

# City of Deltona

2345 Providence Blvd.  
Deltona, FL 32725

## Agenda

### City Commission Workshop

*Mayor John C. Masiarczyk Sr.*  
*Vice Mayor Chris Nabicht*  
*Commissioner Heidi Herzberg*  
*Commissioner Gary Mitch Honaker*  
*Commissioner Nancy Schleicher*  
*Commissioner Diane J. Smith*  
*Commissioner Brian Soukup*

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Monday, April 11, 2016

5:30 PM

2nd Floor Conference Room

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**1. CALL TO ORDER:**

**2. ROLL CALL – CITY CLERK:**

**3. PLEDGE TO THE FLAG:**

**PUBLIC COMMENTS:** – Citizen comments limited to items not on the agenda and comments on items listed on the agenda will take place after discussion of each item.

**4. BUSINESS:**

**A. [Presentation and Discussion Regarding FY 2016 / 2017 Budget, Jane K. Shang, City Manager, \(386\) 878-8558](#)**

[Strategic Goal: Fiscal Issues - Maintain current fiscal stability, maximize alternative funding sources, and promote an effective system of checks and balances.](#)

**Background:**

Staff will provide a presentation of current budgetary issues including current year revenue and expenditure forecast.

Upon completion of the presentation, staff is requesting discussion to provide direction in preparing the upcoming FY 2016 / 2017 budget.

**B. [Informational session on how to read a water meter and other common water related inquiries. - Gerald Chancellor, Public Works Director \(386\) 878-8998.](#)**

[Strategic Goal: Internal and External Communication](#)

**Background:**

As per direction from the City Commission and City Manager, staff has worked together to create a presentation addressing common

customer inquiries relating to their water bill and service. This is for informational purposes.

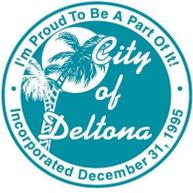
**Attachments:** [Understanding your water v2.pptx](#)

**5. CITY MANAGER COMMENTS:**

**6. ADJOURNMENT:**

*NOTE: If any person decides to appeal any decision made by the City Commission with respect to any matter considered at this meeting or hearing, he/she will need a record of the proceedings, and for such purpose he/she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based (F.S. 286.0105).*

*Individuals with disabilities needing assistance to participate in any of these proceedings should contact the City Clerk, Joyce Raftery 48 hours in advance of the meeting date and time at (386) 878-8500.*



## Agenda Memo

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**AGENDA ITEM: A.**

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**TO:** Mayor and Commission

**AGENDA DATE:** 4/11/2016

**FROM:** Jane K. Shang, City Manager

**AGENDA ITEM:** 4 - A

**SUBJECT:**

Presentation and Discussion Regarding FY 2016 / 2017 Budget, Jane K. Shang, City Manager, (386) 878-8558

Strategic Goal: Fiscal Issues - Maintain current fiscal stability, maximize alternative funding sources, and promote an effective system of checks and balances.

**LOCATION:**

City-wide

**BACKGROUND:**

Staff will provide a presentation of current budgetary issues including current year revenue and expenditure forecast.

Upon completion of the presentation, staff is requesting discussion to provide direction in preparing the upcoming FY 2016 / 2017 budget.

**COST:**

N/A

**SOURCE OF FUNDS:**

N/A

**ORIGINATING DEPARTMENT:**

City Manager

**STAFF RECOMMENDATION PRESENTED BY:**

Jane K. Shang, City Manager - Staff recommends that the City Commission provide direction in preparing the upcoming FY 2016 / 2017 budget.

**POTENTIAL MOTION:**

N/A - For discussion and direction to staff as necessary.



## Agenda Memo

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**AGENDA ITEM: B.**

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**TO:** Mayor and Commission

**AGENDA DATE:** 4/11/2016

**FROM:** Jane K. Shang, City Manager

**AGENDA ITEM:** 4 - B

**SUBJECT:**

Informational session on how to read a water meter and other common water related inquiries. - Gerald Chancellor, Public Works Director (386) 878-8998.

Strategic Goal: Internal and External Communication

**LOCATION:**

N/A

**BACKGROUND:**

As per direction from the City Commission and City Manager, staff has worked together to create a presentation addressing common customer inquiries relating to their water bill and service. This is for informational purposes.

**COST:**

N/A

**SOURCE OF FUNDS:**

N/A

**ORIGINATING DEPARTMENT:**

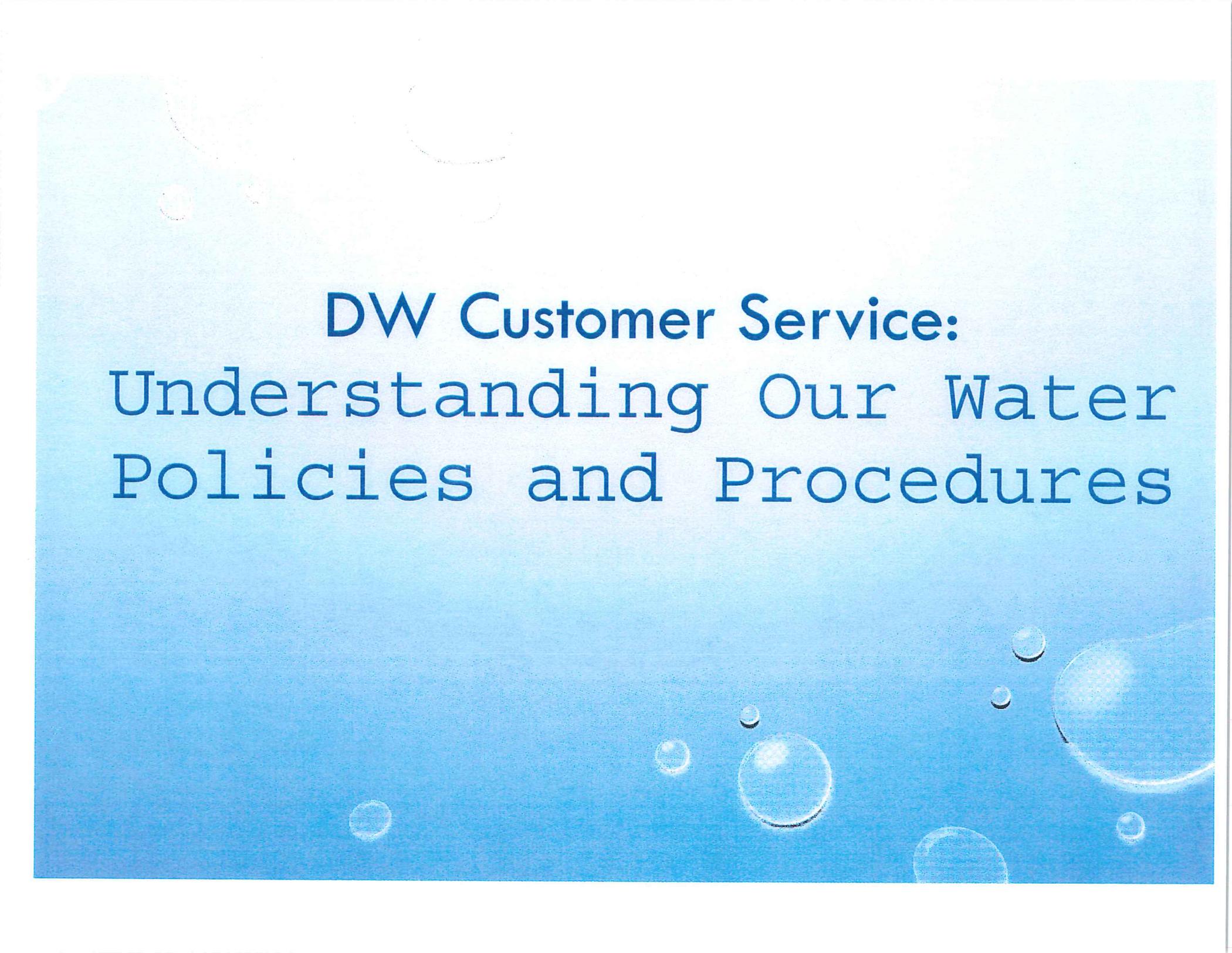
Public Works Department

**STAFF RECOMMENDATION PRESENTED BY:**

Gerald Chancellor, Public Works Director - for informational purposes

**POTENTIAL MOTION:**

Gerald Chancellor, Public Works Director - for informational purposes

The background is a light blue gradient with several water bubbles of various sizes scattered across it. A faint, large smiley face watermark is visible in the upper left quadrant.

**DW Customer Service:**  
Understanding Our Water  
Policies and Procedures

## GENERAL INFORMATION

- Deltona Water services roughly 32,000 accounts
- Meters are read manually every month
- Deltona Water generates, prints, packages and mails all bills, final bills and delinquent notices every month from our Enterprise Rd. location
- Our Customer Service Department consists of 17 employees
  - Our facility has 3 cashiers in our lobby and 5 call center representatives, all of which take payments, start new services, and perform other account related functions. We also have 3 billing technicians and 6 administrative and/or management team members.
- Our Field Operations Division consists of 24 employees that handle completing all of the new installations, meter readings, and day to day service order requests from our customers

# PAYMENT INFORMATION

All payments are processed by Deltona Water on site.

## **Our current payment options are:**

- Over the phone with a representative (posts to the account immediately)
- Over the phone with our automated phone system also known as IVR (posts to the account immediately)
- Online through our website (payments are posted at the close of each business day any payment made after this time will post the next business day)
- Mailed payments – we pick up our mail from the Post Office each morning and process all of the payments received that day
- Lobby payments with our representative (posts to the account immediately)
- Dropbox payments are collected at the close of business each day and posted to the account that day
- Automatic bank draft or EFT which is set up through our office (automatically drafts the bank account five (5) days prior to the due date)
- We also receive a daily electronic payment file consisting payments where customers have utilized other resources to pay their bill such as through their own banking system, AMSCOT, Wal-Mart, etc. – (this file is posted every afternoon)

## UNDERSTANDING YOUR BILL

- Deltona Water bills every customer based on actual usage that has gone through the meter
  - Except in the case of a natural disaster and we are unable to read the meters, an estimated bill may be produced
- A bill cycle normally ranges anywhere from 28 – 32 days on average
- All bills are due 20 days from the bill date. If payment is not received by the due date, a late fee of \$4 + 1.5% is applied to the account.
- A delinquent notice is mailed at the beginning of the next business week after the due date has passed and payment has not been received.
  - i.e. Due Date was Wednesday, March 16, 2016 a Delinquent Notice is sent on Monday, March 21, 2016

# UTILITY BILL EXAMPLE



**DELTONA WATER**  
255 Enterprise Rd  
Deltona, FL 32725  
Customer Service:  
386-575-6800  
407-926-9283  
Fax: 386-574-0163  
Afterhours Emergency:  
386-860-7177  
Email:  
wdfnfo@deltonafl.gov  
Website:  
www.deltonafl.gov  
Make Payments Payable  
and Mail to:  
City of Deltona  
P.O. Box 8501  
Deltona, FL 32728-8501

**Customer Account Information**

Customer Account Number █ - 10279  
WILDBERRY LN  
DELTONA FL 32725-9435

Service Address █ WILDBERRY LN

**Bill and Balance Information**

Bill Date 03/25/2016  
Late Charges Apply After 03/16/2016  
Current Charges 137.41  
Past Due Balance Subject to Disconnect 179.55

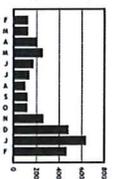
Total Amount Due \$316.96

**Bill Detail** Billing Period 01/20/2016 - 02/17/2016 455/673

Service Description	Meter	Previous	Present	Current Usage	Meter Change Usage	Charge
1211 SFO - WATER BASE						14.03
2210 SFO - WATER USAGE	46172502	A	823230	827920	4690	9.15
3211 SFO - SEWER BASE						20.97
4210 SFO - SEWER CHARGE			120	3590	3300	82.39
8210 SFO - RECLAIMED USAGE	67076697	A				6.87
8211 SFO - RECLAIMED BASE						4.03

**Total Current Charges Due by 03/16/2016 \$137.41**  
**Past Due Balance Subject to Disconnect \$179.55**  
**Total Amount Due \$316.96**

**Usage History**



WATER USAGE  
Daily Avg Use 168  
Current Use 4690  
Use One Year Ago 1230

To learn more about our various payment options, watering hours and restrictions or to view our approved rates visit us online at [www.deltonafl.gov](http://www.deltonafl.gov), click Departments and select Deltona Water.

Last Payment Received: 02/01/2016 \$139.45 Thank You

0000031609 Mail Payments To: WHEN MAILING YOUR PAYMENT Bill Date 02/25/2016  
 Deltona Water Make Checks Payable to the City of Deltona  
 P.O. Box 8501 Return the Stub Portion with Payment Customer Account Number  
 Deltona, FL 32728-8501 Write Customer Account Number on Check █ - 10279

\* Past Due Balance -- Subject to Disconnect \*

**Total Current Charges Due by 03/16/2016 \$137.41**  
**Past Due Balance Subject to Disconnect \$179.55**  
**Total Amount Due \$316.96**

Write Amount of Payment  
 █ WILDBERRY LN  
 DELTONA FL 32725-9435  
 \*\*\*\*\*00002819  
 \$

To change mailing address, check box and enter on the back. 00006042016404559673100000316968



**DELTONA WATER**  
255 Enterprise Rd  
Deltona, FL 32725  
Customer Service:  
386-575-6800  
407-926-9283  
Fax: 386-574-0163  
Afterhours Emergency:  
386-860-7177  
Email:  
wdfnfo@deltonafl.gov  
Website:  
www.deltonafl.gov  
Make Payments Payable  
and Mail to:  
City of Deltona  
P.O. Box 8501  
Deltona, FL 32728-8501

**Customer Account Information**

Customer Account Number █ - 10279  
WILDBERRY LN  
DELTONA, FL 32725-9435

Service Address █ WILDBERRY LN

**Delinquent Balance Information**

Notice Date 03/21/2016  
Payment Must be Received by 03/28/2016  
Balance Subject to Disconnect \$143.47

**DELINQUENT NOTICE**

Dear Customer,

Our records indicate your account is past due.

Deltona Water values you as a customer and would like to make you aware of your delinquent account balance in case this is an oversight. Please act now and bring your account balance current.

Payment not received by the date shown will result in discontinuation of service. If your service is disconnected for non-payment you will be required to pay the past due balance and assessed service charges for non-payment and restoration of service.

If your payment is received by 3:30 on the day of disconnection your service will be restored on the same day. If your payment is received after 3:30 your service will be restored the following business day.

If you have made your payment, or feel this notice was sent in error please contact our Customer Service Office at 386-575-6800.

We thank you for your prompt attention to this matter.

**Payment Options**

Deltona Water offers many convenient ways to pay your utility bill.

Please see the reverse side of this notice for a detailed list of available payment options.

Important: A payment for the entire past due balance must be received and posted by the date shown on this notice. Please keep this in mind when choosing your payment option.

0000014347 Mail Payments To: WHEN MAILING YOUR PAYMENT Notice Date 03/21/2016  
 Deltona Water Make Checks Payable to the City of Deltona  
 P.O. Box 8501 Return the Stub Portion with Payment Customer Account Number  
 Deltona, FL 32728-8501 Write Customer Account Number on Check █ - 10279

Service Address █ WILDBERRY LN

**Past Due Balance Due By 03/28/2016 \$143.47**

**\*\* SUBJECT TO DISCONNECTION \*\***

Write Amount of Payment  
 █ WILDBERRY LN  
 DELTONA, FL 32725-9435  
 \*\*\*\*\*00002819  
 \$

To change mailing address, check box and enter on the back. 00006042016404559673100000143479

## WHAT HAPPENS WHEN I GET A HIGH BILL?

- Many times if the utility identifies a higher than normal reading, we will generate a service order to verify our reading. It is not guaranteed that we will perform a re-read on every single high usage as there are a lot of contributing factors considered.
- When customers call in about a high bill, we provide the instructions on how to perform a 2 hour leak check.
- If the customer does not make any determination from that, we do offer a courtesy field accuracy test once a year.
- In some escalated situations we can also remove the meter and perform a bench test back at the office.
- Recent policy changes have also enhanced the options for our customers in regards to a high bill.

# WHAT ARE MY OPTIONS?

## General Courtesy Adjustment Information

- Accounts must have a minimum of six (6) months of consecutive usage, outside of the request bill, in order to perform an adjustment on an account. If a customer does not have six (6) months of usage available at the time of the incident, the adjustment paperwork will be held until such time that the customer meets the requirement.
  - Adjustments will not be made on closed accounts.
- The request must be received in writing within 30 days of the first bill date in which the customer is requesting the adjustment.
- Submission of a request does not guarantee that an adjustment will be made and it does not preclude the customer from paying the billed amount on time.
- We offer a **Courtesy Leak Adjustment** once every 12 months for a true leak, and a **Courtesy Adjustment** once every 24 months for a higher than normal bill. For those customers on sewer that have a pool, we also offer a **Courtesy Pool Fill Adjustment** once every 12 months which considers an adjustment on the sewer portion of their bill.

## WHERE IS MY METER LOCATED?

- Generally meters are located at the zero property line which is found between your house and your neighbors. Most are flush with the ground, however sometimes due to customer piping they are slightly raised. There are locations where the meter is located in the sidewalk.



Backflow device

Meter box

# WHAT DOES IT LOOK LIKE?

Standard meter box



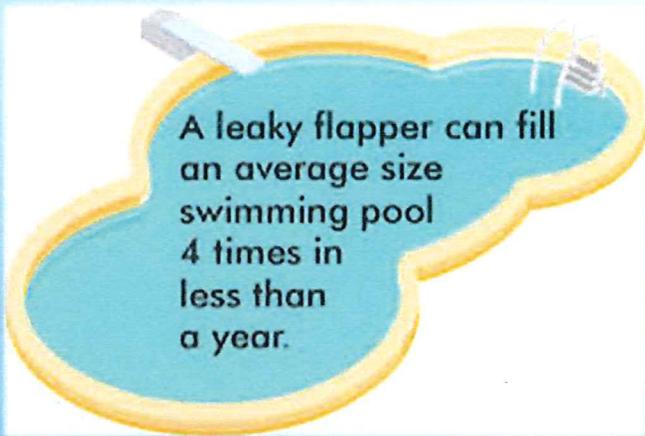
Reclaimed water meter box



# HOW DO I READ MY METER?

(Short Video)

# WATER ADDS UP...



Leak This Size	Water Loss in Gallons	
	Per Day	Per Month
•	185	5,550
•	735	22,050
•	1,655	49,650
•	2,945	88,350
•	6,620	198,600
•	11,770	353,100
•	18,395	551,850
•	26,485	794,550
•	36,050	1,081,500
•	47,090	1,412,700



# OTHER COMMON ITEMS THAT YOU MAY SEE...

**Air Release Valve (ARV)  
Covers**



**Wastewater Liftstation**



**Automatic Flushing Device**



**Sampling Station**



