From:	Kathleen Snodgrass
To:	Dennis Bowman; Jordan Hess; Grp. City Council and City Web Site
Subject:	RE: Proposed Sewer Rate
Date:	Tuesday, July 14, 2020 11:32:32 AM

Cool! Looking forward to all of that! Thanks so muck, Dennis and Jordan.

Kathie Snodgrass
2702 O'Shaughnessy Street
Missoula, MT 59808

406-541-8639
kippie_snodgrass@hotmail.com

Sent from Mail for Windows 10

From: Dennis Bowman
Sent: Monday, July 13, 2020 7:26 AM
To: Jordan Hess; Kathleen Snodgrass; Grp. City Council and City Web Site
Subject: RE: Proposed Sewer Rate

Good Morning,

Thank you Jordan for answering Kathie's questions.

Good Morning Kathie and thank you for supporting the current change with the Wastewater structure. We will be working on the new bill design starting October 1st and will be working to put the graph back on to the bill. I have had a lot of suggestions on how the bill should look including no bills to just totals and the most comments was asking for the graph to be put back on. As Jordan mentioned we will also be presenting a web access customer portal next year to allow customers to track their usage and also get alarms when something doesn't look right.

Sincerely,

Dennis Bowman
Deputy Public Works Director - Utilities
P. O. Box 5388 Missoula, MT 59806
406-552-6700
dbowman@ci.missoula.mt.us

From: Jordan Hess
Sent: Sunday, July 12, 2020 11:54 AM
To: Kathleen Snodgrass <kippie_snodgrass@hotmail.com>; Grp. City Council and City Web Site <Council@ci.missoula.mt.us>
Cc: Dennis Bowman <DBowman@ci.missoula.mt.us>
Subject: RE: Proposed Sewer Rate

Hi Kathie,

Thanks for the feedback and the support.

I'm copying Dennis Bowman, our Deputy Director of Public Works Utilities so he sees the suggestion on the usage graph.

I know we had some issues when we took ownership of the system where we didn't get any of the billing history. The previous owner would not turn that over willingly, so we unfortunately lost all of that history. We do have an online system that shows usage and you can set up your account so you can log in and look at your usage. The Missoula Water team is also working on a long term project to replace water meters with meters that would report automatically several times a day. This will make it so that the water staff no longer need to drive through the city to collect meter readings, too. There is also talk about putting meter reading antennas on other government vehicles, like Mountain Line buses, police cars, etc. These vehicles drive throughout the city on an ongoing basis and could assist with collecting more frequent meter readings. The reason I mention all this meter reading technology is that we are likely going to be able to provide the customer with much better data in the future. That could even mean that if you are on vacation, and your water usage suddenly spikes due to a leak, you could get a text message or a phone call alerting you to the potential issue.

At any rate, all that is possibly in the future, and I agree that it would be great if we could add usage graphs to the bills moving forward. I'll let Dennis take it from here.

Best,
Jordan

From: Kathleen Snodgrass <kippie_snodgrass@hotmail.com>
Sent: Sunday, July 12, 2020 11:45 AM
To: Grp. City Council and City Web Site <Council@ci.missoula.mt.us>
Subject: Proposed Sewer Rate

City Council Members:

Thank you in advance for changing to one monthly billing that includes water, sewer, and storm water.

It seems completely reasonable to base the residential sewer billing on winter water rates - please vote to do this!

When you design the new bill format, PLEASE consider including a graph that shows the previous year's monthly water consumption rates. Such a graph will help residential customers identify when their water use has spiked from either leaks or imprudent water use, and help us all conserve water. These graphs are common practice among utilities (even NorthWestern Energy includes graphs), and are pretty much the only thing I miss from the Mountain Water days.

Thanks!

Kathie Snodgrass

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Missoula, MT 59808

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