



**CITY OF HUNTINGTON BEACH  
SUPPLEMENTAL COMMUNICATION  
Robin Estanislau, City Clerk  
Office of the City Clerk**

**TO:** Honorable Mayor and City Councilmembers  
**FROM:** Robin Estanislau, City Clerk *RE.*  
**DATE:** 5/15/2017  
**SUBJECT:** SUPPLEMENTAL COMMUNICATION FOR THE MAY 15, 2017, REGULAR CITY COUNCIL/PFA MEETING

---

Attached are the Supplemental Communications to the City Council (received after distribution of the Agenda Packet):

**City Manager's Report**

#1 PowerPoint communication submitted by Jim Slobojan, Fiscal Services Manager in the Finance Department, entitled *Utility Billing System Update*.

**Councilmember Items**

#7 Communication submitted by Steve Daniel, President, Huntington Beach Downtown Business Improvement District (HBDBID).



# UTILITY BILLING SYSTEM UPDATE

- ## New Billing System
- Software tested for seven months.
  - New system went live on April 10, 2017.
  - Conversion of over 55,000 water, sewer, trash, and FireMed accounts.
  - Also converted 13,000 autopay and ebill accounts to a new online service.

**SUPPLEMENTAL  
COMMUNICATION**

Meeting Date: 5-15-17  
Agenda Item No.: #1 City Mgr's Report



## Changes

- ◉ New bill statement design
- ◉ New account number
- ◉ Automatic payment and electronic billing
  - Consolidation of services from two vendors to one new vendor.

## Due Diligence

- ◉ Five person team assigned to review water bills line by line
- ◉ Quality control identified slight variations
- ◉ Customer bills released upon resolution but after 3 to 4 review rounds.
- ◉ Some delays resulted in the next period bill being received within 7 days



## Implementation Challenges

- ◉ Online Registration and Interface
- ◉ Account number conversion
- ◉ AutoPay

## Notifications to Customers

- ◉ Pre-implementation
  - Bill statement message for 4 months (December-March).
  - December announcement in City Manager newsletter.
  - Coming Soon notice on city web site.
  - Presentation at City Council on January 17, 2017.
- ◉ Post implementation
  - Update of City web site with new payment options.
  - Email announcement to online account customers.
  - Special phone messages regarding the change.
  - Social media updates.





## Summary

- ⦿ New software is billing correctly
- ⦿ Overbillings have not occurred
- ⦿ Bill statements back-to-back for some
- ⦿ Staff will continue to communicate to customers via inserts and online
- ⦿ Delinquent notices and penalties will remain suspended



**Estanislau, Robin**

---

**From:** Surf City Pipeline [noreply@user.govoutreach.com]  
**Sent:** Monday, May 15, 2017 2:15 PM  
**To:** CITY COUNCIL; Agenda Alerts  
**Subject:** Surf City Pipeline: Comment on an Agenda Item (notification)

**Request # 29822 from the Government Outreach System has been assigned to Agenda Alerts.**

---

**Request type:** Problem

**Request area:** City Council - Agenda & Public Hearing Comments

**Citizen name:** Susan Welfringer

**Description:** Dear Mayor and City Council,

Please see the attached letter regarding Agenda Item #7. I am submitting this on behalf of Steve Daniel, President of the HBDBID. He regrets he cannot attend the meeting in person this evening. He and a few of our other DT businesses had already signed up for the Every 15 Minutes Golf Tournament. I am a volunteer on the Every 15 Minutes board, and helping at the tournament, and so I will also miss tonight's meeting.

The attached letter from Steve on behalf our our HBDBID board shows our support and appreciation for this item.

Thank you and best regards,  
Susan Welfringer  
BID Manager

**Expected Close Date:** May 16, 2017

[Click here to access the request](#)

Note: This message is for notification purposes only. Please do not reply to this email. Email replies are not monitored and will be ignored.

**SUPPLEMENTAL  
COMMUNICATION**

Meeting Date: 5-15-17

Agenda Item No.: #7





RECEIVED  
2017 MAY 15 PM 2:38  
CITY CLERK  
CITY OF  
HUNTINGTON BEACH

May 15, 2017

Dear Honorable Mayor Delgleize, Pro-Tem Posey  
and Distinguished City Councilmembers,

On behalf of the Huntington Beach Downtown Business Improvement District, we would like to thank Councilmembers Brendan and Posey for bringing forth the Item 7 agenda item regarding improvements to our downtown destination.

The HBDBID is very excited for this positive step to improve the experience for all of our visitors –both those from out of town, and those who call Huntington Beach their home. The HBDBID is proud of the many ways our organization works to make a positive difference in downtown and we are looking forward to working closely with the city to make an even greater impact.

We encourage all of our councilmembers to support this measure.

With gratitude and best regards,

*Steve Daniel*

Steve Daniel, Rocky Mountain Chocolate Factory  
2016-2017 HBDBID President

