll go back and be reviewed every six months?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** Or..., to determine what the average...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** ...is that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** What they're usage is.

**BOARD MEMBER GUYTON:** Of what their use is. Okay. And that came out of all of these discussions too.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes, it did.

**BOARD MEMBER GUYTON:** Because they, there've been comments saying that we've made absolutely no changes. But we have made a lot of changes and this is one of them to ensure that people are being treated fairly based on the use that they use. Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. I believe...

**BOARD MEMBER GUYTON:** .2, I think is next. That was 2.1

**UNIDENTIFIED SPEAKER:** 2.2 was next.

**CHAIR PRO TEM DAVIS:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.2. Transfer of Service.

**UNIDENTIFIED SPEAKER:** Yes, sir.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. This is in here and I want you to focus on, really, the, the last paragraph cause this is really why this is in here. Under normal circumstances, if I have an account and I'm gonna sell that property to a new account or, or if I'm a tenant, I'm gonna have another tenant come in, we don't allow one account to be transferred to another individual. Okay? However, when you have married couples, okay? And then they become divorced, well, the account may have been in the husband's name and now the, the wife is staying in there, we allow that to be transferred over to the wife. If someone becomes deceased, we allow that to be transf'.., cause it's still the same person that's in there but we do go through that process and that's why this is in here. To say, 'Okay. We're not gonna make you close an account. We're not gonna do a refund to the estate.' You know, we will allow that account to just transfer over to, you know, the remaining individual that, that's still in that property. And that's what this is dealing with. It has nothing to do with tenants and landlords. It's just there for that purpose cause that's not the normal that we would do as far as allowing people to transfer their accounts around.

**BOARD MEMBER GUYTON:** Okay. Mr. Chair?

**CHAIR PRO TEM DAVIS:** Yes, sir.

**BOARD MEMBER GUYTON:** If we're done with that one, I have a question on 2.4.

**CHAIR PRO TEM DAVIS:** Ms. Councilman Miller. Do you have any other questions pertaining to 2.2?

**COUNCILPERSON MILLER:** Mm. No. No.

**CHAIR PRO TEM DAVIS:** [Inaudible].

**UNIDENTIFIED SPEAKER:** What was the one that the public...

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.4...

**CHAIR PRO TEM DAVIS:** Hold on. Hold on. Just really quick. What was the original question from 2.2 from the public?

**COUNCILPERSON MILLER:** Yeah.

**HENRY TAYLOR:** The original [inaudible].

**CHAIR PRO TEM DAVIS:** Please, **HENRY TAYLOR**. Please walk up.

**HENRY TAYLOR:** The original question was at the end of the paragraph where it says, 'Even the new occupant information is not provided to the District, the property owner shall be deemed the customer for the purpose of billing by the District base resident charge which will continue to accrue and become the responsibility and of...

**CHAIR PRO TEM DAVIS:** Okay.

**HENRY TAYLOR:** ...and be billed to the property owner.'

**BOARD MEMBER GUYTON:** Where, uh, where, where's this.

**CITY ATTORNEY RYAN:** Yes.

**BOARD MEMBER GUYTON:** Know what, I read that.

**CITY ATTORNEY RYAN:** It has to be somebody's...

**BOARD MEMBER GUYTON:** And, Mr. Sherman, I, I...

**HENRY TAYLOR:** I, I think that the language in that needs to be changed.

**BOARD MEMBER GUYTON:** But, wait.

**UNIDENTIFIED SPEAKER:** Councilman Guyton, it does say in the prior sentence, 'In the event...

**CHAIR PRO TEM DAVIS:** Yes.

**UNIDENTIFIED SPEAKER:** ...the new occupant information is not provided to the District, the property owner shall be deemed the customer for purposes of billing by the District..., and then it goes into the base resident charges so if the tenant's name has not been added to the account...

**BOARD MEMBER GUYTON:** Yes.

**UNIDENTIFIED SPEAKER:** ...the property owner is still the account holder.

**BOARD MEMBER GUYTON:** Understood.

**CHAIR PRO TEM DAVIS:** Oh okay. So, that's like if someone was to move away...

**CITY ATTORNEY RYAN:** Mhmm.

**CHAIR PRO TEM DAVIS:** ...and right now we don't who's movin' in next so, at that time, it aut'...

**CITY ATTORNEY RYAN:** During that time...

**CHAIR PRO TEM DAVIS:** You clear now...

**BOARD MEMBER GUYTON:** Yes.

**CHAIR PRO TEM DAVIS:** ...HENRY TAYLOR?

**HENRY TAYLOR:** Yeah. I, okay. We'll go along with that but I think that we need to back up just one little bit to..., where was this. Like, uh, 1.22.

**CHAIR PRO TEM DAVIS:** Okay. What's your question?

**HENRY TAYLOR:** On the...

**HENRY TAYLOR:** On the, the last paragraph. Actually, the last sentence.

**CHAIR PRO TEM DAVIS:** It's not up there right now. We still have 2.4 up there.

**BOARD MEMBER GUYTON:** But...

**CHAIR PRO TEM DAVIS:** What, what's the question so we can make sure Staff have that written down and, and they can address it?

**HENRY TAYLOR:** The question is, the last sentence, 'Render..,' it says in red here, where it says, 'Rendered if, the failure to pay any fees in accordance with this policy, shall render the account delinquent under this policy which may result in discontinuance of service and the recording of a lien against any property for which a service account exists.'

**CHAIR PRO TEM DAVIS:** Okay. We'll let Mr. Sherman address that question. Thank you,  
**HENRY TAYLOR.**

**COUNCILPERSON MILLER:** I'm not following...

**CHAIR PRO TEM DAVIS:** What section?

**CITY ATTORNEY RYAN:** 1.2

**CHAIR PRO TEM DAVIS:** 1.22, correct?

**UNIDENTIFIED SPEAKER:** Second to the last paragraph.

**BOARD MEMBER GUYTON:** 1.22?

**CITY ATTORNEY RYAN:** He went back.

**BOARD MEMBER GUYTON:** Or 1.2?

**CITY MANAGER JONES:** 1.22

**CHAIR PRO TEM DAVIS:** 2-2.

**BOARD MEMBER GUYTON:** 2-2.

**CHAIR PRO TEM DAVIS:** I think Mr. Sherman, he addressed that earlier. Let's clear that, clear that up.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Going backwards.

**UNIDENTIFIED SPEAKER:** Well...

**CITY MANAGER JONES:** No. At the end of that.

**CHAIR PRO TEM DAVIS:** At the very end.

**DISTRICT FINANCE DIRECTOR SHERMAN:** The last sentence.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So, back on Page 10. [Reading to self].

**CHAIR PRO TEM DAVIS:** The last sentence.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. So what this is saying is, is if we catch you tampering, catch the customer tampering, and we assess the tampering charge and the tampering charge is not paid then the account is, is delinquent.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Again, we'll get some people who'll come in and wanna pay their rest of the bill and not the tampering charge, it's still, the account is still delinquent. I would have to go back on, I understand the concern on this one because we can only lien the property if it's the property owner is the customer.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** So, if it's a tenant, the lien cannot be put in place. So...

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...we would have to come up with some language to separate the two on, on that.

**CHAIR PRO TEM DAVIS:** So that.., let's say if the tenants that are currently there, they're tampering...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** ...with the property...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Then...

**CHAIR PRO TEM DAVIS:** Then haven't left yet.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. They would be disconnected and then they would...

**BOARD MEMBER GUYTON:** And held responsible.

**CHAIR PRO TEM DAVIS:** Held responsible.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Held responsible.

**CHAIR PRO TEM DAVIS:** Okay.

**CITY ATTORNEY RYAN:** Right. I mean, that's the law. So...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. That's the law.

**CITY ATTORNEY RYAN:** ...it's not necessary to be in the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** ...policy because we can't...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** ...ch'.., the way we've written this policy now and taken the owner completely out...

**CHAIR PRO TEM DAVIS:** Mhmm.

**CITY ATTORNEY RYAN:** We can't hold...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** ...the owner responsible...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** ..for anything that the tenant does.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** That's under state law.

**CHAIR PRO TEM DAVIS:** Thank you. Mr. Sherman, we're gonna proceed to 2.4?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. 2.4. 2.4.

**CHAIR PRO TEM DAVIS:** We were just finishing up on 2-4.

**BOARD MEMBER GUYTON:** Wait. I...

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.4. If you notice, this is all in yellow.

**CITY MANAGER JONES:** All taken out.

**BOARD MEMBER GUYTON:** Oh, okay. I had a question.

**DISTRICT FINANCE DIRECTOR SHERMAN:** This is all being deleted.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** As, I think it was the April 1<sup>st</sup> meeting, Mr. Guyton, it was on your motion, this has all been taken out.

**BOARD MEMBER GUYTON:** Okay. So, the red. What about the red there?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh, this, this is.., thank you. This is the only place in the document where the red represents the language that stole from Port.., not...from...

**BOARD MEMBER GUYTON:** But...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...from St. Lucie County.

**BOARD MEMBER GUYTON:** ...my question is, is that being deleted?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes. This whole Section...

**BOARD MEMBER GUYTON:** The whole Section? Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...is being... The whole 2.4 is being deleted.

**BOARD MEMBER GUYTON:** Okay.

**CITY ATTORNEY RYAN:** He overthought it

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm sorry

**CITY ATTORNEY RYAN:** You overthought it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Too much...

**BOARD MEMBER GUYTON:** So...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...information.

**CITY ATTORNEY RYAN:** Yeah.

**UNIDENTIFIED SPEAKER:** Too much information.

**BOARD MEMBER GUYTON:** So, let me, let me get this right. So, that's another correction...

**CHAIR PRO TEM DAVIS:** [Inaudible].

**BOARD MEMBER GUYTON:** ...or amendment being made as a result of these discussions?

**CHAIR PRO TEM DAVIS:** Correct.

**CITY MANAGER JONES:** Correct, sir.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct. Yep.

**BOARD MEMBER GUYTON:** Okay. No, I'm saying that because...

**CITY ATTORNEY RYAN:** It has to suggest...

**CHAIR PRO TEM DAVIS:** We, we clear.

**BOARD MEMBER GUYTON:** Yeah.

**CITY MANAGER JONES:** As a result...

**BOARD MEMBER GUYTON:** Nothing is being done...

**CITY MANAGER JONES:** ...of past discussion.

**BOARD MEMBER GUYTON:** ...but there is a lot being done. And, and we have evidence of that.

**CHAIR PRO TEM DAVIS:** I think they feel it, Councilman Guyton.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Where're we going?

**CHAIR PRO TEM DAVIS:** 2 point., we just finished 2-4. I now a question was brought into Section 2.8.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.8.

**CHAIR PRO TEM DAVIS:** It was clarity with Section 2-8 that was brought up in the public comment.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.8.

**CITY ATTORNEY RYAN:** Delinquent Accounts.

**CHAIR PRO TEM DAVIS:** Yes.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Hang on. I gotta change my page. Delinquent Accounts.

**BOARD MEMBER GUYTON:** Was it 2.9?

**CHAIR PRO TEM DAVIS:** 2.8 and 2.9.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. [Sigh]

**CHAIR PRO TEM DAVIS:** Two questions.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm trying to figure out what the question was on it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh, I think, uh, I think the question on this one was the second paragraph. Is she still here? The second paragraph, there are times, and what this does.., deals with, delinquent accounts, again, if you're, if you're delinquent and we're going on, and we go out and try to turn your meter off so you can't receive any service, there are times, more frequently than you would think, where the customer has made access to the meter, uh, impossible. Whether it's dogs or they parked the car on it or put up a fence or whatever the reason is, if we cannot turn the meter off or turn the water service off at the meter, this paragraph allows us to turn it off at the street which is, obviously, a lot more work for us to do and we assess \$1,000 fee for that service.

**CHAIR PRO TEM DAVIS:** So let me ask you a question. Let's say it's a landlord/ tenant and we can't get to the house. Do we make a phone call to the landlord or do we...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Not anymore. No. We would go to the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...ten..., if the tenant is the customer, the landlord...

**CHAIR PRO TEM DAVIS:** So, the landlord would be responsible for making sure tenants do not have dogs attached to water meters and things of that sort? Is that what you're telling...

**DISTRICT FINANCE DIRECTOR SHERMAN:** They...

**BOARD MEMBER GUYTON:** No.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...don't have that responsibility, nope.

**BOARD MEMBER GUYTON:** It's all tenant responsibility.

**CHAIR PRO TEM DAVIS:** That's what I just said.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**CHAIR PRO TEM DAVIS:** Okay.  
UTILITY SPECIAL DISTRICT WORKSHOP

**BOARD MEMBER GUYTON:** But, Mr. Chair?

**CHAIR PRO TEM DAVIS:** [Inaudible].

**BOARD MEMBER GUYTON:** I'd like to go to the previous paragraph. That's the second...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** ...one.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. That...

**COUNCILPERSON GUYTON:** Uh, yeah. 'A customer who has not paid in full any month's bill by the due date stipulated on the bill, is considered delinquent, shall be disconnected and incur past due fees.' Is there a grace period? Does this mean after one month's.., if they don't pay one month, which I don't support, cause things do happen in people lives and sometimes...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Again, we, the action back in January or February was to go.., we, we used to do two months and we were told to push it up to one month. So now it's one month, you get your fifteen (15) day, once you get the, from the bill, fifteen days it's due. After that fifteen days, we run the disconnect list and they're out there doing the disconnections.

**BOARD MEMBER GUYTON:** So it's not, they still have two weeks after the first month? After the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** After the billing cycle.

**CHAIR PRO TEM DAVIS:** Billing cycle.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** After the billing cycle?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct. Correct.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct. And again, we try to tell the customers, if you have a problem, don't avoid us for that two week period. Come in and talk to us and then we can...

**BOARD MEMBER GUYTON:** And we can, like...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Fix it.

**BOARD MEMBER GUYTON:** ...you can all work it out,...

**DISTRICT FINANCE DIRECTOR SHERMAN:** We can work with it.

**BOARD MEMBER GUYTON:** ...Promise to Pay or something...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** ...like that? Okay.

**CHAIR PRO TEM DAVIS:** Thank you. Any other questions, Councilman Guyton?

**BOARD MEMBER GUYTON:** No.

**CHAIR PRO TEM DAVIS:** Councilwoman Miller?

**COUNCILPERSON MILLER:** No. I'm fine.

**CHAIR PRO TEM DAVIS:** No questions?

**COUNCILPERSON MILLER:** Nope.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay?

**CHAIR PRO TEM DAVIS:** Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Alright. Where we headin'? Let's see.

**CHAIR PRO TEM DAVIS:** 2.8. 2.9, I'm sorry.

**DISTRICT FINANCE DIRECTOR SHERMAN:** 2.9.

**BOARD MEMBER GUYTON:** Wait. You know what?

**COUNCILPERSON MILLER:** [Inaudible].

**BOARD MEMBER GUYTON:** I'm sorry. I'm sorry. I, I did have one more...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**BOARD MEMBER GUYTON:** ...question on that section.

**COUNCILPERSON MILLER:** Me too. [Pause] Can I ask mine while...

**BOARD MEMBER GUYTON:** Yeah. Yeah.

**COUNCILPERSON MILLER:** ...you're looking?

**BOARD MEMBER GUYTON:** You can ask yours. Go ahead.

**COUNCILPERSON MILLER:** Do we have a third party collection agency that goes out to collect on these delinquent accounts or we handle that in-house?

**DISTRICT FINANCE DIRECTOR SHERMAN:** We do..., no, we have a third party.

**COUNCILPERSON MILLER:** Okay.

**BOARD MEMBER GUYTON:** That last paragraph, and Mr. Chair...

**CHAIR PRO TEM DAVIS:** Right.

**BOARD MEMBER GUYTON:** ...I don't [inaudible]. The la'.., the last paragraph, could you pull it up there.

**DISTRICT FINANCE DIRECTOR SHERMAN:** This one?

**COUNCILPERSON GUYTON:** Yep. 'Pursuant to the provisions of the Florida Statute, the one, 25.485, as it may be amended from time to time, the District shall not refuse service or disconnect potable water or waste water service to the owner of any rental unit or to a tenant or perspective tenant of such rental unit, for nonpayment of service fees incurred by a former tenant.'

**DISTRICT FINANCE DIRECTOR SHERMAN:** Correct.

**BOARD MEMBER GUYTON:** And, any unpaid service charges incurred by former tenant shall not be the basis for any lien against a rental property.' I highlighted that because, with our deposits now, it's not necessarily based on the previous tenant usage but we are using the three and four month and where I was trying to get to was, try to find out how you establish that time period to use as a basis for the, the deposits.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, again, we were, we were looking at the usage for the ten'.., for typical tenant accounts...

**CHAIR PRO TEM DAVIS:** History.

**BOARD MEMBER GUYTON:** And, the history of which did not...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And history.

**BOARD MEMBER GUYTON:** ...include the incoming tenant.

**CITY MANAGER JONES:** Go ahead [inaudible], answer the question.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. It's, it's based on the, on the, on the average usage that we had and that's what you're saying. It's 7,000 gallons versus a regular residential which is 4,000 gallons.

**BOARD MEMBER GUYTON:** Okay. And, and I'm not...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...gonna belabor it.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** But I'll, I'll talk to, I'll speak to the Attorney because there is apparently some statutory lin'.., language that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** That...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And, and again, what this says in, in simple as, if you got a tenant in there and they skip town and leave us with the balance...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay? That exceeds their deposit cause they got a tampering charge or whatever it was. Okay? The account is then, you're gonna try to put somebody else in there. And you can't not allow the next tenant in there, just because a prior tenant left a balance.

**BOARD MEMBER GUYTON:** No. No. That...

**DISTRICT FINANCE DIRECTOR SHERMAN:** That's what that's saying. We can't...

**BOARD MEMBER GUYTON:** I know. And, and that I support.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** But, but it also says too that the incoming tenant, as I understand it and then maybe I'm understanding this incorrectly, can't their deposit, cannot or should not be based on the previous tenant's use.

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. And, and it's not.

**BOARD MEMBER GUYTON:** Wait, wait.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** Let me, let me finish.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I'm sorry. [Chuckle].

**COUNCILPERSON GUYTON:** So, if we go back and do a year's calculation which includes the tenant previously, I, I'm wondering how that impacts this statutory language but that I can speak to Ms. Ryan about at a later date. But, it's, it's on there. The bottom line is we're now, we have developed a process by which the landlord is out, the tenant is not gonna be denied based on credit but we are establishing a deposit that we feel is sufficient in case someone skips out, we would have a sufficient amount to cover whatever the past bill may be?

**CHAIR PRO TEM DAVIS:** Yeah.

**CITY ATTORNEY RYAN:** But I think what you may, if I may.

**CHAIR PRO TEM DAVIS:** Go ahead.

**CITY ATTORNEY RYAN:** What you may be getting a little confused is the fact that those tenants, the past ones, they didn't pay several bills but their bill was most likely a normal bill. So, when we establish the new bill, it's based on normal usage.

**CHAIR PRO TEM DAVIS:** Normal usage of the water.

**BOARD MEMBER GUYTON:** Okay.

**CITY ATTORNEY RYAN:** It's not based on the tampering charge, it's not based on standby...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** ...fees or...

**BOARD MEMBER GUYTON:** Okay.

**CITY ATTORNEY RYAN:** ...late fees. I don't know if we do late fees.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CITY ATTORNEY RYAN:** But, it's based on the actual usage...

**CHAIR PRO TEM DAVIS:** Usage of.

**CITY ATTORNEY RYAN:** ...the water. That's what we base it on.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right. But every new tenant, doesn't matter where they move in in the City, every new tenant pays the same deposit. Then after they've been there for six months, we would ...

**BOARD MEMBER GUYTON:** Right..

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...look at their particular usage...

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...and then adjust accordingly.

**CHAIR PRO TEM DAVIS:** Before I going any further, Councilwoman Miller, do you have any questions?

**COUNCILPERSON MILLER:** No.

**CHAIR PRO TEM DAVIS:** Mr. Sherman, I apologize. Bessie, Bessie Brown had sent you a question. Will you read that question and answer it, please?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Which one are we on? On the...

**CITY ATTORNEY RYAN:** 2., we're on 2.8, Delinquent Accounts.

**UNIDENTIFIED SPEAKER:** I put it in cause I was trying to [inaudible].

**CHAIR PRO TEM DAVIS:** Okay. Well, he wrote down, I think. Someone wrote it down for you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** But I...

**UNIDENTIFIED SPEAKER:** He just asked me to go over [inaudible].

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah, right.

**UNIDENTIFIED SPEAKER:** Nobody else has [inaudible].

**CHAIR PRO TEM DAVIS:** I know. I, I got her.

UNK Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**CHAIR PRO TEM DAVIS:** **BESSIE BROWN**, please come, come up really quick. Cause we wanna make sure we...

**UNIDENTIFIED SPEAKER:** Okay.

**CHAIR PRO TEM DAVIS:** ...we hash out everything ton'...

**DISTRICT FINANCE DIRECTOR SHERMAN:** I thought I hit on it but maybe I didn't.

**CHAIR PRO TEM DAVIS:** I just wanna make sure that we hash out everything, the questions so our Staff can address your issue.

**BESSIE BROWN:** It was in the same Section, 2.9.

**CHAIR PRO TEM DAVIS:** Yes, ma'am.

**BESSIE BROWN:** Mr. Sherman said that I was, uh, responsible for that bill. And, I want him to clarify that because the water was off. So how could I be responsible for that bill?

**CHAIR PRO TEM DAVIS:** But Mr. Sherman also said, if there was any proof of tampering, you will not be held responsible.

**BESSIE BROWN:** Oh, okay.

**CHAIR PRO TEM DAVIS:** Yes. He did...

**BESSIE BROWN:** Cause there was proof...

**CHAIR PRO TEM DAVIS:** he did, he...

**BESSIE BROWN:** ...of tamp'...

**CHAIR PRO TEM DAVIS:** ...did address that.

**BESSIE BROWN:** Alright.

**CHAIR PRO TEM DAVIS:** Yeah, okay.

**BESSIE BROWN:** Okay. Thank you.

**CHAIR PRO TEM DAVIS:** Allow him and his Staff, they, they'll get that to you.

**BESSIE BROWN:** Now. Alright.

**CHAIR PRO TEM DAVIS:** Thank you. Ms. Gray? Dorothy Gay.

**BESSIE BROWN:** Right, Mr. Sherman?

**BESSIE BROWN:** Are we, are we...

**CHAIR PRO TEM DAVIS:** Please don't address Staff. We'll talk about it later. Yeah.

**BESSIE BROWN:** Okay.

**CHAIR PRO TEM DAVIS:** Yes. But he did state that earlier.

**DOROTHY GAY:** My question is, once that person leaves and you have an amount that's owed...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** Uh, in order to get a new tenant in which I haven't received my deposit, since I do have a new tenant in there. When that person left, they left a high bill. Before I could get this second person in...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** I had to pay off that account.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** And that should not be. Now, he might say now that it is not my responsible to pay it because I get a new tenant, that person left \$500 but you' sayin' I'm not responsible for payin' that \$500 at this time?

**CHAIR PRO TEM DAVIS:** No. **DOROTHY GAY.**

**CITY ATTORNEY RYAN:** That is correct.

**CHAIR PRO TEM DAVIS:** Wha'.., what he's saying is, we have put some parameters in place now to not allow your bill to get to that point. It will be cut off way before it get' to that point. That will prevent you from getting into a hard, getting into this situation now.

**DOROTHY GAY:** Okay.

**CHAIR PRO TEM DAVIS:** That's what Staff stated earlier.

**DOROTHY GAY:** If it is enforced...

**CHAIR PRO TEM DAVIS:** Correct.

**DOROTHY GAY:** Okay? That's a possibility.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** Because, what you look at...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** We can talk this, I got to see it being in action. I got to see it being enforced.

**CHAIR PRO TEM DAVIS:** When they cut off them for vi'..., when they cut off that water, they will be calling you. And they'll be coming to the City trying to get us to turn that water on and then what we will require them to do...

**UNIDENTIFIED SPEAKER:** Is pay their bill.

**CHAIR PRO TEM DAVIS:** ...is pay their bill.

**UNIDENTIFIED SPEAKER:** That's right.

**CHAIR PRO TEM DAVIS:** Before it get to \$500.

**DOROTHY GAY:** Right. Cause they don't need the c'..., right.

**CHAIR PRO TEM DAVIS:** Exactly.

**DOROTHY GAY:** And, and, hopefully...

**CHAIR PRO TEM DAVIS:** And we gonna keep...

**DOROTHY GAY:** I'm just sayin'...

**CHAIR PRO TEM DAVIS:** ...them under deposit amount. So, as long as they're under the deposit amount, it will never fall in your lap.

**CITY ATTORNEY RYAN:** It's never gonna fall...

**CHAIR PRO TEM DAVIS:** It will never fall in your lap.

**DOROTHY GAY:** Okay. It'll never...

**CHAIR PRO TEM DAVIS:** And that's why we discu'...

**DOROTHY GAY:** ...fall in my la'...

**CHAIR PRO TEM DAVIS:** Because we talked about the deposit. Let's stay focused on the deposit.

**DOROTHY GAY:** I got the deposit.

**CHAIR PRO TEM DAVIS:** The bill will not exceed that deposit. Okay?

**DOROTHY GAY:** Okay.

**CHAIR PRO TEM DAVIS:** Without being turned off.

**DOROTHY GAY:** Now...

**CHAIR PRO TEM DAVIS:** Because once we turn it off, we will use that deposit to pay that bill so you do not have to come back before this Board to say that we're...

**DOROTHY GAY:** Exactly.

**CHAIR PRO TEM DAVIS:** ...not doing our job.

**DOROTHY GAY:** Cause I'll be back. However, with my deposit...

**CHAIR PRO TEM DAVIS:** Yes, ma'am.

**DOROTHY GAY:** ...that I made, what is the timeline that I should receive and that has been a lack, a lack in.., I don't know what it is, in management...

**CHAIR PRO TEM DAVIS:** Okay...

**DOROTHY GAY:** ...skills.

**CHAIR PRO TEM DAVIS:** The release of the policy.

**DOROTHY GAY:** Right.

**CHAIR PRO TEM DAVIS:** Not po.., but deposit.

**DOROTHY GAY:** My deposit, I had to pay before [stammer] that was made before I turned the water on and it was zapped off on me. Before that tenant left, she left a high bill.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DOROTHY GAY:** So now my deposit'll get back in there, it's still with the City.

**CHAIR PRO TEM DAVIS:** Okay.

**DOROTHY GAY:** And I haven't re'.., had that returned to me. When...

**CHAIR PRO TEM DAVIS:** Okay. Le'.., let's allow Mr. Sherman to talk about the policy. Yes ma'am. Please state your name.

**KIM LAWSON:** Kim Lawson.

**CHAIR PRO TEM DAVIS:** Hey, Kim Lawson.

**KIM LAWSON:** Deposits are returned four to six weeks.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** In four weeks, we start.., that is at the time your tenant come in...

**CHAIR PRO TEM DAVIS:** Mhmm.

**KIM LAWSON:** ...and place their deposit.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** That's when we start counting for the owner, or tenants to get their re'.., refund.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** But, it's four to six weeks.

**CHAIR PRO TEM DAVIS:** What would ignite, what would trigger the releasing of the funds cause ya'll would go through to make sure all the bills are paid and ev'... Okay.

**KIM LAWSON:** That is correct.

**CHAIR PRO TEM DAVIS:** Okay. And once that's verified, then four weeks from that date?

**KIM LAWSON:** Right. We have to go out and get a final read.

**CHAIR PRO TEM DAVIS:** Yes, ma'am.

**KIM LAWSON:** So we take the final read and adjust the bill accordingly.

**CHAIR PRO TEM DAVIS:** Mhmm.

**KIM LAWSON:** And then we refund. If there's, if you shall be receiving a refund.

**CHAIR PRO TEM DAVIS:** Thank you.

**KIM LAWSON:** Okay.

**CHAIR PRO TEM DAVIS:** Alright. Mr. Sherman. You have a great Staff. So, Ms. Miller did you have any...

**COUNCILPERSON MILLER:** No. I'm good.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Which Section are we going to?

**COUNCILPERSON MILLER:** [Chuckle].

**CHAIR PRO TEM DAVIS:** I think we..., Ms. Miller, do you have any other sections that you want, um, want him to go through?

**CHAIR PRO TEM DAVIS:** What we wanna do, we wanna make sure that hard on all the questions that we addressed previously and make sure we had clarity tonight on the issues that were discussed. If I do recall, we have addressed the tampering issue, making sure that we're looking at bringing the smart meters, um, the landlord has been taken out, has been verified on five occasions tonight, that has been taken all the way out. Um, the locks on the meters once there's a history of tampering, and the drought issues with the surcharges [stammer] talking about South Florida Water Management and bringing that Item back to the Board for discussion to find out what we're gonna do. Other than that, I would like to see whether Councilman Guyton, did you have...

**BOARD MEMBER GUYTON:** Just a couple issues.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BOARD MEMBER GUYTON:** I met with the landlord shortly after the last meeting. I wrote some notes down. We've addressed most of 'em. But, I just wanna make sure that I've hit

'em all. And, thank you, Mr. Chair *Pro Tem* by going on, over all those issues that this Board has done in an effort to address all of those issues that came from the public. This Board has responded and we will..., well, I will continue to respond when there is a valid issue. But, very quickly, Mr. Sherman. There were three, there was one question about, but we're not even doing credit checks, right?

**DISTRICT FINANCE DIRECTOR SHERMAN:** That's correct.

**BOARD MEMBER GUYTON:** Okay. Cause there was a question about who would be doing 'em and that would be sensitive information. So, that's a non-issue. Deposit based on credit rating. That's a non-issue.

**CHAIR PRO TEM DAVIS:** Let's get it all.

**BOARD MEMBER GUYTON:** What, we, we are, the, can we install locks when the water is turned off?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**BOARD MEMBER GUYTON:** You're gonna get back to me.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes. We'll check.

**BOARD MEMBER GUYTON:** ...on that one [inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** Okay. That's... Do the bills go out labeled, labeled either a tenant or owner, is there a "T" or an "O" on the bills that distinguish the tenant from the owner?

**DISTRICT FINANCE DIRECTOR SHERMAN:** They used to put an "O" on it if it was the owner. I don't know. Do you still do that when you send..?

**UNIDENTIFIED SPEAKER:** No.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. I thought they stopped that. They, they don't do that anymore.

**KIM LAWSON:** Miscellaneous code.

**BOARD MEMBER GUYTON:** It's, it's a...

**KIM LAWSON:** We have a miscellaneous code on the account, when they open up the account. If it's a tenant, we put a, we check on the "T" for tenant and if's an owner, it's an "O".

**BOARD MEMBER GUYTON:** Okay. But it's not on the actual bill when it goes..?

**KIM LAWSON:** No. It's not.

**BOARD MEMBER GUYTON:** Okay. I get back. I don't know if that was important or not. Can the City be made aware of when the water that has been turned off is turned back

on? The, the question was, if the water is turned off, and this was addressed earlier. Do we know when the water is turned back on?

**DISTRICT FINANCE DIRECTOR SHERMAN:** The only way we know now if the water's turned back on...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...is if it shows up on the next reading.

**BOARD MEMBER GUYTON:** Yeah. I think...

**CHAIR PRO TEM DAVIS:** Or, they use...

**BOARD MEMBER GUYTON:** ...the Chair *Pro Tem*

**CHAIR PRO TEM DAVIS:** ...one of our meetings..., one of our meters. Cause what's been happening, they've been bringing meters from other locations and once that happens, we don't know until we do the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** ...actual reading.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**COUNCILPERSON GUYTON:** Okay. But, okay. I think that's resolved by the landlord being completely...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** ...out of the equation.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Not their issue.

**COUNCILPERSON GUYTON:** If there is a tenant, then they still won't be responsible. Okay. Do we have adequate Staff to do the turn on's and turn off's. Is there a delay in either or? What is the time frame associated...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Again...

**BOARD MEMBER GUYTON:** ...with either turning it on or turning it off?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. They start, again, one'..., once the bills become delinquent and we publish that report, they're going out and, and I can provide you the last month's report on how, how many turn on and turn off's they have. I can get you that for tomorrow. We do have one vacancy in the field crew that we're currently, you know, taking applications for and doing the testing. Other than that, I think we're, we're probably in, in pretty decent shape.

**BOARD MEMBER GUYTON:** Okay. I, I would be more concerned about the turn on's. I am...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...concerned about the off's but when people need water...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. The turn on's...

**BOARD MEMBER GUYTON:** We have adequate Staff.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Again, what we've done now is they actually have laptops in the field so they can actually get their information in real time. They're all on the radio. We can call people and, and get 'em turned on quickly. The, you know, I think the policy says within twenty-four hours but it's much quicker than that. I mean, it's almost, you know, like, within the hour or so that we're getting these things turned back on when people are paying.

**BOARD MEMBER GUYTON:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Wha'.., what's happening, sometimes is, is that people go online and pay. Well, we don't know that until the next day. So, those people, you know, would need to call us. We could look and see that they have paid. But we do have a four o'clock cutoff. You know, so if you get it at four o'clock, you'll get turned on the same day. If it goes after that and it rolls into overtime, we do it but there's a charge for it.

**BOARD MEMBER GUYTON:** Okay. Le'.., let me, just one quick question there and I have one more question. If they go online and pay, is it difficult to establish a program within the technology that sends a signal to somebody in our City saying that that account has paid?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Well, we get a...

**BOARD MEMBER GUYTON:** IT, establish some type...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...of program where we can be notified sooner because sometime people may have families or they, they need the...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...water back on?

**DISTRICT FINANCE DIRECTOR SHERMAN:** I mean, that, that is a, a third party that handles our, our online payments like any credit card company. So, we, we can talk to them but typically what we do is we get a batch at night that says here's the, you know, all the, the accounts that have paid. To turn that to real time, we'd have to talk to them and see, you know, if, what the programming costs would be and, you know, for that additional service. But right now, it's, it's a batch.

**BOARD MEMBER GUYTON:** Okay.

**KIM LAWSON:** Currently, what we're doing, we do ask customers, and it's also on the phone when they call, it's on their bill. If you're paying past your due date, please give us a call to...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay.

**KIM LAWSON:** ...restore your services.

**CHAIR PRO TEM DAVIS:** Thank you so much.

**BOARD MEMBER GUYTON:** But [inaudible].

**UNIDENTIFIED SPEAKER:** That's on the website and on the phone call.

**BOARD MEMBER GUYTON:** Okay. If the offices are closed though, if it's after business hours, someone is around taking calls, 24...

**KIM LAWSON:** Yes, sir.

**BOARD MEMBER GUYTON:** 24/7?

**KIM LAWSON:** Yes, sir.

**BOARD MEMBER GUYTON:** Good. Good. Good.

**KIM LAWSON:** But, our cutoff time is seven o'clock for calls.

**DISTRICT FINANCE DIRECTOR SHERMAN:** [Inaudible].

**KIM LAWSON:** You have to call by seven o'clock.

**BOARD MEMBER GUYTON:** To get it turned on that night?

**UNIDENTIFIED SPEAKER:** For safety. For safety reasons.

**BOARD MEMBER GUYTON:** Understood. Okay.

**CHAIR PRO TEM DAVIS:** Might be a big dog. You can't see the dark.

**BOARD MEMBER GUYTON:** This one is, do we investigate when, when the water is tampered with and turned off, do we...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yep.

**BOARD MEMBER GUYTON:** ...go out and try to identify the culprit.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes we do. And we'll have the pol'...

**BOARD MEMBER GUYTON:** Prosecute?

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...well, if the police show up and we get reports, and we try to go after them. But...

**BOARD MEMBER GUYTON:** Wait, wait, wait. Is that periodically or is that all the time?

**DISTRICT FINANCE DIRECTOR SHERMAN:** No. It, it's...

**CHAIR PRO TEM DAVIS:** It happens more...

**DISTRICT FINANCE DIRECTOR SHERMAN:** As it was pointed out earlier though, it's tough to know who did it. You know, unless you've got somebody who, you know, is gonna be a witness to it, uh, but no. It's a, anytime we catch 'em, we try ta find out who that violator was. And again, as I said, most of the time it's the customer cause [chuckle] they want their water turned back on.

**BOARD MEMBER GUYTON:** Okay. Alright. Okay. So, I mean, are we pursuing those cases through the courts and prosecution to send a message that it's not gonna be tolerated?

**KIM LAWSON:** Only if we see them...

**CHAIR PRO TEM DAVIS:** Prove it..., ya can't really...

**KIM LAWSON:** We have to have proof. You have to actually...

**BOARD MEMBER GUYTON:** Understood.

**KIM LAWSON:** ...see them.

**CHAIR PRO TEM DAVIS:** Yeah cause it's not worth [inaudible].

**KIM LAWSON:** And the police department would not arrest unless you, they catch them in the act.

**UNIDENTIFIED SPEAKER:** But we do impose fees.

**BOARD MEMBER GUYTON:** Okay.

**UNIDENTIFIED SPEAKER:** So we do impose a tampering fee.

**BOARD MEMBER GUYTON:** Okay. My, my, my last observation. I actually went through all these documents here and I was looking at that SOWT analysis.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Mhmm.

**BOARD MEMBER GUYTON:** But one of the things that sto'.., jumped out at me, was that they indicated our, our model of setup downstairs can be improved.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** One of the things that it said was that we have people with complaints or issues unrelated to paying bills, still having, at least initially, to go to the window. I see now, some of our people are coming out and talking to 'em. But, as I understood, they said that we should have a separate...

**CHAIR PRO TEM DAVIS:** Customer service.

**BOARD MEMBER GUYTON:** Manner by which those people who are not paying bills, who only have a issue to address, wouldn't have to go through this other area where people are paying bills. Has there been any discussion to try to improve our customer service...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**BOARD MEMBER GUYTON:** ...in that regard?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Well, we've set up the customer service call center. And we also take...

**BOARD MEMBER GUYTON:** It referenced that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. We also take...

**BOARD MEMBER GUYTON:** ...but it still said...

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...the concerns through the cue alert, you know, the, the system that, that the City has. That's one of the reasons, for a short time, is why we now have the desk out in the lobby.

**BOARD MEMBER GUYTON:** I saw that.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Wha'..., what's ha'..., what happens still occasionally is, you know, people will have to wait to get to the window before they say, 'Here's my issue,' and we can get somebody like **KIM LAWSON** to go out and, and talk to 'em. We try to funnel 'em to the business tax window as well because they can make payments over there.

**BOARD MEMBER GUYTON:** [Inaudible].

**DISTRICT FINANCE DIRECTOR SHERMAN:** We do watch the line a lot more and try to, you know, take, get people out of the line if they have an issue versus a payment.

**BOARD MEMBER GUYTON:** Is there a, I see the red..., I don't know what those phones are for downstairs, is there a way that they can actually bypass that and call to a customer service on a cellphone, call and let 'em know that they're in the lobby or how, or, or...

**DISTRICT FINANCE DIRECTOR SHERMAN:** No.

**BOARD MEMBER GUYTON:** Or wait, let, let me back up. Is that done by appointment because it's also having to do with Staff resources too?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**BOARD MEMBER GUYTON:** That we have...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Ya know, most of 'em are walk-in's. We do get some that call and say I'd like to come in and, you know. But that's interesting if we did something with the customer service group and try ta...

**UNIDENTIFIED SPEAKER:** Well, essentially right now... How it works now, what Mr. Sherman is referring to, Councilman Guyton, is lobby leadership and that's where one of the leaders go out and we direct the traffic so that we can make things more efficient. If, at any time, a customer requests to speak to a manager, than one of the three of us, Ms. Foreman

included, make ourself available to go speak to the customer. It is preferred that a customer will reach out to us either the phone or email to make an...

**BOARD MEMBER GUYTON:** An appointment?

**UNIDENTIFIED SPEAKER:** ...appointment.

**BOARD MEMBER GUYTON:** Okay.

**UNIDENTIFIED SPEAKER:** It'll just be more effective and efficient, even for the customer themselves so they wouldn't have to wait so long for us to come out.

**CHAIR PRO TEM DAVIS:** Mhmm.

**UNIDENTIFIED SPEAKER:** But, I'm, I, we certainly can review and assess if there is an opportunity for us to create a process where there will be a streamline where people who have issues can bypass going to the windows or going to BTR before actually having their issue addressed. We can, we can consider that.

**BOARD MEMBER GUYTON:** Okay.

**UNIDENTIFIED SPEAKER:** But right now we don't have a, a protocol in process.

**BOARD MEMBER GUYTON:** Okay.

**CHAIR PRO TEM DAVIS:** You done?

**COUNCILPERSON GUYTON:** Mr. Vice Chair.

**CHAIR PRO TEM DAVIS:** Okay. Really quick. Mr. Sherman. I have one serious, well, all the questions are serious.

**CHAIR PRO TEM DAVIS:** This a long night. Here's the thing. As it regards to natural disasters. Let's say we get alarm, hurricane watch, tornadoes coming in, what, do we have a policy that addresses those who, those people water who may be getting ready to get terminated, will we stop all terminations so we can get people through? Because it becomes really a health issue now. Do we have any policy that addresses natural disasters?

**DISTRICT FINANCE DIRECTOR SHERMAN:** We, we do. And I know it's in there and I won't be able to find it real quick. We do. And what we do is we don't turn it off. I mean...

**CHAIR PRO TEM DAVIS:** Okay. Until...

**DISTRICT FINANCE DIRECTOR SHERMAN:** [Inaudible] but I...

**CITY MANAGER JONES:** Until after the...

**CHAIR PRO TEM DAVIS:** Just after the warning...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** The alert has been, been lifted?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** Alright. That was a concern. Ms. Councilwoman Miller.

**COUNCILPERSON MILLER:** Are we going through it? We're done? We're...

**CHAIR PRO TEM DAVIS:** I mean, if you wanna continue to go through it. I mean, all due respect, I just wanna make sure that you get everything that you need.

**COUNCILPERSON MILLER:** The excessive usage credit.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yes.

**COUNCILPERSON MILLER:** I don't know if it's 2.20 or 2.19. Can you just explain that a little bit and I had a question about number 4 and 5.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Excessive Use Credit. This never existed until we adopted the policy. And, the issue comes down to, if you go back through, again, the bond documents and it's, and some of the other documents as well, we're not allowed to give free water. Everybody pays for their water. Whether they're a resident, commercial, nonprofit, even the City pays a water bill. And again, that's for the protection of the bondholders. You know, you can't give away free water. However, I don't think anybody would ever argue that, you know, we should spend \$500 arguing with a customer over a \$20.00 charge. So, what we put in and, this again came from the county and I know other utilities use it, sometimes you just can't explain why there was a spike in somebody's water bill. We do everything we can, we'll go out, we'll do daily reads, we'll look at other customers. I mean, we'll, we'll go out and, and walk the property and everything we can but sometimes you just can't find out why there was a spike. So, we put this in there so that we could give some relief for those spikes that that do happen. Again, the process is, if it comes out of that plant and runs through a water meter, we're supposed to charge for it. But when we can't explain it, what this does is it provides us the ability to give that one adjustment to somebody. Again, it, it has to hit the, the criteria that's listed here. It has to be over 10,000 gallons. And again, the, the normal residential account is 4 or 5,000 gallons. You know, you have to show the double the usage, we have to know that, you know, there was no deliberate act that, you know, that caused this, such as, even pool filling or, or anything like that. And what we do, is we allow it to happen. We do it once every three year period. That's a rolling three years. And again, the issue is is, if it happens to the same customer multiple times, then maybe it's not a mistake.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Cause if we go out, we can test the meters. You know, we, we go through every step we, we can have. And, you know, I'll just give you a class., class example. We had one on the Island, they insisted it was wrong, it was wrong, it was wrong. It turned out he had a pipe that had broken on his dock and he was pouring water into [chuckle] the Intercostal and he didn't know it. But he insisted that we were wrong. And no matter what we did... But eventually we found that one so he didn't

qualify for this but those are the types things. Sometimes you just can't find it. And that's what this is, is to do.

**COUNCILPERSON MILLER:** Okay. That's good for that. And 2.22 or 2.21, Promise to Pay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Oh, yes. That's...

**COUNCILPERSON MILLER:** I heard two...

**BOARD MEMBER GUYTON:** [Inaudible].

**COUNCILPERSON MILLER:** ...different things. We, we do have a Promise to Pay payment plan or we don't have it?

**DISTRICT FINANCE DIRECTOR SHERMAN:** We have a Promise to Pay payment plan.

**COUNCILPERSON MILLER:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** But what the Promise to Pay payment plan is, is it's not a revolving loan fund.

**COUNCILPERSON MILLER:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Where, you use it to catch up and then you get delinquent again and you sign another plan, you get delinquent again, you know. It really is.., you know, sometimes bad things happen to good people. And again, divorces, deaths, medical, you know, whatever the reason is, and somebody comes in and says, 'I just can't pay.' That's really what this is for. And let's go back again, this gentleman on, on the Island. Okay, all of a sudden he gets this huge spike in his water bill. Okay, we gave him a payment plan, you know, so he could pay that over time rather than all of a sudden getting a \$400 water bill or whatever his water bill was. That's really what we do with the payment plan. And again, we like customers to come in early and say, 'Okay. I know my due date's next week. I just can't pay.' Those are the type of customers we can work with. We can put 'em on a payment plan and we can help 'em. But it's not for the chronic delinquent that just run month to month to month to month to month. Cause this was part of the reason why the outstanding bills were starting.., were exceeding the deposits is because you, you just kept extending the problem.

**COUNCILPERSON MILLER:** Alright. And, on Exhibit E. It has the form back there. Has this already been updated or will it be updated?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Somebody will have to help me. Which one? Oh.

**COUNCILPERSON MILLER:** Uh, Exhibit E, City of Riviera Beach Water Sewer Tenant Direct Billing Agreement.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Now that's one thing [inaudible]. What we tell the landlords and tenants now, okay? Is you really have three options to you. You can put it in the tenant's name which is what most of these people saying. You can keep it in your name and then we do still have, and I know some people may find it hard to believe, the

landlords that liked the third party billing agreement. There are landlords that like that. That way they get to see the bills. It allows them to control the turn on's and turn off's. They put the language right in their leases. So, we can modify this but there are some tenants, and it's a..., clearly it's now an opt-in.

**CHAIR PRO TEM DAVIS:** Okay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** You know, provision. And we're go'..., you know, we're in the process where, you know, we can go to everybody that, you know, we have out there that we know has a business license that we can send it to and say, 'Here are your three options.' So, everybody knows...

**CHAIR PRO TEM DAVIS:** So, so it's only option...

**DISTRICT FINANCE DIRECTOR SHERMAN:** It's an ...

**CHAIR PRO TEM DAVIS:** ...It's not mandatory.

**DISTRICT FINANCE DIRECTOR SHERMAN:** ...opt-in.

**UNIDENTIFIED SPEAKER:** At this time, there is no property owner in the equation.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Right.

**CHAIR PRO TEM DAVIS:** Thank you.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** Alright.

**COUNCILPERSON MILLER:** And for the landlords, there are some that are falling under the old guidelines or everyone's going to be retroactive where everyone falls up under the new guidelines?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Everybody is now under the new guidelines.

**COUNCILPERSON MILLER:** And they'll be notified and, are we sending out a notification to let them know or, for those who aren't here, the other thirty...

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. Well, we'll...

**COUNCILPERSON MILLER:** ...thousand...

**DISTRICT FINANCE DIRECTOR SHERMAN:** What we'll.. [Chuckle] What we'll do is, again, we will, we have a list of everybody that is a registered landlord and we can notify them all. We will notify them once this is signed and finished again.

**CHAIR PRO TEM DAVIS:** Anything else Councilwoman Miller? Take your time.

**COUNCILPERSON MILLER:** I don't know if this is for him. It's just more of...

**CHAIR PRO TEM DAVIS:** Yeah.

**COUNCILPERSON MILLER:** ...procedural type. Just trying to get clarification on, what is the proper procedure for a workshop. Is it interactive, is it you put in a card and you only get three minutes, do you hear...

**CHAIR PRO TEM DAVIS:** Wha'...

**COUNCILPERSON MILLER:** ...from them first, do you hear...

**CHAIR PRO TEM DAVIS:** What was...

**COUNCILPERSON MILLER:** ...from them after?

**CHAIR PRO TEM DAVIS:** What was supposed to happen now, we can do it a couple ways. One way you can do it, you can have the residents ask all their questions if their questions are already prepared.

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** And then he can answer their questions as he go through a presentation.

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** Or he can go through the presentation and then the residents can come ask their questions and then we can have Staff record the questions and respond to all the questions throughout the workshop. At the end of the workshop.

**COUNCILPERSON MILLER:** Okay.

**CHAIR PRO TEM DAVIS:** That way you don't have a lot of, you know, stopping and going.

**COUNCILPERSON MILLER:** Okay. Okay.

**CHAIR PRO TEM DAVIS:** Like, you have, you have more than one option.

**COUNCILPERSON MILLER:** Okay.

**CHAIR PRO TEM DAVIS:** Yes.

**COUNCILPERSON MILLER:** Yeah. I just wanted to, I was getting a little...

**CHAIR PRO TEM DAVIS:** It started a certain direction...

**COUNCILPERSON MILLER:** ...confused...

**CHAIR PRO TEM DAVIS:** I just chose to redirect after listen to your first initial...

**COUNCILPERSON MILLER:** Right. Right.

**CHAIR PRO TEM DAVIS:** ...request. Which was, which I totally agree with. You wanna get through the presentation. Allow them to ask the questions.

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** And then, we answer the questions but, it also worked out. Usually, you're not supposed to go back and forth like that. That's not the procedure. But we allowed it because we wanna make sure, tonight...

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** That this is the meeting that everyone heard everything and asked their question. Their questions were answered.

**COUNCILPERSON MILLER:** Right.

**CHAIR PRO TEM DAVIS:** And we were very thorough and clear because we want the same people that stayed through tis entire meeting...

**COUNCILPERSON MILLER:** Mhmm.

**CHAIR PRO TEM DAVIS:** For those who actually left, to be able to go back and say, 'Listen, they addressed your question. You don't need to sit with Randy Sherman. Here's your answer.'

**COUNCILPERSON MILLER:** Right. Okay.

**CHAIR PRO TEM DAVIS:** You get what I mean?

**COUNCILPERSON MILLER:** Sounds good.

**CHAIR PRO TEM DAVIS:** Yeah. [Inaudible]. Ms. Miller, did you have any other, um, other sections you wanted to go through?

**COUNCILPERSON MILLER:** I believe that was it.

**CHAIR PRO TEM DAVIS:** Okay. **BESSIE BROWN** and then Henry Taylor. I'm gonna let you come up. **BESSIE BROWN.**

**BOARD MEMBER GUYTON:** [Inaudible].

**CHAIR PRO TEM DAVIS:** Five minutes.

**BESSIE BROWN:** Do I need to come up?

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah.

**CHAIR PRO TEM DAVIS:** Real.., really brief. We'll move on to Taylor, we're outta here.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Put your card [inaudible].

**BESSIE BROWN:** No. My question is only on the...

**CHAIR PRO TEM DAVIS:** Please direct to...

**BESSIE BROWN:** Bessie Brown. My question is on all the exhibits. Ms., Ms. Miller asked about Exhibit B and we have Exhibit A. What is that, who is it for? You know, it says...

**BESSIE BROWN:** Yeah. On Page 30 and all, all of these, rest of 'em. Page 30, 31, 32...

**CHAIR PRO TEM DAVIS:** You say, who is it for Bessie Brown? Please explain.

**BESSIE BROWN:** Yeah. Yes. I would like to know what are these for?

**CHAIR PRO TEM DAVIS:** Bessie Brown, please address the question here cause I'm tryin' ta find out, I don't what you were asking.

**BESSIE BROWN:** Okay. On Page 30...

**CHAIR PRO TEM DAVIS:** Okay.

**BESSIE BROWN:** There are forms.

**CHAIR PRO TEM DAVIS:** Okay.

**BESSIE BROWN:** My question is on the rests of the forms at the end of the, uh, policy.

**CHAIR PRO TEM DAVIS:** Okay.

**BESSIE BROWN:** Okay?

**CHAIR PRO TEM DAVIS:** And they're for... What was the question?

**BESSIE BROWN:** The question is that, I wanna what, what are the forms for? Because, you know, we, some of the landlords are asking...

**CHAIR PRO TEM DAVIS:** [Inaudible].

**BESSIE BROWN:** Because, actually, I was up there today.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BESSIE BROWN:** With someone.

**CHAIR PRO TEM DAVIS:** Mhmm.

**BESSIE BROWN:** And they have to go [chuckle], they have to, two forms were presented...

**CHAIR PRO TEM DAVIS:** Mhmm.

**BESSIE BROWN:** And they knew nothing about. So, they have to wait to get the name in the tenant's name.

**CHAIR PRO TEM DAVIS:** Okay. So, explain. So...

**BESSIE BROWN:** I'd like...

**CHAIR PRO TEM DAVIS:** Mr. Sherman...

**BESSIE BROWN:** I'd like for Mr. Sherman to explain to me what are these forms for and, and so that I can know what they're for. And, and then, and then also...

**CHAIR PRO TEM DAVIS:** I get, I get what you're saying.

**BESSIE BROWN:** And also, if people are new tenants, I mean, if they called in, I would rather them give them information instead of you come up to find out, you can't, you know, you gotta run somewhere else. [Stammer] you know, come in and do what you have to do. But, I'd like to know exactly what are these forms for?

**CHAIR PRO TEM DAVIS:** Okay. Alright. Henry Taylor. Come on. Mr. Sherman, you can answer that question as Henry Taylor come. I see you Dorothy Gay.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Under Section 1.2, there's an application that's required to get service. Exhibit A is the application for residential property. So again, whether you're owner occupied or you are a tenant, this is a residential application to get residential service. Exhibit B is just non-residential. So, it's all, it's all your commercial accounts. Exhibit C is, is a release and this is for us to do repairs. Okay? Exhibit D is a permanent disconnection. So again, if you want us to remove your meter, you fill out that. And then E, which is the one we talked about before was the water sewer tenant, you know third party billing.

**CHAIR PRO TEM DAVIS:** Thank you, Mr. Sherman.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Those are the forms.

**CHAIR PRO TEM DAVIS:** Appreciate it. Henry Taylor. After Dorothy Gay [inaudible].

**HENRY TAYLOR:** Okay. I have a question. Exhibit E is gonna be for, is, is not directed toward the landlord. Right?

**CHAIR PRO TEM DAVIS:** No.

**HENRY TAYLOR:** Unless he wants to do it.

**UNIDENTIFIED SPEAKER:** Correct.

**HENRY TAYLOR:** Today...

**CHAIR PRO TEM DAVIS:** It's optional.

**HENRY TAYLOR:** First, let me say that, you have a wonderful employee here, Kim Lawson.

**UNIDENTIFIED SPEAKER:** I agree.

**HENRY TAYLOR:** She is very good. She's very helpful. Exhibit F, you said you were taking everything from the landlord. I was in today, I had to sign this paper, Exhibit F.

**CHAIR PRO TEM DAVIS:** You was required?

**HENRY TAYLOR:** Yes.

**CHAIR PRO TEM DAVIS:** What is Exhibit F?

**HENRY TAYLOR:** It was required.

**CHAIR PRO TEM DAVIS:** Let's talk about F.

**UNIDENTIFIED SPEAKER:** F is the lease Consent Agreement which essentially is saying that the owner is verifying that this...

**BOARD MEMBER GUYTON:** This is...

**UNIDENTIFIED SPEAKER:** ...a legitimate lease that I've entered into with the tenant. And how we verify that the owner is signing and saying this is a legitimate lease is they have to provide their business tax receipt number which says that they can legally do business as a property owner to a renter in the City of Riviera Beach. Because that's not information that is publically known.

**HENRY TAYLOR:** You're taking my time.

**CHAIR PRO TEM DAVIS:** That prevents people from forging.

**UNIDENTIFIED SPEAKER:** Exactly.

**CHAIR PRO TEM DAVIS:** For forging on lease agreements.

**UNIDENTIFIED SPEAKER:** Yes.

**CHAIR PRO TEM DAVIS:** Thank you so much. They're protecting everyone. Henry Taylor.

**HENRY TAYLOR:** Okay. The only other thing is that I was in your office today and I had a tenant that I was, that was changing from one unit to the other and a previous tenant that I had in there came in with her lease. The lease was done October the 1<sup>st</sup> of last year.

**CHAIR PRO TEM DAVIS:** Of '14?

**HENRY TAYLOR:** Yeah. '14.

**CHAIR PRO TEM DAVIS:** Okay.

**HENRY TAYLOR:** And, I had been paying the standby fee all of the time up until this tenant moved in.

**CHAIR PRO TEM DAVIS:** Mhmm.

**HENRY TAYLOR:** The tenant came in, what was that date? About October the 28<sup>th</sup> to have her water turned on. And there was a bill. She had already turned the water on. And, like, I'm being responsible for the water that was used from that time until the time that she went in with the lease to have her water turned on.

**CHAIR PRO TEM DAVIS:** How many days was that?

**HENRY TAYLOR:** That was twenty-eight days.

**CHAIR PRO TEM DAVIS:** Okay.

**HENRY TAYLOR:** That the water, that she had gone out and turned the water on on her own. And now I had to pay this bill.

**CHAIR PRO TEM DAVIS:** And see that new form that's presented. It's gonna prevent that from happening.

**HENRY TAYLOR:** But it won't prevent me from having to pay that bill.

**CHAIR PRO TEM DAVIS:** Alright. I hear what you're saying but we're.., these are the issues that we're getting through today. And that's what we're focusing on now to make sure that this doesn't happen to no one.

**KIM LAWSON:** Kim Lawson.

**CHAIR PRO TEM DAVIS:** We'll talk, Henry Taylor, afterwards.

**KIM LAWSON:** Okay. Let me correct that.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON** If a tenant uses water, up under the owner's name...

**CHAIR PRO TEM DAVIS:** Mhmm.

**KIM LAWSON:** ...we do not know when that tenant comes in that water has been consumed.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** So we bill it to the owner because we don't know.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** She came in on the 28<sup>th</sup>...

**CHAIR PRO TEM DAVIS:** Mhmm.

**KIM LAWSON:** ...opened her account. And that's the time that we started that tenant from the 28<sup>th</sup>. And my suggestion for that is, if you give your tenant a lease on the 1<sup>st</sup>, make sure that tenant has that water in their name before you give them the key to the property.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** Then that will alleviate tenants using the water under owner's names.

**CHAIR PRO TEM DAVIS:** Thank you.

**BOARD MEMBER GUYTON:** Alright. One quick question.

**UNIDENTIFIED SPEAKER:** One?

**BOARD MEMBER GUYTON:** The new, Kim Lawson, the new, the form that the landlord verifies who the tenant is now, is that done face-to-face? Does the landlord have to come in to do that? Or, or can they, are they allowed to give it to the tenant to bring it in?

**CHAIR PRO TEM DAVIS:** Notarized.

**KIM LAWSON:** They can...

**UNIDENTIFIED SPEAKER:** No.

**KIM LAWSON:** ...give it., what we do, they can, they have optional faxing, email...

**BOARD MEMBER GUYTON:** Okay. So, how do we...

**KIM LAWSON:** And they have given it, some of the owners have given it to their tenants.

**BOARD MEMBER GUYTON:** So how do we verify., see, cause we had a problem. There was a landlord that said that he gave the form to the tenant but they never brought it over so they were just using the water and never brought that form over and the landlord was stuck with it. My question is, how can we prevent that and I guess have the landlord come in with the tenant or, how can we prevent. We'll never have a perfect system.

**KIM LAWSON:** Right.

**BOARD MEMBER GUYTON:** And, and...

**KIM LAWSON:** As I stated earlier...

**BOARD MEMBER GUYTON:** Yeah.

**KIM LAWSON:** You have your tenant show, or, show that you, show you that they have come in and put that water in their name. And the owner can verify by calling customer service and we will advise yes, that tenant has put the water in your name. You can give your tenant the key. But every, all tenants are not going to be honest.

**CHAIR PRO TEM DAVIS:** [Inaudible].

**COUNCILPERSON GUYTON:** Yup.

**KIM LAWSON:** They're not coming in. And it would be, you know, we would have to almost go out and get a tow truck to drag 'em in. So, it's, you know, it's a iffy, iffy situation. You have some of your tenants, yes they will come in. But once again, the ones that don't. But you can call and ask us if you tenant has been in, put that water in their name and we will an'.., answer that question for you.

**COUNCILPERSON GUYTON:** I, I, is it too much difficulty to require the landlord to come in with the tenant and sign the form in front of you or not you personally, in front of the City to verify that this is my tenant, they're turning the water...

**DOROTHY GAY:** I tried that.  
UTILITY SPECIAL DISTRICT WORKSHOP

**COUNCILPERSON GUYTON:** ...on with, with my consent and I'm signing the form in front of you. I...

**KIM LAWSON:** We would love that. But we get a lot of tenant, owners that are out of the state and a lot of then say, 'Hey, I'm working, I can't come in 'til, you know, late'. And then they're hours are different.

**COUNCILPERSON GUYTON:** Okay. I'm not gonna belabor that one.

**CHAIR PRO TEM DAVIS:** So really quick.

**KIM LAWSON:** Okay.

**CHAIR PRO TEM DAVIS:** So...

**DOROTHY GAY:** My question and I'm gonna make it brief.

**CHAIR PRO TEM DAVIS:** Go head, Dorothy Gay.

**DOROTHY GAY:** Uh, I had, when you mentioned that the last Board meeting, Commission meeting, to come in. I attempted that as well. I came in with the tenant lookin' face-to-face, lookin' at this lease in his hand and everything. Even before I could get out the door, I had to sign, I'm signing a form...

**COUNCILPERSON GUYTON:** That's verifying that you are the landlord.

**DOROTHY GAY:** No. You, your, your request was, would it be beyond the task for a landlord just to come in and show, this is my tenant, it is legit, that lease is legit, and I followed what you said. .

**COUNCILPERSON GUYTON:** No. I'm sayin' we need to verify who the person is.

**DOROTHY GAY:** You verifying, when I stood there.

**COUNCILPERSON GUYTON:** But they don't know that the land'..., not you but anybody that...

**DOROTHY GAY:** Right.

**COUNCILPERSON GUYTON:** ...comes in...

**DOROTHY GAY:** I stood there...

**COUNCILPERSON GUYTON:** ...they don't know until you sign something...

**DOROTHY GAY:** ...with this young man and I was standing there, ya know, I'm standing with him, I'm there and before I could get out the door with a compliment come, had to, he ran out to get me to get my license...

**COUNCILPERSON GUYTON:** Yeah.

**DOROTHY GAY:** ...from the car for I backed up. I'm back in there again. However, as we talk this we need to make sure everyone follows. We said, in reference to forms that a landlord should not have to be signing forms. In retrospect we're still signing forms.

**COUNCILPERSON GUYTON:** Yeah. No, no, no, no...

**DOROTHY GAY:** It didn't change.

**COUNCILPERSON GUYTON:** We didn't say that...

**CHAIR PRO TEM DAVIS:** Mr. Guyton, let me, let me...

**COUNCILPERSON GUYTON:** Wait, wait, wait, wait, wait.

**DOROTHY GAY:** It didn't change.

**COUNCILPERSON GUYTON:** Let me just make a correction. No. We agreed that the landlord would verify who the tenant was and by the City verifying who the landlord is, we developed a form to confirm the business tax number cause everyone walk in and say they a landlord may not have a business tax number.

**DOROTHY GAY:** Okay.

**COUNCILPERSON GUYTON:** They might not even be a landlord.

**DOROTHY GAY:** I understand that.

**COUNCILPERSON GUYTON:** So this is our protection for you...

**DOROTHY GAY:** Right.

**COUNCILPERSON GUYTON:** ...so nobody come in and turn the water on.

**DOROTHY GAY:** Believe it or not...

**COUNCILPERSON GUYTON:** And somebody say, 'I'm the landlord'...

**DOROTHY GAY:** Right.

**COUNCILPERSON GUYTON:** And they go turn the wa'..., and you know nothing about it.

**DOROTHY GAY:** Mr. Guyton, if I bring a person and I'm standing up there...

**COUNCILPERSON GUYTON:** I understand that, Ms...

**DOROTHY GAY:** I am DOROTHY GAY.

**COUNCILPERSON GUYTON:** I understand that.

**DOROTHY GAY:** Secondly, when you look at the form and we' still doing the same thing...

**COUNCILPERSON GUYTON:** It's required.

**DOROTHY GAY:** It's, it's required?

**COUNCILPERSON GUYTON:** Yes.

**DOROTHY GAY:** However, all forms as we say are required evidently.

**COUNCILPERSON GUYTON:** No, no, we didn't say all forms that you all, you wouldn't sign anything.

**CHAIR PRO TEM DAVIS:** [Inaudible].

**DOROTHY GAY:** When I do this one time, you mean...

**COUNCILPERSON GUYTON:** One time, that's it. Just verifying that you the landlord and this my tenant. That's it.

**DOROTHY GAY:** Okay.

**COUNCILPERSON GUYTON:** You out the equation then.

**DOROTHY GAY:** Now this form has to be done every tenant that I have?

**COUNCILPERSON GUYTON:** Every tenant.

**CHAIR PRO TEM DAVIS:** Yes.

**DOROTHY GAY:** Every tenant?

**COUNCILPERSON GUYTON:** Correct.

**DOROTHY GAY:** Now, hopefully I won't have too many, to be dealing with the City of Riviera Beach. Thank you so much, Mr. Davis.

**CHAIR PRO TEM DAVIS:** Thank you **DOROTHY GAY**. I'm gonna take one more, come on, just one more, come on. This gentleman hasn't been heard all night. He sat back the quiet, I wanna make sure we get him in. Please state your name for the record.

**DERRICK PAUL:** My name is Derrick Paul. I'd like to make sure that there's no gray area here. Uh, I saw the "C" one but I wanna sure we clear this up for all the landlords. So, uh, if the water's turn off and it's in the tenant name, most of the time the landlord find out, it be like a month later when the bill come out.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DERRICK PAUL:** So are we saying now, that when that bill come out a month later and there's been an illegal connection there. Okay? We know that's \$250. Now is the landlord exempt from that or how is it that the City is gonna handle that? Or, just like they were sayin', if some water's turned on just like Henry Taylor just talked about. If some water's turned on so we're still saying, the landlord is exempt from that? I just need to be clear...

**CHAIR PRO TEM DAVIS:** What, what...

**DERRICK PAUL:** ...of that.

**CHAIR PRO TEM DAVIS:** What, what the, what the, what Sherman was discussing earlier and correct me if I'm wrong. That was in reference to someone, let's say, like you just stated, you said for one month. If they're current for one month, there's no reason to change out the meter. Let's say they behind one month and, and the water's turned off, once the water's turned off they have the deposit that's in place...

**DERRICK PAUL:** Mhmm.

**CHAIR PRO TEM DAVIS:** It will never exceed that deposit based on the way we've structuring things now. We will use that policy the deposit to pay that current bill. So to prevent you from gettin' a situation where you have a bill of \$500 or \$600 bucks, the water will be turned off before it even exceed the deposit from here on out. That's what we're discussing tonight.

**DERRICK PAUL:** So, I'm just sayin' just in case it do exceed it, just in case it do exceed it, okay?

**CHAIR PRO TEM DAVIS:** Mhmm. Mr. Sherman, please come to the microphone.

**KIM LAWSON:** And can I answer also for that?

**CHAIR PRO TEM DAVIS:** Mr. Sherman's the specialist, we gonna allow him to answer that question.

**KIM LAWSON:** Okay. I'd like to answer that.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** Just one second.

**UNIDENTIFIED SPEAKER:** Go head.

**CHAIR PRO TEM DAVIS:** Yes, ma'am.

**KIM LAWSON:** What he's referring to, that if you have a tenant in there and they're not paying their bill...

**CHAIR PRO TEM DAVIS:** Uhuh.

**KIM LAWSON:** We will turn the water off, secure the meter.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** If your tenant go out there break that lock, put in another meter, we start billing the owner. When the owner get that first bill and he know his tenant is in there, he should say, 'Hey, I smell trouble.'

**CHAIR PRO TEM DAVIS:** Uhuh.

**KIM LAWSON:** Because he should not get a bill if your tenant is still living...

**CHAIR PRO TEM DAVIS:** Uhuh

**KIM LAWSON:** ... in the dwelling.

**CHAIR PRO TEM DAVIS:** Okay.

**KIM LAWSON:** So, I believe that's what Derrick Paul, Paul...

**CHAIR PRO TEM DAVIS:** That's what you're saying Derrick Paul?

**KIM LAWSON:** Is that what you're referring to?

**DERRICK PAUL:** Uhuh.

**CHAIR PRO TEM DAVIS:** Come back.

**DERRICK PAUL:** Yeah.

**CHAIR PRO TEM DAVIS:** Go head. Wanna make sure we get this cleared up tonight.

**DERRICK PAUL:** Okay. You cannot keep up with a tenant, uh, for example, if they get back on they bill.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DERRICK PAUL:** This is what I'm sayin', if they get back on their bill and they don't pay they water, okay? And you don't know whether they paying they bill or not, it just so happen it happens to go over...

**CHAIR PRO TEM DAVIS:** Hold on. Let's go back. I wanna make sure that Mr. Sherman understands your question. So you're stating, if they bill is, water's turn off...

**DERRICK PAUL:** Water's turned off for non-payment.

**CHAIR PRO TEM DAVIS:** And they turn it back.., and they turn it back it on, get the bills paid, correct?

**DERRICK PAUL:** No.

**CHAIR PRO TEM DAVIS:** Cause you said if they get back on.

**DERRICK PAUL:** They turn it on illegal.

**UNIDENTIFIED SPEAKER:** They tamper and turn it on.

**CHAIR PRO TEM DAVIS:** So they tampering with..

**DERRICK PAUL:** Right.

**KIM LAWSON:** Mhmm.

**CHAIR PRO TEM DAVIS:** Okay. Now Mr. Sherman...

**DERRICK PAUL:** And they turn it on illegally.

**CHAIR PRO TEM DAVIS:** Okay. Now Mr. Sherman...

**DERRICK PAUL:** And it exceeds this deposit thing.

**CHAIR PRO TEM DAVIS:** Now, usually what happens if they turn on illegal they will get another meter that's not one of ours and if that's way it won't be trip and at this point, that's what Mr. Sherman's gonna answer that question.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yeah. It's to that point, not necessarily another meter but, yeah.. Cause what happens is is once we've turned off a tenant...

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. They have a certain amount of time to come in and clear it up. Okay. At that point if they have not come in, they're delinquent, they're no longer our customer and this is problem I think that we had here. At that point it automatically goes back to the property owner. Not, not the tenant's bill.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** But we say, 'Okay, we don't have a tenant as a customer anymore.' Okay. That doesn't mean the water's not running and trash isn't being picked up. I mean, there's other parts to components of the bill. The issue that you would have here is that the tenant comes back in and tampers and somehow gets reconnected, okay, and the, and the property owner/landlord is saying, 'Well, you've already converted it to my name', okay, 'Why is it my responsibility if they've tampered it?' And this is what we've talked about earlier is, we would go back after the person that did the tampering. The violator is responsible for that bill. Okay. Cause I would tend to doubt at this point that the landlord's coming in and tampering with it to turn the water back...

**CHAIR PRO TEM DAVIS:** Correct.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Unless they wanna keep their tenant there. But that's the situation that you have because once we turn it over and, and that's what Kim Lawson's saying is soon as you get that bill that you're not expecting to get, you need to contact us now because we don't know that it's been tampered with. You know? Because we've put in the, we've put in the customer's name.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** I mean the, uh, the property owner's name, okay? And there's water usage.

**CHAIR PRO TEM DAVIS:** Mhmm.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Okay. Now that's, that's normal. The person that knows whether that's been tampered with is the landlord who now gets a bill that they weren't expecting to get. They get, they need to make that call and say, 'I got a bill, why am I getting this bill?'

**CHAIR PRO TEM DAVIS:** And then what happens next?

**DISTRICT FINANCE DIRECTOR SHERMAN:** And then we can get on it right away and go back after, you know.

**CHAIR PRO TEM DAVIS:** After the person that...

**DISTRICT FINANCE DIRECTOR SHERMAN:** And, and, and, and...

**CHAIR PRO TEM DAVIS:** Not the landlord?

**DISTRICT FINANCE DIRECTOR SHERMAN:** And again, the, the qui'..., I mean, the quicker we know it, the quicker we can resolve those issues.

**CHAIR PRO TEM DAVIS:** Okay. Derrick Paul, that answered your question?

**DERRICK PAUL:** Uh, yes it did. Uh, excuse me.

**DISTRICT FINANCE DIRECTOR SHERMAN:** Yup.

**DERRICK PAUL:** Yes it did.

**CHAIR PRO TEM DAVIS:** Thank you, Mr. Sherman.

**DERRICK PAUL:** Uh, I do recommend that the, uh, City use locks for tenants when they know that there's a tenant.. I heard them say something...

**CHAIR PRO TEM DAVIS:** Yeah. We have that policy.

**DERRICK PAUL:** [Inaudible].

**CHAIR PRO TEM DAVIS:** Mhmm.

**DERRICK PAUL:** Put a lock on there. That would really help out a whole lot of this. The problems that we're...

**CHAIR PRO TEM DAVIS:** Yeah. Yeah, we, we...

**DERRICK PAUL:** ...facing right now.

**CHAIR PRO TEM DAVIS:** We've addressed that in the policy earlier.

**DERRICK PAUL:** Okay. I'm just sayin'...

**CHAIR PRO TEM DAVIS:** Okay.

**DERRICK PAUL:** That, that really needs to take place.

**CHAIR PRO TEM DAVIS:** Okay.

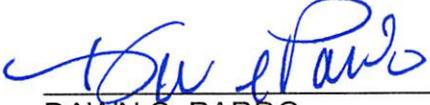
**DERRICK PAUL:** Cause all this here be, be erased.

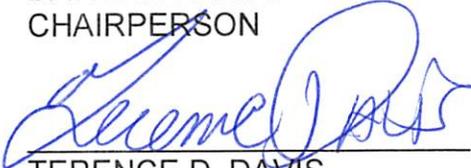
**CHAIR PRO TEM DAVIS:** Thank you. Okay. Thank you.

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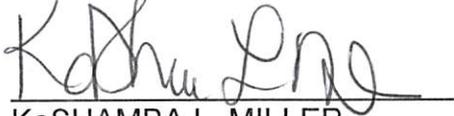
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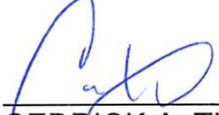
  
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