From:	Jordan Hess
To:	Kathleen Snodgrass; Grp. City Council and City Web Site
Cc:	Dennis Bowman
Subject:	RE: Proposed Sewer Rate
Date:	Sunday, July 12, 2020 11:53:52 AM

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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