

## CUSTOMER INFORMATION SYSTEM REQUEST FOR PROPOSALS

BID OPENING DATE/TIME  
APRIL 21<sup>ST</sup>, 2022 @ 4:00 P.M.  
CITY OF GRAND ISLAND, CITY HALL  
100 E. 1<sup>ST</sup> STREET, P.O. BOX 1968  
GRAND ISLAND, NE 68802

ADVERTISEMENT  
REQUEST FOR PROPOSALS

CUSTOMER INFORMATION SYSTEM

Sealed Proposals, in addition to those submitted online, will be received at the City Clerk's Office, 100 E. First Street, Grand Island, NE 68801 or P.O. Box 1968, Grand Island, NE 68802 until 4:00 PM. (local time) on April 21<sup>st</sup>, 2022, for furnishing a Proposal for a Customer Information System (CIS). Proposals received after the specified time will be returned unopened to sender.

The specifications, and any addenda, may be viewed on-line at [www.grand-island.com](http://www.grand-island.com) under Business-Bid Calendar. Documents for use in preparing the Proposal may be downloaded from the Quest CDN website, [www.QuestCDN.com](http://www.QuestCDN.com) for a thirty dollar (\$30) fee.

Proposals shall be marked "CUSTOMER INFORMATION SYSTEM". All Proposals must be signed and dated in order to be accepted. The original Proposal and two (2) additional complete copies (3 total) shall be submitted for evaluation purposes. If Proposals are being submitted online via QuestCDN, the submitter is NOT required to submit hard copies. Proposals not containing the correct number of copies will not be considered.

Proposals will be evaluated by the Purchaser based on the Vendor's responsiveness, company experience, personnel experience, commercial terms, and fees.

The chosen Vendor will be required to comply with the City's insurance requirements and fair labor standards.

Proposals shall remain firm for a period of sixty (60) days after Proposal due date. The City of Grand Island reserves the right to reject any or all Proposals and to waive technicalities therein and accept whichever Proposal that may be in the best interest of the City of Grand Island, at its sole discretion.

The City of Grand Island does not discriminate on the basis of disability in admission of its programs, services, or activities, in access to them, in treatment of individuals with disabilities, or in any aspect of their operations. The City of Grand Island also does not discriminate on the basis of disability in its hiring or employment practices.

This notice is provided as required by Title II of the Americans with Disabilities Act of 1990 and Section 504 of the Rehabilitation Act of 1973. Questions, complaints, or requests for additional information or accommodation regarding the ADA and Section 504 may be forwarded to the designated ADA and Section 504 compliance coordinator.

RaNae Edwards, City Clerk

## **CUSTOMER INFORMATION SYSTEM - CONTRACT AGREEMENT**

THIS AGREEMENT made and entered into by and between **[SUCCESSFUL BIDDER]**, hereinafter called the Contractor, and the **CITY OF GRAND ISLAND, NEBRASKA**, hereinafter called the City.

WITNESSETH:

THAT, WHEREAS, in accordance with law, the City has caused contract documents to be prepared and an advertisement calling for proposals to be published for *CUSTOMER INFORMATION SYSTEM* and

WHEREAS, the City, in the manner prescribed by law, has evaluated the proposals submitted, and has determined the aforesaid Contractor to be the responsible proposer, and has duly awarded to the said Contractor a contract therefore, for the sum or sums named in the Contractor's proposal, portions thereof being attached to and made a part of this contract.

NOW, THEREFORE, in consideration of the compensation to be paid to the Contractor and of the mutual agreements herein contained, the parties have agreed and hereby agree, the City for itself and its successors, and the Contractor for itself, him/herself, or themselves, and its, his, or their successors, as follows:

ARTICLE I. That the following documents shall comprise the Contract, and shall together be referred to as the "Agreement" or the "Contract Documents";

1. This Contract Agreement.
2. Software License Agreement
3. Software Implementation Services Agreement
4. Support and Maintenance Agreement
5. Hosting Services Agreement (if applicable)
6. RFP Response Document submitted by Vendor

In the event of any conflict between the terms of the Contract Documents, the provisions of the document first listed shall prevail.

ARTICLE II. That the Contractor shall (a) furnish all tools, equipment, superintendence, transportation, and other construction materials, services and facilities; (b) provide and perform all necessary labor; and (c) in a good substantial and workmanlike manner and in accordance with the requirements, stipulations, provisions, and conditions of the contract documents as listed in the attached General Specifications, said documents forming the contract and being as fully a part thereof as if repeated verbatim herein, perform, execute, construct and complete all work

included in and covered by the City's official award of this contract to the said Contractor, such award being based on the acceptance by the City of the Contractor's proposal;

ARTICLE III. That the City shall pay to the Contractor for the performance of the work embraced in this contract and the Contractor will accept as full compensation therefore the sum (subject to adjustment as provided by the contract) of **[DOLLAR AMOUNT] (\$00.00)** for all services and work covered by and included in the contract award and designated in the foregoing Article II; payments thereof to be made in cash or its equivalent in the manner provided in the General Specifications.

The total cost of the Contract includes:

License Fees:	\$	.00
Service Fees:	\$	.00
Support and Maintenance Fees:	\$	.00
Hosting Fees (if applicable):	\$	.00
Travel Related Expenses:	\$	.00
Sales Tax on Materials/Equipment (if applicable):	\$	<u>.00</u>
Total	\$	.00

The City of Grand Island, Nebraska operates on a fiscal year beginning October 1st and ending on the following September 30th. It is understood and agreed that any portion of this agreement which will be performed in a future fiscal year is contingent upon the City Council adopting budget statements and appropriations sufficient to fund such performance.

ARTICLE IV. The Contractor hereby agrees to act as agent for the City. The invoice for contractor's services will be paid after approval at the next regularly scheduled City Council meeting and occurring after departmental approval of invoice. The City Council typically meets the second and fourth Tuesday of each month. Invoices must be received well in advance of Council date to allow evaluation and processing time.

ARTICLE V. The Contractor agrees to comply with all applicable State fair labor standards in the execution of this contract as required by Section 73-102, R.R.S. 1943. The Contractor further agrees to comply with the provisions of Section 48-657, R.R.S. 1943, pertaining to contributions to the Unemployment Compensation Fund of the State of Nebraska. During the performance of this contract, the Contractor and all subcontractors agree not to discriminate in hiring or any other employment practice on the basis, of race, color, religion, sex, national origin, age or disability. The Contractor agrees to comply with all applicable Local, State and Federal rules and regulations. The Contractor agrees to maintain a drug-free workplace policy and will provide a copy of the policy to the City upon request. Every public contractor and his, her or its subcontractors who are awarded a contract by the City for the physical performance of services

within the State of Nebraska shall register with and use a federal immigration verification system to determine the work eligibility status of new employees physically performing services within the State of Nebraska.

**GRATUITIES AND KICKBACKS**

City Code states that it is unethical for any person to offer, give, or agree to give any City employee or former City employee, or for any City employee or former City employee to solicit, demand, accept, or agree to accept from another person, a gratuity or an offer of employment in connection with any decision, approval, disapproval, recommendation, or preparation of any part of a program requirement or a purchase request, influencing the content of any specification or procurement standard, rendering of advice, investigation, auditing, or in any other advisory capacity in any proceeding or application, request for ruling, determination, claim or controversy, or other particular matter, pertaining to any program requirement or a contract or subcontract, or to any solicitation or proposal therefor. It shall be unethical for any payment, gratuity, or offer of employment to be made by or on behalf of a subcontractor under a contract to the prime contractor or higher tier subcontractor or any person associated therewith, as an inducement for the award of a subcontract or order.

**[SUCCESSFUL PROPOSAL]**

By \_\_\_\_\_ Date \_\_\_\_\_

Title \_\_\_\_\_

**CITY OF GRAND ISLAND, NEBRASKA**

By \_\_\_\_\_ Date \_\_\_\_\_  
Mayor

Attest: \_\_\_\_\_  
City Clerk

The contract is in due form according to law and hereby approved.

\_\_\_\_\_  
Attorney for the City Date \_\_\_\_\_

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# 1 INTRODUCTION

The intent of this REQUEST FOR PROPOSALS is to solicit a proposal from a qualified firm or corporation; hereafter referred to as “Vendor”, to provide the City of Grand Island, Nebraska, an integrated utility billing and collection system to replace the current CIS platform. The solution should include software, data conversion, implementation services, ongoing training and technical support. The City will also entertain services for a Meter Data Management, Bill Processing & Mailing, and Interactive Voice Response services as optional add-ons to this Contract.

Primary functional areas to be included in the new solution are:

- Customer Information System (CIS)
  - Move In / Move Out / Transfer of Service/ Shutoffs
  - Customer Information Lookup
- Utility Billing (Electric, Water, Sanitary Sewer, Annual Fire Protection, Merchandise)
  - Budget Billing
- Payment Processing / Accounts Receivable
  - Deposits
  - Prepaid
- Collections
  - Write Offs
- Financial Reporting Interface
- Backflow Program
- Document Management System
  - Reports
  - Search Functions
  - Filters
- Customer Portal
  - Mobile App
- Meter, Backflow Device, and Remote Read Inventory
- Service Orders
  - Mobile Work Management

Additionally, the City is would like independent optional pricing for the following services that it may, at its discretion, choose to include as part of this Contract.

- Meter Data Management System (MDM)
- Bill Processing and Mailing
- Interactive Voice Response (IVR)

Lastly, although not being entertained at this time, the City would like the Vendor to note if they offer the additional services should the City choose to implement them, separately, in the future.

- Asset Management System
- Outage Management System (OMS)

In addition to the software, the City requires the conversion of data from our existing system and integration with other 3<sup>rd</sup> party platforms to the level currently in production (at minimum) or via

direct integration (optimal), end-user and administrative training, and comprehensive startup support to successfully migrate to the new system without interruption to routine business operations or degradation of service to our members.

The City desires the functionality be provided in a tightly integrated and robust system with all required functions provided from the vendors' standard package and minimizes the use of third-party software. Any third-party additions to achieve this complete functionality must be clearly identified and any experience with that combination of applications should be noted. If your proposal includes interfaces, you will need to provide appropriate assurances of performances and references from active customers using that combination of components.

The proposal needs to include a project roadmap, based on your prior experience and best practices, and an implementation schedule.

Our preference is to review current business practices; keeping them where it makes sense, but adapting to new capabilities provided by a new integrated system. A vendor that will assist our team in adjusting to best practices is preferred.

You may also include in your proposal optional modules for the City to review that may be valuable to our business. These should be identified as "optional" and their prices must be listed separately. If any optional modules are a third party offering, the proposal needs to note that and include a reference of where that offering has been implemented.

## 2 TRAINING

Training for each user and administrator of the system will be required. The training should be delivered in an effective and cost-efficient manner prior to the go-live of the system, with onsite support and follow-up during the go-live periods. The proposal must include a general plan for the City as well as a cost estimate for additional training if this is requested by the City during the implementation project.

The City will make resources available for training based on the schedule provided by the vendor during the implementation project. It is expected that the member service group may need to be trained in multiple groups to allow for continuation of service to our members during the training. Training space and equipment can be provided by the City and will be set up prior to training by the City

During the initial planning stages of the project, the vendor's project manager must prepare a specific training plan for the City that includes the topics to be covered, and a validation plan to ensure that each employee is prepared to execute their role utilizing the new system. A test or training environment will be available for City employee use as training begins so that users can practice independently after the initial classroom training.

## 3 DATA CONVERSION AND MIGRATION REQUIREMENTS

As part of the purchase of this system, the City will require conversion of our existing data into the new platform, and setup of the data tables to ensure that the City can successfully perform business functions without interruption.

The vendor will cooperatively work with the City and the existing provider to map the data from the current data tables to the new system so that all current and historical data is maintained going forward. During the project, a test system will be provided and used for validation of the converted data. Prior to cut over to the live system, the vendor will provide documentation to confirm that the data was converted properly and the new system carries the balances of our existing systems. The proposal should cover what format the vendor will need the data to be in for the conversion. Additionally, the vendor's proposal should cover the length of time different records should be kept according to the vendor's recommendation and understanding of best practice. The City may include additional years of history if the cost can be justified.

The minimum amount of historical data that the City needs to keep for legal and policy purposes is five (5) years. The proposal needs to include the conversion and loading of this data to the live system and the validation of it against the current systems.

## 4 SUPPORT SERVICES

Technical support for users of the system at go-live and on an ongoing basis is required. The City expects to work with support staff within the United States and have access to support during normal business hours (8:00am – 5:00pm CST) with the option for 24x7 support.

In addition to user support for all applications, the vendor shall also have expert technical support readily available to City IT staff to deal with installation and performance issues. Experts shall also be available to address integration issues between the vendor's system and any integration that they are implementing for the City as part of this project.

## 5 GO-LIVE SUPPORT

The proposal needs to outline a strategy and include costs for providing go-live support for this project. Please specifically address how City personnel will be supported during the first weeks of go-live; which may include phone, in-person or online support. It is the City's intention to carry on business-as-usual during go-live, to include processing payroll, paying vendors, taking member payments, providing phone support, setting up new accounts and executing service orders. The City expects to continue with our normal billing processes as routinely scheduled. The City would consider temporarily suspending delinquent and collection processes in the days immediately surrounding go-live.

The support plan should be based upon the most likely scenario for an implementation of the City's size and complexity. It should include the number of vendor resources and the length of time they will be available on-site. If a staged implementation is recommended, then appropriate employees need to be included at each stage.

## 6 TEST ENVIRONMENT

A minimum of one complete test environment must be provided as part of the proposed solution. The test environment should be available to City personnel during the conversion project for data validation and training and must remain available post-conversion. The test environment must be located on-site or be available to the City on a 24x7 basis. The test environment must be easily refreshed so that it can be kept reasonably current. It is expected that in addition to the test environment, the City will have a sandbox type of environment made available to allow staff to practice what they have learned in training.

## 7 IMPLEMENTATION PLAN

Vendor shall provide an Implementation Plan to achieve the project goals with timeframes and resources specified for each major milestone. The plan shall specify whether work is to be performed on-site or remotely. The plan should include the vendor's recommended sequence of events to implement the project goals.

To ensure a smooth transition to a new system with no interruption in service to our members, the City requires strong project management from the vendor. The project manager should be committed to, and follow the project from beginning through successful implementation. The project manager must stay engaged in the project, provide regular status updates to the City's management, and be knowledgeable in the work of the team so that the project remains on schedule and issues are identified and resolved quickly.

The vendor will provide a roster of project team members and their respective role on the project. For each team member, the vendor will provide relevant work background to demonstrate that the team member has the requisite skills for the position. The roster will also include the required City resources needed both in number and type for each phase of the project.

## 8 EXISTING ACCOUNT INFORMATION

### 8.1 EXISTING METERS IN SERVICE

- Total Meters in Service = 26,500 Each
  - Energy Only Meters = 24,150 Each
  - Energy & Demand Meters = 2,350 Each
  - Net Meters (Solar) = 9 Each
  - Water Meters = 17,400 Each
  - Sewer Deduct Meters = 130 Each
  - Private Use Meters = Qty included with other Meters
  
- Total AMI Meters Deployed = 14,200 Each
  - Electric AMI Meters = 14,000 Each
  - Water AMI Meters = 200 Each

### 8.2 EXISTING UNMETERED LIGHTING ACCOUNTS

- Dusk to Dawn Lights = 635 Each
- Street Lights = 52 Each

### 8.3 INVENTORIED ITEMS IN CIS

- Electric Meters = 2400
- Water Meters = 2900
- Water Remote Reads = 2200
- Backflow Devices = Temporary inventoried until water meter is installed only

## 8.4 EXISTING ACCOUNTS

- Electric = 27,200
- Sewer = 17,100
- Water = 17,400
  - Backflow Devices = 16,300
  - Fire Protection Services = 350

# 9 3<sup>rd</sup> PARTY INTEGRATION INFORMATION

## 9.1 EXISTING CUSTOMER INFORMATION SYSTEM (CIS)

The City currently uses Advanced Utility Infinity V3 as its CIS platform. The Vendor will be responsible for migrating all data from the existing system into the new CIS platform. The existing software/hardware characteristics are as follows:

Server:	On Premise
Software:	Advanced Utility Infinity Version 3.1.23b
CIS Modules:	CIS & Infinity Link

## 9.2 EXISTING WEB CLIENT

The City currently uses Infinity Link as the customer interface into the billing system. This platform interfaces with Paymentus and CIS to provide payment options to customers. The Vendor must replace this process with their own platform.

## 9.3 INTEGRATION WITH 3<sup>RD</sup> PARTY EQUIPMENT

The Vendor is responsible for the configuration, integration, implementation, communication, and testing of the connectivity and communication between their CIS platform and the specified hardware and software noted here-in. The Vendor is also responsible for all peripheral materials and labor necessary to facilitate the aforementioned work.

### 9.3.1 METER READER HANDHELDS

City staff upload and download data into CIS from Meter Reader handhelds on a daily basis. The Vendor is responsible for fully integrating and configuring the two way communication process with the handhelds.

Make:	Juniper Systems
Model:	Allegro 3
Comm Ports:	RS232 & USB
Alt Comm Features:	Bluetooth & Wifi

Note: Currently, the handhelds communicate via the City's 2.4 Ghz wireless system. The City also has 5 Ghz access points, but there has historically been issues getting the handhelds to communicate over this frequency correctly.

9.3.2 COMMAND CENTER

The City’s Electric Department uses Landis+Gyr’s Command Center as its interface to the Gridstream RF network it utilizes to facilitate communication with its AMI meters. Existing system specifications include:

<u>AMI Network</u>	
Network:	Gridstream RF
Electric Meter Type:	Landis+Gyr Focus
Water Meter Type:	Rockwell Sensus iPERL
Reporting Interval:	30 minutes
Meter Precision:	0.01 kWh

<u>Command Center Details</u>	
Server:	Browser operating software Hosted by Landis+Gyr
Version:	Version 8.0.2.136
Protocol:	Multispeak

9.3.3 ESRI ARCGIS

The City currently has a process in place where its ArcGIS platform accesses tabular CIS data, which it utilizes to populate GIS fields once a day. The Vendor must supply a process which populates data tables daily in order to re-establish the data transfer process to ArcGIS.

9.3.4 WINDMIL

The City uses Milsoft’s Windmil to model its Electric System. There is not a current connection between CIS and this platform, but the Vendor should note its ability to integrate with it directly in the future.

Server:	On premise server
Version:	Version 21.0.13.11223
Protocol:	Multispeak

9.3.5 MUNIS

The City uses Munis, which is a Tyler Technologies product, for all of its financial and accounting functions of record. Currently, financial data (billing, cash, and cash adjustment batches) are exported, via a one-way interface, out of CIS to a text file and then imported into Munis. The new platform should also be able to facilitate a download/upload relationship with Munis regarding refunds and deposits.

Server:	On premise server
Version:	Version 2021.1 (as of April 2022)

### 9.3.6 INTERMEDIA

The City currently utilizes Intermedia as its IVR, which is currently subcontracted out via the City's phone provider. In addition to typical menu options, customers have the option to pay by phone, which is carried out via a redirect to Paymentus. Any new platform should re-establish this relationship with the phone system or offer a replacement IVR.

### 9.3.7 PAYMENTUS

The City uses Paymentus to facilitate online and in person payments through its current web portal and by phone via a transfer from the IVR system. These payments populate directly into CIS once daily via a scheduled task. The new CIS platform should either continue to utilize Paymentus, or specify their own in-house alternative.

### 9.3.8 FIVE POINTS BANK / FISERV

The City uses Five Points Bank for all of its banking needs. Five Points, in turn uses Fiserv to facilitate all ACH/Credit/Debit Card payments into City accounts from customer's personal bank accounts. This process is facilitated via City personnel downloading ACH/Credit/Debit payment applications from Fiserv's online portal and then uploading the file into CIS. Also, the City downloads payment initiation data from CIS and uploads it to a secure Five Points Bank portal to perform draws from customer accounts.

### 9.3.9 LOW INCOME ENERGY ASSISTANCE PAYMENTS

An excel file is received from the State (Health and Human Services) and is uploaded into CIS to post payments into appropriate accounts. Each payment is audited by a customer service representative.

## 10 SPECIAL PROVISIONS

The City has several processes that either need to be duplicated or streamline in a manner where functionality either matches or exceeds the current processes in regard to timeliness and user friendliness.

### 10.1 BILLING INFORMATION

Customers are billed monthly based on what book and cycle they are in. Within each class of customers, there are bill blocks that allow for different types of discounts. Rate tariffs are included in the Appendixes of this RFP.

#### 10.1.1 SURCHARGES

- All bills that include water are billed \$0.70 toward the Federal Clean Water Act, which funds the City's backflow program.
- All residential bills, that include water, are billed \$1.00 that goes toward City Storm Sewer Improvements



- All commercial bills, that include water, are billed \$5.00 that goes toward City Storm Sewer Improvements
- All industrial bills, that include water, are billed \$10.00 that goes toward City Storm Sewer Improvements
- All electric bills include a power cost adjustment fee which is adjusted on a monthly basis.
- All net metering customers (those who have solar panels), who export more than they import for the month, are credited back a monthly adjusted credit per kWh of excess.
- All water bills receive a meter charge based on the size of their water meter.

#### 10.1.2 POWER FACTOR

The City does not bill power factors currently, but may do so in the future. The new CIS platform should allow for billing out this variable.

#### 10.1.3 BUDGET BILLING

The City of Grand Island offers budget billing that runs on the City's fiscal year (Oct. – Sept.). Beginning with the November bill of each year, the balance, either a credit or charge, is rolled into the calculation and assessment for the year forward. Budget amounts are based on the average of the last twelve (12) months usage. CIS quotes the customer a monthly fee and automatically start billing the customer the amount quoted on demand.

#### 10.1.4 MERCHANDISE ACCOUNT BILLING

The City bills for Utility work done for Contractors via merchandise accounts in CIS.

#### 10.1.5 BILL MAILING AND PROCESSING

All mailings are done by a 3<sup>rd</sup> party (Peregrine). Currently the City transfers .pdf batch files to this entity to be sent out. The Vendor should note if they offer this service directly and provide pricing.

#### 10.1.6 BACKFLOW DEVICE LOAN

Backflow financing is billed each month to any customer that needs financial assistance meeting the backflow requirement. The amount borrowed is spread over a period not to exceed 60 payments. The monthly principal amount, plus a \$2.00 fee, is added to the statement for customers participating in the program.

### 10.1.7 OTHER FEES INTEGRATED INTO CIS

UTILITY SERVICE FEES	
Late Charge (Payment not received prior to next billing)	\$2/ plus 1% unpaid electric over \$5.00
Return Check Charge	\$ 50.00
Turn on Charge (electric and water; does not pertain to new connections/transfer of service)	\$ 50.00
Disconnect fee (electric and water for any reason)	\$ 50.00
Backflow Processing Fee	\$2/month
Temporary Commercial Electric Service	\$ 150.00
Service Charge (new connections, transfer service)	\$ 20.00
Fire Sprinkler System Connection Fee	\$ 130.00
Fire Hydrant Inspection Fee - per hydrant	\$ 130.00
Unauthorized Connections/Re-Connections, Meter Tampering	\$ 375.00

### 10.2 DELINQUENT ACCOUNTS & COLLECTIONS INFORMATION

The City has a single due date policy across all of its accounts. All customer classes receive the same notification letters. Delinquent customers that are no longer active on our service are referred to a single local collection agency. Accounts show aging classified into buckets of 0-30 days, 31-60 days, 61-90 days, or 120+ days delinquent. All customer accounts have fields where comments or critical notes can be entered.

#### 10.2.1 NOTIFICATION OF DISCONNECT LETTERS

Once a customer’s bill is two (2) days in excess of the payment deadline, a late fee of \$2 plus 1% of the unpaid electric fee balance in excess of \$5 is added. After that they are subject to the actions denoted as follows:

CIS generates four (4) batches, which includes three (3) separate letters and two (2) separate internal lists. These letters should be configured by the Vendor as part of the commissioning process, but editable by the City after the fact. The user should be able to manually remove any customer from a Notice list below.

Notice 1 Batch – Disconnect Letter and Reminder of Unpaid Final Bills Letters are generated. “Disconnect” notices tell the customer they have seven (7) business days to pay before being shutoff. “Unpaid Final Bill” letters are sent out once a final bill is delinquent and notify customers who have closed their account that their final bill has not been paid and that they have ten (10) business days to pay before being shutoff.

Notice 2 Batch – “Final Request for Payment” notices, before an account is sent to collections, are generated. These letters are generated ten (10) business days after a customer has received Notice 1. Once the ten (10) day window has expired a second late fee is assessed.

Notice 3 Batch – “Pending Shutoff Notice” is printed. This is an internal list detailing customer accounts that will be delinquent the next day. This gives Customer Service personnel a chance to reach out to these customers in advance of being shutoff.

Notice 4 Batch – “Shutoff List” is generated. This is a list of customers who will be shutoff. This list is given to field crews via a .csv download to their “Canvas” phone application, which is used for gathering information on all meter switch outs and then exports a file for Customer Service to use for updated account information (Note: The City has an SOP to change out all non-AMI meters on the shutoff list with AMI meters). This process should be achievable in the future directly via CIS, without the Canvas app, via Service Orders.

### 10.2.2 DELINQUENT/PENDING SHUTOFF ACCOUNT NOTIFICATIONS

- Allow Customer Service Representative to Query by Collection Status (via CIS). This query should return all accounts that have the chosen Collection Status. Customer Service Rep should then be able to select or deselect names and send and initiate an automated message to the selected individuals via email or text (depending on what the customer has setup in their notification options).

### 10.2.3 DISCONNECT PROCESS

CIS must perform the follow tasks related to meter shutoffs for nonpayment:

- Generate and display a shutoff list with the following attributes correlated to the Batch ID list. Each item shall constitute a column in the list:
  - Customer Number (via CIS)
  - Account Number (via CIS)
  - Meter Number (via CIS)
  - Address (via CIS)
- Highlight all listed accounts that have AMI meters in order to discern accounts with AMI meters from those without.
- Integrate with Command Center to allow shutoff list accounts with AMI meters to be disconnected through CIS and to filter out polyphase and 320-amp meters that are not disconnect capable.
- Allow City staff the ability to deselect individual accounts on the shutoff list to omit them from the group shutoff order if so required.
- Allow City staff to shutoff all accounts on the list via one button manual approval with management verification of successful connect/disconnect command.
- Allow City staff the ability to Turn On an account by meter number

### 10.2.4 RECONNECT PROCESS

#### 10.2.4.1 VIA CIS

City staff should be able to initiate a “reconnect” command directly from CIS. CIS must be configured by the vendor to facilitate this action with Command Center.

#### 10.2.4.2 VIA WEB CLIENT

The Web Client must be configured for a customer in shutoff status to perform the following steps:

1. See their total bill
2. Able to “check a box” to agree to add a turn on fee to the bill
3. Submit payment which, once accepted, initiates the closure of the customers AMI meter without any involvement from City personnel.

#### 10.2.4.3 VIA IVR

The IVR must be configured for a customer in shutoff status to perform the following steps:

1. Be told their total bill
2. Be prompted to agree to add the turn on fee to the bill
3. Restate the final bill with the turn off fee
4. Accept full payment
5. Once payment is accepted, the IVR should initiate the closure of the customers AMI meter without any involvement from City personnel.

### 10.2.5 PAYMENTS FROM ACCOUNTS IN SHUTOFF STATUS

When a customer has been shutoff for non-pay, the City does not allow payment via a checking or savings account. Currently, a user must manually go into Paymentus and adjust settings on all accounts in shutoff status. Ideally, this could be automated in the future.

### 10.2.6 DEPOSITS

The software should be capable of assessing both residential and commercial deposits of independent amounts, however the City only currently assesses deposits on commercial properties. Deposits for commercial customers are based on the highest bill in the last 12 months x 2. If it is a new establishment the deposit will be based on the usage of a similar establishment.

### 10.2.7 COLLECTIONS & WRITE OFFS

When an account has been sent to collections, CIS generates a .csv file that is sent to the collection agency. Alternatively, the collections company sends regular updates to the City detailing the amounts collected on each account. This data is manually entered into CIS. The City writes off unpaid final utility bills when there is no activity for four (4)

years. If payment is received via the collection agency after it has been written off, the City can reopen the account and assess the received amount toward it.

### 10.3 BACKFLOW PROGRAM FUNCTIONS

The City uses CIS to facilitate its Backflow Program. This involves logging device information, inspection results, keeping track of active licensed plumbers, mailing notification letters, and logging 5-year surveys. Additionally, when a backflow is installed on a new residence, it is placed in inventory until a corresponding water meter is installed to associate it with. With the CIS upgrade, the backflow device should be able to be added to an account as an independent action and not contingent on a water meter existing as is the requirement now.

#### 10.3.1 WEB CLIENT FOR CONTRACTOR USAGE

Contractors should have the ability to utilize a web client or app to enter backflow information directly into CIS. This should be contingent upon the Contractor creating an account within the system.

#### 10.3.2 5-YEAR SURVEYS

Per State requirements, the City must send out surveys to residential and commercial customers every 5-years to verify there aren't any unknown backflow hazards on their properties. Currently, there is not a place in CIS to log whether a survey was received. The future version of CIS should have a check box, or similar indicator, to confirm whether a return letter was received. This field would be in 5-year increments, over a period of at least 20 years, to reflect the total history.

#### 10.3.3 NOTIFICATION OF DISCONNECT LETTERS

CIS should generate two (2) separate notices. These notices should be selectable for either domestic or fire related services independently. All letters should be able to be sent to either the service address, billing address, landlord address, or any combination of the three (3). These letters should be configured by the Vendor as part of the commissioning process, but editable by the City after the fact. All lists should be exportable to excel. Lastly, the user should have the ability to remove customers from the mailing list whose service is listed as "off" in the system. The two (2) notices the City sends out are:

Notice 1 – Notice that Device is due to be tested.

Notice 2 – Notice that device is delinquent for testing.

### 10.4 REPORTS & QUERIES

This section includes certain, but not all, reports the City currently uses or would like to have added with this upgrade. The Vendor should note their ability to generate these reports in their proposal.

#### 10.4.1 CUSTOM SEARCHES AND FILTERS

Proposals should note all simple and advanced search options as well as filter options. These interfaces must also allow City staff to query between multiple variables from CIS tables. All search and filtered data must be exportable to excel.

#### 10.4.2 CUSTOM REPORTS

The Vendor must setup, configure, and implement the following reports. All reports must be exportable to excel.

##### 10.4.2.1 CONSUMPTION SUMMARY REPORT

Should return the monthly billings, consumption, and customer count for each customer class in a tabular form.

##### 10.4.2.2 LARGEST USER REPORT

Should return a preselected top number of largest users by revenue and consumption. Should be able to be run for customers or accounts.

##### 10.4.2.3 POWER FACTOR REPORT

This report shall compile a list of all metered customer power factors that are equal to or less than a user identified power factor threshold over a selectable period of time. This request would be required if the City does not pick up the MDM option.

##### 10.4.2.4 ACCOUNT CHANGES BY MONTH

A report showing the number of account Start/Stop/Transfer actions for customers each month.

##### 10.4.2.5 BLOCK SUMMARY REPORT

This report should give granular information for each bill block. This information should be exportable to an Excel format and contain billings by:

- customer charge/consumption/customer count
- energy tier charges/consumption/customer count
- demand charges/consumption/customer count
- power cost adjustment charges/consumption/count
- lighting charges/light count

##### 10.4.2.6 AMI COUNT REPORT

This report should give the number of active AMI meters by rate class and also the number of non-AMI meters by rate class.

#### 10.4.2.7 METER CHANGE OUTS

This report should list all meters changed out, removed, or added in a user selected window of time.

#### 10.4.2.8 DEMAND CUSTOMER COMPARISON REPORT

This report would detail any Class 50 or Class 100 customer who would be better served, financially, by switching classifications based on a selectable period of time.

#### 10.4.2.9 EIA-861M FERC REPORT

The report should be Calendar-Year-To-Date and mimic the data type and format shown in the example below (note that commercial and industrial are combined into a single heading). This should be exportable to Excel.

Date	# of Res. mtrs	Residential AMI kwh	# of comm. mtrs	Commercial AMI kwh	Total AMI kwh
Jan-18	2654	2724212	426	5032336	7756548
Feb-18	2900	2592611	472	4581298	7173909
Mar-18	3117	2252398	503	3982570	6234968
Apr-18	3325	2248473	539	3837989	6086462
May-18	3489	2292605	561	4362623	6655228
Jun-18	3609	3206718	583	5170719	8377437
Jul-18	3806	3549631	614	6305668	9855299
Aug-18	4081	3365364	646	6298372	9663736
Sep-18	4235	2829469	666	5533663	8363132
Oct-18	4462	2628199	680	5025409	7653608
Nov-18	4558	3633546	693	5369708	9003254
Dec-18	4778	4588588	713	6936229	11524817
<b>2018 kwh total</b>		<b>35911814</b>		<b>62436584</b>	<b>98348398</b>

## 11 METER DATA MANAGEMENT SYSTEM (MDM)

The City, via the Utility Department, owns and operates the Electric and Water Utilities for the City of Grand Island, Nebraska. In recent years, there has been an increased awareness of the industry shift to AMI meters to expand system feedback. In accordance, the City has been installing AMI meters at an increased rate (See Section 8.1).

The City is requesting optional proposals to provide, install, configure, integrate, implement, and host a Meter Data Management System. This system may or may not be awarded at the sole discretion of the City, but is contingent upon the Vendor being awarded the CIS Contract. The MDM should interface with the Vendor's Web Client platform. The MDM will be configured to seamlessly interact with the City's existing software platforms. The MDM will have the capability of facilitating the City's current and long-term infrastructure requirements.

### 11.1 EXISTING SYSTEM DATA POINTS

Listed below are the quantity of pertinent, current, electric system components:

- Total Transformers = 8,900 Each
  - Polemount = 6,100 Each
  - Padmount = 2,800 Each

- Total Capacitor Banks = 172 Each
- Total Cable = 572 Miles
  - Underground Three Phase = 85 Miles
  - Overhead Three Phase = 295 Miles
  - Underground Single Phase = 105 Miles
  - Overhead Single Phase = 87 Miles
- Total Poles = 18,650 Each

## 11.2 VIRTUAL DATA POINTS

The Vendor must utilize the MDM to calculate the following virtual data points:

- **Transformer Capacity (%)** – Given as a percent of the rated transformer capacity (found in the GIS data). This will be a virtual meter composed of summing all secondary loads over a common time interval.
- **Transformer Loading (kWh)** – Real time load given as a summation of all secondary loads over a common time interval
- **Power Factor (Decimal)** – Active Power Divided By Apparent Power

## 11.3 CUSTOM REPORTS

The Vendor must setup, configure, and implement the following reports.

### 11.3.1 TRANSFORMER LOADING REPORT

This report should compile a list of all Distribution Transformers that exceed an average load capacity of 80% for the month (load capacity threshold must be accessible and adjustable by City staff). The tabular report should be presented in the following format:

- The information shall be grouped by transformer size and mount type. In addition to individualized data; beneath each group shall be a totalized set of data. Each group shall be sorted from greatest monthly loading percentage to least. Data columns shall include:
  - KVA Rate (via GIS)
  - Transformer Name (via GIS)
  - Transformer Location (via GIS)
  - Mount Type (via GIS)
  - Average Transformer Loading for the month (kW)
  - Average Transformer Loading for the month (%)
  - Total Time Transformer Operated above KVA Rate (%)
  - No. of Customers on Secondary side of Transformers (via GIS)
  - Transformer Installation Date (via GIS)



### 11.3.2 POWER FACTOR REPORT

This report shall compile a list of all metered Power Factors that are equal to or less than 0.90 (load capacity threshold must be accessible and adjustable by City staff). The tabular report should be presented in the following format:

- Meter Number (via CIS)
- Account Number (via CIS)
- Address (via CIS)
- Power Factor (via CIS)
- Total Time of Operation the Power Factor was exceeded (Hours)
- Total Time of Operation the Power Factor was exceeded (%)

### 11.3.3 ENERGY LOAD PROFILES

Average Energy Load Profiles should be able to be viewed, by hour, for each Bill Block and each Customer Class. The duration of the of profile should be selectable by the user.

## 11.4 STANDARD REPORTS/MESSAGES

The following standard reports shall be accessible via the MDM's Management Dashboard:

- Synchronization Status Reports (Meters not linked to an account, Meter Not Reporting linked to an account)
- Meters not reporting performance for the past month/quarter/year
- AMI Voltage Alarm Reporting (High/Low Voltage Alarms with the voltage reading from the other meters of the same transformer)
- AMI Outage Alarm Reports filtered based on volume (report as an individual outage or transformer outage)
- AMI tamper report (tamper and number of times reported at this service point)
- Instantaneous Alarm Messages (Theft, Outages, High/Low Voltage Alarms)
- Email/Text Management when MDM receives alert or flag from the AMI Meters. This includes, but is not limited to, "hot socket", "inactive status", and user consumption threshold notifications. These notifications should be configurable through the MDM by Management.

## 11.5 RATE TESTING

The Vendor shall setup an interface where the City can 'test' rate blocks against historic consumption. The City should be able to select a date range from which the consumption data is queried. This feature should be capable of running two rate blocks simultaneously and

comparatively. The MDM shall be able to accept both standard and time-of-day type rate blocks. The City should be able to display the output for two different rate blocks side by side.

#### 11.6 VALIDATING, EDITING, AND ESTIMATING (VEE)

The MDM should be VEE capable. Vendor shall specify which VEE Standard they follow and note functionality that is offered as well as standard functionality that will be implemented with the MDM. The VEE historical duration capacity should match the Historian (7 years).

#### 11.7 METER READING DIGIT STORAGE

The Vendor's MDM shall be able to support, at minimum, a 12-digit meter reading.

#### 11.8 HOSTING

The Vendor will host, support, perform all updates, and maintain the entire MDM system, database, and web client functionality. The Vendor must provide technical assistance to the City.

#### 11.9 TECHNICAL SUPPORT

Vendor must specify the following in this proposal:

- Technical Support staffing and No. of commercial clients/systems they support
- Technical Support hours
- Technical Support inquiry submittal process(es)
- Specify the frequency, timing, and duration of system updates

#### 11.10 SECURITY

As customer information will be involved with this interface, the Vendor must give a detailed explanation of the security measures implemented to protect the integrity of their records. This includes user-level security measures.

#### 11.11 SERVICE LEVEL AGREEMENT (SLA)

The Vendor should note any SLA guarantees that would be in place while hosting the City's MDM service. Items such as guaranteed up time, redundant data hosting sites for disaster recovery, etc. should be noted in the proposal.

## 12 LOCATION AND DATE

Proposal pricing shall include all applicable material, labor, license fees, service fees, travel, living expenses, taxes, permits, and/or delivery charges to Grand Island, Nebraska. **Proposals must be received at City Hall by 4:00 P.M. on Thursday, April 21<sup>st</sup>, 2021. Proposals may be mailed to the City Clerks Office (100 E. 1<sup>st</sup> Street), hand delivered, or submitted online at <http://www.grand-island.com/your-government/bid-document-information>. **LATE PROPOSALS WILL NOT BE CONSIDERED.****

## 13 CONTACT INFORMATION

Questions concerning technical or logistical aspects of this proposal package may be directed to: **Ryan Schmitz** by Phone: 308.385.5463 Ext. 2132, or Email: [rschmitz@giud.com](mailto:rschmitz@giud.com).

## 14 PROPOSAL SUBMITTAL REQUIREMENTS

All proposals must contain the following material, at minimum, sectionalized in the following order (more specific details are listed in the following subsections):

1. Cover Letter
2. Index Sheet
3. Acknowledged Addendums (if applicable)
4. License Fees
5. Service Fees
6. Hosting Fees
7. Support and Maintenance Fees
8. Travel and Related Fees
9. Exceptions
10. Product Specific Information – CIS, MDM, IVR, Bill Mailing & Processing
11. Optional Functionality – OMS % Asset Management
12. Project Schedule
13. Payment Schedule
14. Training Schedule
15. Company Qualifications
16. Personnel Qualifications
17. Single Point of Contact
18. References
19. Hourly Rates
20. Commercial Terms

### 14.1 COVER SHEET

A brief summary of the Vendor, the Vendor's background, and what service the Vendor can provide

### 14.2 INDEX SHEET

Index providing numerical references to the individual sections of the proposal.

### 14.3 ACKNOWLEDGED ADDENDUMS (IF APPLICABLE)

Vendor shall attach any signed addendums that apply to this specification.

### 14.4 FEES

Individual Pricing shall be given for each modular component of the Vendor's platform required to meet the requirements of this specification. Independent pricing should be given for the CIS, MDM, IVR, and Bill Mailing & Processing options separately. Any annual price escalators should be explicitly noted. Costs shall be broken out independently as well as totalized (see below): \*

	Cost
<b>CIS UPGRADE (REQUIRED)</b>	
License Fees	
Service Fees	
Support and Maintenance Fees	
Travel Related Expenses	
<b>MDM UPGRADE (OPTIONAL)</b>	
License Fees	
Service Fees	
Hosting Fees	
Support and Maintenance Fees	
Travel Related Expenses	
<b>IVR UPGRADE (OPTIONAL)</b>	
License Fees	
Service Fees	
Support and Maintenance Fees	
Travel Related Expenses	
<b>BILL MAILING &amp; PROCESSING (OPTIONAL)</b>	
Setup Fees	
Cost per Mailing	

**\* Note: Grand Island Utilities is NOT tax exempt and is subject to 7.5% sales tax. See the Nebraska Department of Revenue’s web site at [www.revenue.state.ne.us](http://www.revenue.state.ne.us) for contractor’s tax information.**

#### 14.5 EXCEPTIONS

List all exceptions taken to the requests specified in this document.

#### 14.6 PRODUCT SPECIFIC INFORMATION

Full descriptive answers to all items listed in Appendix ‘A’ with itemized responses referencing the question number. Additionally, any description of services provided, but not explicitly requested in this document, can be included. Descriptions should cover how CIS will be implemented both with and without the City picking up the MDM option.

#### 14.7 OPTIONAL FUNCTIONALITY

Information on optional functionality that the City may find useful but is not specifically required in this specification. This includes pricing for the additional functions.

#### 14.8 PROJECT SCHEDULE

A proposed project schedule should be provided. The schedule should correlate project milestones to estimate start/finish dates of each milestone. Note that preference will be given to Vendors whose schedule has a completion date prior to January 1, 2024.

#### 14.9 PAYMENT SCHEDULE

All payment requests should be tied to work milestones. Vendor shall include a proposed payment schedule correlated to these milestones in this section.

#### 14.10 TRAINING & TRAINING SCHEDULE

Recommend all training necessary to operate and maintain all web client functions. A training summary and schedule should be included in this section.

#### 14.11 COMPANY QUALIFICATIONS

Pertinent company work experience involving similar projects.

#### 14.12 PERSONNEL QUALIFICATIONS

Names and pertinent work experience of all personnel anticipated to be extensively involved in the project.

#### 14.13 SINGLE POINT OF CONTACT

A single point of contact must be provided throughout the project. The name and background of this person must be provided.

#### 14.14 REFERENCES

Vendor must provide at least three (3) references of similar scope and magnitude of work.

#### 14.15 HOURLY RATES

Staff hourly rates for any occurring work beyond the scope of this specification.

#### 14.16 COMMERCIAL TERMS

List all commercial terms that apply.

### 15 EVALUATION

The proposals will be evaluated on the following criteria. Also indicated are the weighting factors which will be used in tabulating the evaluation scores.

#### 1. Proposal Responsiveness (x 1)

- Vendor's ability to meet or exceed the requirements specified here-in

#### 2. Company Experience (x 2)

- Vendor's historic experience implementing their CIS system
- Takes into account companies experience with integrating with City's existing 3<sup>rd</sup> party platforms

- Feedback from References
3. **Personnel Experience (x 2)**
    - Experience of personnel who would be involved with the City’s implementation.
  4. **Commercial Terms (x 1)**
    - Any specified legal terms requested by Vendor in proposal
    - Proposed Project Schedule
  5. **Fees (x 1)**
    - License Fees
    - Service Fees
    - Hosting Fees
    - Travel Related Fees
    - Support and Maintenance Fees
      - Any annual fee escalators must be noted
    - Pricing for optional functionality beyond the requirements of this specification
    - Hourly Rates for additional work outside of the scope of work issued

## 16 AWARD SCHEDULE

Proposal pricing should be held long enough for the award process to be completed. The City reserves the right to reject all proposals during the evaluation process at their sole discretion. The City also reserves the right to remove from or add to the scope of the work detailed here-in in accordance with pricing submitted. The City also reserves the right to require an online demonstration prior to awarding any work. The tentative award schedule is as follows:

- Proposal Let Date: **April 21, 2022**
- Negotiation/Validation Period with preferred Vendor(s): **May 2022 through June 2022**
- Date Proposal Sent to Council for Official Award: **July 2022 (Estimate)**
- Earliest Date an invoice can be submitted to the City for any work done: **October 1, 2022**

## 17 OWNERS SATISFACTION

The Owner reserves the right to withhold up to 10% of the total quoted price until such time as all requirements set forth in the signed Contract are met to the Owner’s satisfaction.

## 18 DEFINITIONS

**City of Grand Island / City / Owner/**– An employee representative of the City of Grand Island.

**Vendor** – Representative term for company being awarded a Contract for the work specified in this document

**Contract** – Signed agreement between the City of Grand Island and the Vendor.

## APPENDIX 'A' – CONFORMANCE MATRIX

Use the following categories (I, O, E, N) to respond to the statements below.

I	Included with base system or service as proposed by Vendor without customization
O	Optional feature or service provided for additional cost (e.g. separate line item cost) as indicated in cost proposal
E	Exception to the feature or requested service. Explain on response form. Explain all alternatives and any additional costs
N	Feature or service NOT currently available

Any areas within the matrix that require a description may be denoted independent from this document as long as the Vendor refers to the applicable section number (i.e. 2.35).

Area	Item No.	Description	I	O	E	N
3rd Party Platform Inegration	1.00	Describe your solution's support for integration and the method of integration to Command Center? What data can be pulled and pushed between platforms?				
3rd Party Platform Inegration	1.01	The ability to automatically reconnect a meter in Command Center, via CIS, that was disconnected for non- payment after verifying payment has been received. This includes allowing the customer to self authorize, via the web client, and add the turn on fee to the bill before payment.				
3rd Party Platform Inegration	1.02	Describe any ability to integrate with ESRI GIS.				
3rd Party Platform Inegration	1.03	Describe any ability to integrate with Milsoft Windmil				
3rd Party Platform Inegration	1.04	Describe any ability to integrate with Tyler Technologies Munis.				
3rd Party Platform Inegration	1.05	Describe any ability to integrate with Paymentus (should the City decide to retain this entity)				
3rd Party Platform Inegration	1.06	Describe any ability to integrate with Juniper Allegro 3 Meter Reader Handhelds.				
3rd Party Platform Inegration	1.07	Describe any ability to integrate with the current Intermedia IVR (should the City decide to retain this entity)				
Backflow	1.08	Ability to utilize customer portal to allow outside plumber to submit backflow results directly into CIS?				
Backflow	1.09	Ability to track the receipt of backflow surveys in 5 year increments?				
Backflow	1.10	Ability to generate two (2), independent, backflow letter templates? Also note if these are configurable by the user.				
Backflow	1.11	Ability to save Tester name and license information.				
Backflow	1.12	Ability to Save Backflow Test Results?				
Bill Printing & Mailing	1.13	Provide the name and location of the site where bills will be processed and mailed, as well as redundant locations used for disaster recovery				
Bill Printing & Mailing	1.14	Describe the process and timeline of receiving the data file of bills ready to be rendered, from receipt of the data file to the release to the USPS.				
Bill Printing & Mailing	1.15	Describe the ability for the City to track the status of the bill file, including the processing of the bill file, printing of the bills and release to the post office.				
Bill Printing & Mailing	1.16	Ability to "intercept" bills (allow City employees to locate and review a specific bill after it has been generated but before it is printed)				
Bill Printing & Mailing	1.17	Describe the method for inserting marketing materials with the bill.				
Bill Printing & Mailing	1.18	Ability to CASS certify mail.				
Bill Printing & Mailing	1.19	Ability to achieve postal discounts.				
Bill Printing & Mailing	1.20	Ability to track individual pieces of mail through the USPS system.				
Bill Printing & Mailing	1.21	Ability to send both an email bill and a printed bill to the same member.				
Bill Printing & Mailing	1.22	Provide Service Level Agreement for bill printing and mailing.				
Bill Printing & Mailing	1.23	Describe the ability to include bill messages on bills, and the number of characters allowed per message.				



Bill Printing & Mailing	1.24	Describe the ability to include bill messages on specific bills (i.e. individual member) or groups of members (i.e. all residential members)				
Bill Printing & Mailing	1.25	Ability to include co-applicant or joint owner name on the printed bill.				
Bill Printing & Mailing	1.26	Ability to print and mail Backflow Notification Letters. Should be able to send independently to the service address, billing address, landlord address or any combination of the three (3).				
Billing & Payments	1.27	Must allow the following payment methods and any desired additions: <ul style="list-style-type: none"> <li>• Cash</li> <li>• Check</li> <li>• Credit Card</li> <li>• Debit Card</li> <li>• ACH Payment</li> <li>• Over the Phone</li> <li>• Member Portal</li> <li>• Mobile Phone</li> <li>• Kiosk (Not required, but note if available)</li> </ul>				
Billing & Payments	1.28	Ability to accept payments that are not associated with an electric bill (i.e. miscellaneous billings, rentals, CJO, donations, etc.)				
Billing & Payments	1.29	Requires a clear and auditable process for closing and reconciling the cash drawers, and a clear and auditable process for making a bank deposit each business day.				
Billing & Payments	1.30	Ability to update account balances in real time and produce receipts indicating amount of payment made and remaining balance owing.				
Billing & Payments	1.31	Describe the ability to integrate pre-pay metering services with your CIS application, customer portal and the meter data management system.				
Billing & Payments	1.32	Provides the ability for members to add funds to the account through all payment channels.				
Billing & Payments	1.33	Provides real time information/notifications to the member through web/mobile applications.				
Billing & Payments	1.34	Ability to set-up a pre-pay account with business rules that allow payments to be applied to previous unpaid debt and current usage charges.				
Billing & Payments	1.35	Describe the configuration options for disconnects, reconnects (i.e. minimum payments, deficit balances, etc.)				
Billing & Payments	1.36	Ability to block payments from checking and savings accounts for anyone who is shutoff for nonpay.				
Billing & Payments	1.37	Ability to bill Power Factor deficiencies.				
Customer Portal	1.38	What browsers are your Web Client compatible with?				
Customer Portal	1.39	Describe the ability for the portal to be a single sign on gateway to services such as payments, electronic bill presentment, usage, viewing and reporting an outage, communicating with City employees, etc.				
Customer Portal	1.40	Describe the ability for a member to view the exact image of their bill in hard copy or online				
Customer Portal	1.41	Ability for member to access their energy usage and compare usage over multiple periods? Also, note the ability to bring in weather data.				
Customer Portal	1.42	Does the solution meet ADA compliance?				

Customer Portal	1.43	Describe the communication channels that are available through your portal to contact City employees (i.e. onlin queries, chat, etc.)				
Customer Portal	1.44	Portal supports the Green Button Initiative?				
Customer Portal	1.45	Describe all mobile optimized services and information available to members using a mobile device.				
Customer Portal	1.46	Ability to display near real-time account information to the member.				
Customer Portal	1.47	Describe the ability for the City to configure the portal website.				
Customer Portal	1.48	Provide an overview of the types of notifications members will automatically receive and the channels they are offered.				
Customer Portal	1.49	Provide an overview of the types of optional notifications members can receive and the channels they are offered.				
Customer Portal	1.50	Ability for members to receive electronic bills and paper bills, even if enrolled in portal.				
Customer Portal	1.51	Ability to enroll in auto pay as well as make one-time payments.				
Customer Portal	1.52	Describe the functionality of the one-time payment system.				
Customer Portal	1.53	The one-time payment system is capable of storing payment information and prompts member to use the last payment method used when future payments are made.				
Customer Portal	1.54	Describe mobile devices and the operating systems the portal is compatible with (i.e. tablets, smart phones, Android, IOS, etc.).				
Customer Portal	1.55	Describe if social media links can be added to the portal.				
Customer Service	1.56	Describe architecture of how accounts are defined and the ability to handle multiple accounts and member addresses, and open fields to collect additional member data. Proposed solution must include Prepay capability, budget billing and others as appropriate.				
Customer Service	1.57	Define architecture of accounts/service locations, and other options such as multiple accounts.				
Customer Service	1.58	Application must have a summary page that displays key aspects of the member's account.				
Customer Service	1.59	Application must accommodate multiple financially responsible parties on an account (spouses, co-applicants, Power of Attorney); describe where displayed in your system.				
Customer Service	1.60	Describe the ability to customize the data being viewed.				
Customer Service	1.61	Describe the ability to view a mailing address if it is different than the service address.				
Customer Service	1.62	Describe the fields in which an existing member can be searched (name, address, account number, etc.) and any wildcard search options.				
Customer Service	1.63	Describe your practices regarding Payment Card Industry (PCI) compliance and Red Flag rules as well as NACHA rules.				
Customer Service	1.64	Ability for the City to document interactions with members and for those documented interactions to have an end date.				
Customer Service	1.65	Ability to display account alerts, including color options, such as Life Support, Landlord Agreement, Broken Pay Plan, etc.				

Customer Service	1.66	Describe ability to retain a history of accounts viewed and/or updated by the City, including the number of accounts and the time period.				
Customer Service	1.67	Describe the process for scheduling jobs and processes in your CIS (i.e. using a batch scheduler, manually, etc.)				
Customer Service	1.68	Detail the ability to configure high and low consumption warning threshold, independently, for different customer classes.				
Customer Service	1.69	Ability for City to set up automated member notifications based on criteria such as bill availability, payment reminders, usage thresholds, etc. Phone, email and text notifications would be required.				
Customer Service	1.70	Describe Ability to Conform to All Items Listed in Section 10.1, 10.2, and 10.3				
Customer Service	1.71	Describe the ability to flag an account that has no usage for the last 12 months.				
Customer Service	1.72	Describe the ability to flag an account with a 50% change in usage from the previous year same month.				
Customer Service	1.73	Ability to set up automated member notifications based on criteria such as bill availability, payment reminders, usage thresholds, etc. Phone, email and text notifications would be required.				
Customer Service	1.74	<p>Ability to:</p> <ul style="list-style-type: none"> <li>• Define and edit a list of service orders and the desired work flow for each type from creation through closing to include charging standard fees by type</li> <li>• Include reporting tools to track age and status of open orders</li> <li>• Convert a disconnect order to a transfer if a new member applies for service when a stop order was previously entered</li> <li>• Allow for landlord agreements to ensure that closed accounts revert back to the landlord and a disconnection does not occur</li> </ul>				
Customer Service	1.75	Ability to create a new member, transfer a member, stop a member, create a new service agreement				
Customer Service	1.76	<p>Ability to create a field activity for work to be done at a member's service address such as:</p> <ul style="list-style-type: none"> <li>• Meter Exchange</li> <li>• Install Yard Light</li> <li>• Defective Meter Investigation</li> <li>• Meter Tamper Investigation</li> </ul>				
Customer Service	1.77	Ability to automate the opening of a customers account information for City staff, based the incoming phone number matching the phone number on record in CIS.				
Customer Service	1.78	Ability for new address to autofill when starting to type an address. This can be linked to the City GIS database for populating.				
Customer Service	1.79	How many digits can the software store for a meter reading?				
Customer Service	1.80	Describe Service Order Process?				
Customer Service	1.81	Can software store Meter Voltages?				
Customer Service	1.82	Can software store Irrigation Well Numbers?				
Customer Service	1.83	Can Software Inventory Meters?				
Customer Service	1.84	How is querying handled? Can multiple variables be queried against each other?				

Customer Service	1.85	Describe how the credit and collections process works within the application.				
Customer Service	1.86	Ability to offer paper or electronic past due notifications based on member preference.				
Customer Service	1.87	Ability to create a payment plan that will suspend credit activity to allow a member to pay a bill on agreed upon date(s) in between bill cycles and over multiple bill cycles.				
Customer Service	1.88	Ability to generate an automated confirmation letter to the member with the payment plan details.				
Customer Service	1.89	Describe the process of identifying unpaid closing bills and producing a list referral to a third party collection agency.				
Customer Service	1.90	Ability to assign an internal credit score to a member's account based on their payment history.				
Customer Service	1.91	Ability to allow different events/steps in the credit process based on criteria linked to a specific account (i.e. member with life support designation, or good pay member who receives a reminder notice before receiving a disconnect notice).				
Customer Service	1.92	Describe the process for writing off unpaid closing bills.				
Customer Service	1.93	Describe ability to add warning messages on portal and on billing statements indicating account is past due or is out for disconnect.				
Customer Service	1.94	Describe the ability to prevent a bill being sent to a member until a later date.				
Document Management	1.95	Ability to store native document types (i.e. Word documents, Excel spreadsheets, PDF, etc.)				
Document Management	1.96	Ability to store emails along with attachments				
Document Management	1.97	Ability to assign retention schedules.				
Document Management	1.98	Describe how documents are purged once they have met their retention schedule.				
Document Management	1.99	Ability to full text search documents.				
Document Management	2.00	Ability to search metadata of documents.				
Document Management	2.01	Ability to incorporate digital signatures on documents.				
Document Management	2.02	Ability to perform document auditing.				
Document Management	2.03	Ability to assign security to specific documents based on groups of individuals, etc.				
Document Management	2.04	Ability to secure a document from being updated				
Document Management	2.05	Ability to apply a legal hold to documents in the repository.				
Document Management	2.06	Describe the out of the box reports that are available in the application.				
Document Management	2.07	Describe any workflow capabilities within the application.				
Document Management	2.08	Note ability to construct report noted in Section 10.4.2.1				
Document Management	2.09	Note ability to construct report noted in Section 10.4.2.2				
Document Management	2.10	Note ability to construct report noted in Section 10.4.2.3				
Document Management	2.11	Note ability to construct report noted in Section 10.4.2.4				
Document Management	2.12	Note ability to construct report noted in Section 10.4.2.5				
Document Management	2.13	Note ability to construct report noted in Section 10.4.2.6				

Document Management	2.14	Note ability to construct report noted in Section 10.4.2.7				
Document Management	2.15	Note ability to construct report noted in Section 10.4.2.8				
Document Management	2.16	Note ability to construct report noted in Section 10.4.2.9				
IVR	2.17	The IVR system is capable of storing payment information and prompts member to use the last payment method used when future payments are made.				
IVR	2.18	Describe how your IVR solution is PCI and NACHA compliant.				
IVR	2.19	IVR can recognize the member's phone number and prompt the member to confirm and provide an updated phone number to the City.				
IVR	2.20	Describe any outbound IVR features available with your system.				
IVR	2.21	Ability for the member to be prompted to speak to a live City representative during the call, during regular business hours.				
IVR	2.22	Describe monthly call alaytical data availble to the City.				
Meter Data Management System	2.23	Ability to serve as a single, centralized, enterprise source of raw, validated and estimated data from electric meters.				
Meter Data Management System	2.24	Ability to calculate billing determinates such as consumption, peak demand, time of use consumption, time of use pricing, net metering, and negative consumption.				
Meter Data Management System	2.25	Ability to validate, edit and estimate (VEE) meter data automatically or manually. Please provide a list of out of the box VEE algorithms.				
Meter Data Management System	2.26	Ability to build and apply custom VEE rules				
Meter Data Management System	2.27	Capable of storing and processing readings from all registers of the meter.				
Meter Data Management System	2.28	Able to aggregate and totalize usage on two or more meters.				
Meter Data Management System	2.29	Able to detect missing register reads on a meter.				
Meter Data Management System	2.30	Able to store event and alarms data from meters/devices (such as outage events, voltages, tamper, etc.)				
Meter Data Management System	2.31	Ability to calculate demand from register reads Example: thirty-minute, fifteen-minute, etc.				
Meter Data Management System	2.32	Provide an estimated time for your application to process daily VEE, and billing processes for both 15,000 meters (current) and 27,000 meters (future).				
Meter Data Management System	2.33	Ability to schedule daily tasks on a frequency basis				
Meter Data Management System	2.34	Ability to store raw meter data and provide and audit trail of all changes to that data.				
Meter Data Management System	2.35	Ability to calculate and provide daily billing information to support pre-pay metering.				
Meter Data Management System	2.36	Ability to maintain audit trail of changes in the MDM, meter data changes, and any other type of changes to the data.				
Meter Data Management System	2.37	Ability to filter events from meter based on criteria such as meter event of 'Power Fail'.				
Meter Data Management System	2.38	Ability to ping a meter from within the MDMS user interface				
Meter Data Management System	2.39	Able to accept MultiSpeak for meter reads				
Meter Data Management System	2.40	Able to send the daily billing file to the CIS using a MultiSpeak web service				
Meter Data Management System	2.41	Ability to export data to be used by an Engineering Distribution Analysis tool				

Meter Data Management System	2.42	Ability to integrate with a live weather feed for daily and average weather data for our region				
Meter Data Management System	2.43	Ability to integrate data with the City's Substation SCADA; Aveva System 2020 (formerly Wonderware).				
Meter Data Management System	2.44	Ability to configure and send alert and alarm notifications via email, SMS text message, IVR, phone.				
Meter Data Management System	2.45	Ability to present residential/commercial meter data to a customer portal.				
Meter Data Management System	2.46	Note what objects can be brought into the MDM from Command Center in your base offering.				
Meter Data Management System	2.47	Ability to do daily Demand Meter Resets for Billing purposes.				
Meter Data Management System	2.48	Describe you hosting ability and security.				
Support and Structure	2.49	Is your CIS platform offered as hosted, on premise, or both? If on premise, what hardware, software, and OS will be required?				
Support and Structure	2.50	Is your MDM platform offered as hosted, on premise, or both? If on premise, what hardware, software, and OS will be required?				
Support and Structure	2.51	What security measures do you implement with your platforms?				
Support and Structure	2.52	Describe the version update process. Are all updates AND upgrades covered under the annual maintenance fee, or independent of this fee?				
Support and Structure	2.53	What are your live support hours?				
Support and Structure	2.54	What support channels are available to? Phone, chat, support forum?				
Support and Structure	2.55	How many people provide phone support at a given time?				
Support and Structure	2.56	How do you provide expert IT support?				
Support and Structure	2.57	How do you support integration with other systems? Is this support also available through your phone support line?				
Support and Structure	2.58	How do you track support calls? What is your target response time and target resolution time?				
Support and Structure	2.59	Where is/are your call center(s) located?				
Support and Structure	2.60	Do you have an annual meeting for the user group? Where is it held? How many days is the meeting? Do you also have regional user groups?				
Support and Structure	2.61	Does your user group have a forum for sharing?				
Support and Structure	2.62	How do your users provide input for additions to the system?				
Support and Structure	2.63	How do you track and prioritize these requests?				
Support and Structure	2.64	Do you have ongoing training classes? Are these at your site, regional or online?				
Support and Structure	2.65	Do you provide resource documents and training materials?				
Support and Structure	2.66	Do you provide resource documents and training materials?				
Support and Structure	2.67	Do you offer webinars?				

## APPENDIX 'B' – ELECTRIC/WATER/SEWER RATE SUMMARY

**ELECTRIC RATE SCHEDULE  
EFFECTIVE OCTOBER 1, 2018  
ORDINANCE NO. 9133**

**010, RESIDENTIAL SERVICE**

Applicable in urban and rural distribution areas. Available in single phase, through a single meter, to residential consumers for domestic use in a single family dwelling unit, but is not available for commercial or non-domestic use.

Individual single-phase motors not to exceed 10 HP each may be connected, however the City Utilities Department must be notified in writing if a motor over 5 HP is installed.

This schedule has two sets of rates; one for the summer period of five months beginning with the June billing and the second for the winter season of seven months beginning with the November billing.

**Summer Rate (June—October)**  
Kilowatt Hours Used Per Month

First 300 KWH 0.105 per KWH

Next 700 KWH 0.083 per KWH

All Additional KWH 0.083 per KWH

**Winter Rate (November—May)**  
Kilowatt Hours Used Per Month

First 300 KWH 0.105 per KWH

Next 700 KWH 0.064 per KWH

All Additional KWH 0.057 per KWH

Plus a customer charge of \$8.00 per month, in addition to that charged for the electrical energy used, plus the applicable Power Cost Adjustment Charge. The minimum monthly bill shall be \$8.00.

**Service Specifications**

Residential Service shall be supplied at a nominal voltage of 120/240 Volts, single phase, only.

**030, SINGLE-PHASE COMMERCIAL SERVICE**

Applicable in urban and rural distribution areas. Available for commercial customers, for lighting and small appliances. Available for single meter multi-family dwelling units, and combined residential-commercial use, where the Residential Rate is not applicable. Service shall be through a single meter.

Individual single-phase motors, not to exceed 10 HP each may be connected, however the City Utilities Department must be notified in writing if a motor over 5 HP is installed.

Kilowatt Hours Used Per Month	Rate
First 1,000 KWH	0.107 per KWH
All Additional KWH	0.080 per KWH

Plus a customer charge of \$12.00 per month, in addition to that charged for the electrical energy used, plus the applicable Power Cost Adjustment Charge. The minimum monthly bill shall be \$12.00.

**Service Specifications**

Single-Phase Commercial service shall be supplied at a nominal voltage of 120/240 Volts, single phase. At the discretion of the Utilities Department 240/480 Volts, single phase, may be furnished.

**Discounts for Primary Service**

If the Single-Phase Commercial user owns and maintains all necessary transformation equipment and structures, a 3% reduction will be made in the energy billed. If energy is metered on the primary side (7.2 KV or above) of the service, a 2% reduction will be made in the energy billed. These discounts, however do not apply to the minimum stated.

**050, THREE-PHASE COMMERCIAL SERVICE**

Applicable in the territory served by the City of Grand Island; and is available through a single meter at three phase, for any electric service uses where three-phase service is available.

This schedule has two sets of rates; one for the summer period of five months beginning with the June meter reading and the second for the winter season of seven months beginning with the November meter reading.

Summer Rate (June-October)	Rate
Kilowatt Hours Used Per Month	
First 1,000 KWH	0.107 per KWH
Next 4,000 KWH	0.095 per KWH
All Additional KWH	0.087 per KWH

**Winter Rate (November-May)**

Kilowatt Hours Used Per Month	Rate
First 500 KWH	0.107 per KWH
Next 1,000 KWH	0.095 per KWH
All Additional KWH	0.082 per KWH

Plus a customer charge of \$16.00 per month, in addition to that charged for the electrical energy used, plus the applicable Power Cost Adjustment Charge.

**Minimum**

The minimum monthly bill shall be the larger of the customer charge or the total connected HP x \$0.70.

**050, THREE-PHASE COMMERCIAL SERVICE, continued**

The billing horsepower shall be determined as follows:

- Total connected horsepower, if total connected horsepower is less than 20 HP.
- If total connected horsepower exceeds 20 HP, then the billing horsepower shall be the larger of 20 HP, or the largest single connected motor.
- If questions arise as to the actual billing horsepower, the City Utilities Department may, at its option, install demand meters. The Kilowatt reading shall determine the billing horsepower on the basis of 0.75 Kilowatt = 1.0 HP.

It is the responsibility of the customer to inform the City Utilities Department of changes that may affect minimum billings.

**Service Specifications**

Three-Phase Commercial Service is supplied at three phase, four wire wye, at 120/208 Volts or 277/480 Volts; or three phase, three wire delta, at 240 Volts or 480 Volts. Delta services must operate ungrounded, unless prior written approval is obtained by the customer from the City Utilities Department.

Current unbalance between phases should not exceed 15%.

**Discounts for Primary Service**

If the Three-Phase Commercial user owns and maintains all necessary transformation equipment and structures, a 3% reduction will be made in the energy billed. If energy is metered on the primary side (7.2 KV or above) of the service, a 2% reduction will be made in the energy billed. These discounts, however do not apply to the minimum stated.

**Power Factor**

The customer shall install power-factor correction equipment, if necessary to ensure a power factor of no less than 90%, lagging or leading.

**100, THREE-PHASE POWER SERVICE**

Applicable in the territory served by the City of Grand Island, available through a single meter at three phase. Available for any commercial or industrial use of energy.

**Demand Charge Summer (June-October)**

\$14.30 KW of billing demand

**Demand Charge Winter (November-May)**

\$9.70 KW of billing demand

**Energy Charge**

First 450 hours of demand	Summer	Winter
All additional energy	\$0.051	\$0.047
Plus applicable Power Cost Adjustment Charge	\$0.042	\$0.039

**Customer Charge**

\$300 per month

**Minimum—**

The minimum monthly bill shall be no less than \$700.00. The Power Cost Adjustment charge is applied to energy consumption only.

The monthly demand shall be the highest integrated demand (in KW) during a 30-minute time interval in the billing period. The billing demand shall be the greater of (1) the monthly demand or (2) 65% of the monthly demand in the five (5) most recent summer months.

**100, THREE-PHASE POWER SERVICE, continued**

The Summer Demand shall be defined as the maximum of the Monthly Demands established during June through October.

**Discounts for Primary Service**

If Three-Phase Power energy is metered on the primary side (7.2 KV or above) of the service, a 3% reduction will be made in the energy billed. In addition, if the user owns and maintains all necessary transformation equipment and structures, a 5% reduction will be made in the demand billed. These discounts, however do not apply to the minimum stated.

**Service Specifications**

Any standard, nationally recognized, three-phase voltage will be supplied if transformation is available.

**Power Factor**

The customer shall install power-factor correction equipment, if necessary, to ensure a power factor of no less than 90%, lagging or leading.

**114, AREA FLOODLIGHTING**

Applicable in the territory served by the City of Grand Island and is available for any outdoor area floodlighting of consumer's property from dusk to dawn, where such service can be rendered directly from existing secondary distribution lines of the City.

Luminaire will be selected by Electric Department and provided from Electric Department stock. For installation on an existing wood pole and connected to existing overhead secondary conductors on such pole, the rate is \$0.76 per watt per year, billed on a monthly basis.

Power Cost Adjustment is not applicable to the Area Floodlighting Rate.

**CONTRACT PERIOD AND CONDITIONS**

Service under Rate 114 is available for a minimum of 24 months and thereafter until terminated by thirty (30) days notice in writing.

The City of Grand Island will install, own, and operate and maintain all area lighting equipment under this schedule. If underground service is desired, approval of the City must be obtained and the additional cost therefore shall be paid in advance to the City by the consumer on a nonrefundable basis.

The burning of the lamps shall be controlled by automatic control equipment installed by the City and burning time shall be approximately thirty minutes after sunset to approximately thirty minutes before sunrise.

The City shall be notified by the consumer of any operational failure of lamps. Lamp replacement or repairs will be performed only during regular working hours.

**Non-Standard Installation:** If underground service is desired or extension of overhead secondary facilities is required or special materials are requested, approval of the City must be obtained. All additional cost for materials and labor shall be paid in advance to the City, by the consumer, on a nonrefundable basis.



**WATER RATE SCHEDULE**  
**EFFECTIVE October 28, 2020**  
**ORDINANCE NO. 9798**

**SCHEDULE OF RATES WITHIN CITY**

The rate to be charged for water furnished shall be as follows:

**MONTHLY BILLINGS**

Cubic feet per month	Rate per 100 cubic feet
First 500	\$0.800
Next 500	\$1.040
Next 500	\$1.352
Next 2,500	\$1.352
Next 6,000	\$0.800
Next 90,000	\$0.750
Next 100,000	\$0.700
Over 200,000	\$0.635

**SCHEDULE OF RATES: OUTSIDE CITY**

The rate to be charged for water furnished outside and beyond the corporate limits of the City shall be as follows:

**MONTHLY BILLINGS**

Cubic feet per month	Rate per 100 cubic feet
First 500	\$0.800
Next 500	\$1.248
Next 500	\$1.622
Next 2,500	\$1.622
Next 6,000	\$0.960
Next 90,000	\$0.900
Next 100,000	\$0.840
Over 200,000	\$0.762

\*Plus a customer charge of \$0.70 per month for unfunded federal mandates for the Clean Water Act and the City's back-flow program, in addition to the regular rates charged for water furnished to the customer.

In addition to consumption, a monthly fee would be charged according to the meter size supplying water to the property:

Meter Size	Monthly Fee
≤1"	\$6.50
1 1/2"	\$12.00
2"	\$28.50
3"	\$48.50
4"	\$66.00
6"	\$225.00
8"	\$1,250.00
10"	\$4,000.00
12"	\$5,600.00

**SEWER RATE SCHEDULE**  
**EFFECTIVE October 1, 2020**  
**ORDINANCE NO. 9524**

The charges to be paid by residential consumers for use of the sewerage system and disposal plant shall be based upon water consumption. The monthly residential sewer charges for the twelve months following April 1st of each year will be based on the average water consumption for that property during the months of January, February and March. Commercial customers shall pay according to the meter reading which precedes billing.

**RESOLUTION NO. 2020-170**  
**SCHEDULE OF RATES: WITHIN CITY**  
**MONTHLY BILLINGS**

Service Charge	\$8.24
Per each 100 Cu. Ft. used	\$3.77
Unmetered Customers	\$30.00

**RESOLUTION 2020-170**  
**SCHEDULE OF RATES: OUTSIDE CITY**  
**MONTHLY BILLINGS**

Service Charge	\$9.89
Per each 100 Cu. Ft. used	\$5.66
Unmetered Customers	\$45.00

The service charge for sewer contributions to consumers and users, shall be billed regardless of the volume of sewer contributed.

If more than one dwelling unit is served from a single water meter or single water source, a minimum charge will be made for each dwelling unit.

In case of apartment and mobile courts, the minimum charge shall be computed on the yearly average of dwelling units occupied.

\*These rates apply only to ordinary domestic sewage. See the Director of Public Works for information on the "Extra Strength Surcharge" and "Industrial Four Part Charge".

**PAYMENT CONDITIONS**  
**EFFECTIVE MARCH 17, 2015**  
**\$15-51 of Grand Island City Code**

- All bills are due when received.
- If full payment is not received by the due date stated on the bill, a late payment charge shall be assessed in accordance with the City of Grand Island Fee Schedule. This charge shall be \$2.00, plus 1% of the unpaid balance of \$5.00 or more.
- A \$50.00 service charge shall be collected before reconnection, in each instance of disconnection for non-payment of billing; provided such service charge shall be \$375.00 if reconnection is demanded after 4:30 p.m. on a business day.
- A \$50.00 service charge will be assessed for each check returned for insufficient funds. This charge is in addition to any other charges.
- A \$20.00 service charge shall be collected, before all new connections are made by the City Utilities Department.
- A \$20.00 service charge shall be collected, to transfer service from one occupant to another occupant at the same location.
- A \$50.00 trip fee shall be collected when payment is made to stop disconnection when disconnect personnel are on site.
- A \$50.00 final notice fee shall be collected when a trip is required to notify of pending shut off.
- Service periods are normally for periods of one year or longer. If it appears that services are being disconnected and reconnected within a twelve month period, in order to avoid minimum billing charges, an amount equivalent to the minimum billings for the disconnection period (not to exceed eleven months) must be paid before the service is reconnected. This is in addition to the normal connection charges.

**RATE ASSIGNMENT**

The Grand Island Utility Department will attempt to assign customers to the lowest applicable rate. It is the customer's responsibility to inform the Utility Department of any changes that may affect the assignment of billing conditions within a given rate.

The customer is in a better position than the Utility Department to analyze electric usage. When more than one rate assignment is applicable, the customer may select the rate considered the most beneficial. Customer-requested rate reassignments will not be made more frequently than once every twelve months. In no event will the Utility Department be responsible for losses incurred due to improper rate assignment.

At customer request, demand metering will be installed by the Utility Department. The Utility Department may, at its option, assess a one-time charge of \$200.00 to pay for the additional metering facilities.



# ELECTRIC, WATER AND SEWER RATE SCHEDULES

## APPENDIX 'C' – ELECTRIC RATE TARIFF

### Article II. Municipal Service

#### Division 1. Generally

##### §15-49. Interconnection Devices

Any energy conservation device generating electricity to be used for domestic purposes shall be interconnected with the electrical supply of the household, business, or industry finished by the Grand Island Utilities Department in accordance with plans, specifications, rules and regulations approved by the Utilities Director or his designated representative and subject to the inspection of the Grand Island Utilities Department prior to the conservation device being energized and put into operation.

A customer that has a generation facility (or facilities) that uses as its energy source methane, wind, solar, biomass, hydropower, or geothermal resources and is interconnected behind their service meter with an aggregate nameplate of 25 kW or less may be considered as a Qualified Facility (QF) and eligible for participation in a net metering program. The program will be available for QF customers until the aggregate nameplate capacity of the participating QF customers meets one percent (1%) of the peak annual demand of the Utilities Department. The installation of equipment by the QF customer must meet all applicable safety, interconnection, and reliability standards established by the National Electrical Code filed with the Secretary of State and adopted by the State Electrical Board under subdivision (5) of section 81-2104, the National Electrical safety Code, the Institute of Electrical and Electronics Engineers, and the Underwriters Laboratories; and must be equipped to automatically isolate the QF from the electrical system in the event of an electrical power outage or other conditions where the line is de-energized. An outside-mounted visible device shall be installed on the customer's side of the point of delivery/receipt that must be capable of preventing energizing the Utilities Department's service line and provide for a means for the Department to operate and lock in place. The Utilities Department will provide a bi-directional meter for measurement of the flow of electricity in both directions. A separate meter socket shall be provided and installed by the customer between the QF and the point of interconnection with the customer's electrical panel. The utilities department will provide a private use meter that will be used for measuring gross generation of the QF. Net excess energy produced by the QF during the billing period will be applied as a credit to the customer's account at the current month cost of energy per kilowatt-hour as defined in Division 6. At the end of the calendar year, or within sixty days after the customer terminates retail service, any excess credits will be paid to the customer.

Customer owned generation facilities with an aggregate nameplate greater than 25 kW but less than 100 kW shall meet all applicable safety, interconnection, and reliability standards established by the National Electrical Code filed with the Secretary of State and adopted by the State Electrical Board under subdivision (5) of section 81-2104, the National Electrical Safety Code, the Institute of Electrical and Electronics Engineers, and the Underwriters Laboratories; and must be equipped to automatically isolate the facility from the electrical system in the event of an electrical power outage or other conditions where the line is de-energized. An outside-mounted visible device shall be installed on the customer's side of the point of delivery/receipt that must be capable of preventing energizing the Utilities Department's service line and provide for a means for the Department to operate and lock in place. The Utilities Department will provide a bi-directional meter for measurement of the flow of electricity in both

directions. A separate meter socket shall be provided and installed by the customer between the facility and the point of interconnection with the customer's electrical panel. The Utilities Department shall provide a private use meter that will be used for measuring gross generation of the facility. Energy produced and exported to the local distribution system by the facility during the billing period will be applied as a credit to the customer's account at the current month cost of energy per kilowatt-hour as defined in Division 6. At the end of the calendar year, or within sixty days after the customer terminates retail service, any excess credits will be paid to the customer.

It shall be unlawful for any person to connect an electric generating source to a system supplied electricity by the Grand Island Utilities Department without obtaining the aforesaid approval and inspection.

#### **§15-50. Deposit Requirements**

(A) Except as provided below, all electric service accounts established under the commercial rate structure shall be required to maintain a deposit in an amount to be determined by the Utilities Department as set forth in this section.

(B) Deposits for accounts in existence before September 1, 1983, shall be maintained in the amount established under the ordinances in effect at the time of the initial deposit, unless said deposit has been distributed under the provisions of this section.

(C) Deposits for any account created on or after September 1, 1983, and deposits for all accounts for which service has been reinstated after being disconnected for nonpayment shall be maintained in an amount of not less than Two Hundred Dollars (\$200), nor more than Two Thousand Dollars (\$2,000), as determined by the Utilities Department. The amount of the deposit required shall be equal to two times the highest billed period of the last 12 billing periods, not to exceed Two Thousand Dollars (\$2,000). For new construction or properties that have been unoccupied for the last 12 billing periods, a similar property from an identically zoned business shall be used in establishing the required deposit amount.

(D) From and after October 1, 2010, all deposits required herein shall accrue interest at the annually adjusted interest rate based on the 3 month LIBOR as of October 1, or the next business day. Interest shall be payable to the customer only at the time the deposit is refundable as provided in subsection E below.

(E) The deposit required herein shall be refunded to the customer as follows:

(1) When the electric service has been disconnected, whether at the request of the customer or for nonpayment of the customer's electric bill, or a new account has been created for said service with a different customer, and a final reading has been taken, any deposit on hand plus the accrued interest thereon, and minus the amount of any unpaid billing statement and other charges, shall be refunded to the customer; or

(2) After at least two years of continuous service to the customer, if the monthly payments for the account have been made promptly, with no more than two delinquent payments during the twenty-four (24) month period immediately preceding the request, the customer may request the Utilities Department in writing to refund the deposit. Upon receipt of the request, and if the above conditions of prompt payment have been met, the Utilities Department shall refund any deposit on hand, plus the accrued interest to the customer. For

the purposes of this subsection, a payment shall be deemed delinquent if made more than fifteen (15) days after the date set forth on the monthly billing statement.

**§15-51. Payment Conditions**

(1) All bills are due when received.

(2) If full payment is not received by the due date stated on the bill, a late payment charge shall be assessed in accordance with the City of Grand Island Fee Schedule.

(3) A service charge shall be collected before reconnection, in each instance of disconnection for nonpayment of billing. If reconnection is demanded after business hours, an additional fee shall apply. The charges for reconnection shall be in accordance with the City of Grand Island Fee Schedule.

(4) A service charge in accordance with the City of Grand Island Fee Schedule will be assessed for each check returned for insufficient funds. This charge is in addition to any other charges.

(5) A service charge in accordance to the City of Grand Island Fee Schedule shall be collected, before all new connections are made by the Utilities Department.

(6) A service charge in accordance with the City of Grand Island Fee Schedule shall be collected, to transfer service from one occupant to another occupant at the same location.

(7) Service periods are normally for periods of one year or longer. If it appears that services are being disconnected and reconnected within a twelve-month period, in order to avoid minimum billing charges; an amount equivalent to the minimum billings for the disconnected period (not to exceed eleven months) must be paid before the service is reconnected. This is in addition to the normal connection charges.

**§15-52. Rate Assignment**

The Grand Island Utilities Department will attempt to assign customers to the lowest applicable rate. It is the customer's responsibility to inform the Utilities Department of any changes that may affect the assignment or billing conditions within a given rate.

The customer is in a better position than the Utilities Department to analyze electric usage. When more than one rate assignment is applicable, the customer may select the rate considered the most beneficial. Customer-requested rate re-assignments will not be made more frequently than once every twelve months. In no event will the Utilities Department be responsible for losses incurred due to improper rate assignment.

At customer request, demand metering will be installed by the Utilities Department. The Utilities Department may, at its option, assess a one-time charge of \$200.00 to pay the additional metering facilities.

**§15-53. Power Factor**

The customer shall install power-factor correction equipment, if necessary, to ensure a power factor of no less than 90%, lagging or leading.

**§15-54. Arc Welders and X-Ray Units**

Electric transformer type arc welders or x-ray units shall not be used on Residential or Single Phase Commercial Services. When used on Three Phase Services, the welder or x-ray unit KVA may be converted to horsepower for determination of connected horsepower at the rate of 746 watts per horsepower, minimum connection five horsepower.

**Division 2. Residential Service**

**§15-55. 010 Residential Service**

Applicable in urban and rural distribution areas. Available at single phase, through a single meter, to residential consumers for domestic use in a single-family dwelling unit; but is not available for commercial or non-domestic use.

Individual single-phase motors, not to exceed 10 HP each, may be connected; however, the City Utilities Department must be notified in writing, if a motor over 5 HP is installed.

This schedule has two sets of rates: one for the summer period of five months, beginning with the June billing; and the second for the winter season of seven months, beginning with the November billing.

**Rate:**

<b>Effective Date:</b>	<b>October 1, 2018</b>	
	<b>Summer (June-October)</b>	<b>Winter (November-May)</b>
Customer Charge, per month	\$8.00	\$8.00
Energy Charge		
First 300 kWh, per kWh	\$0.105	\$0.105
Next 700 kWh, per kWh	0.083	0.064
All additional kWh, per kWh	0.083	0.057

**Plus** the applicable Power Cost Adjustment charge.

**Minimum Bill:** The minimum monthly bill shall be the monthly customer charge.

**§15-56. Service Specifications**

Residential Service shall be supplied at a nominal voltage of 120/240 Volts or 120/208 Volts single phase.

**Division 3. Commercial Service**

**§15-57. 030 Single-Phase Commercial Service**

Applicable in urban and rural distribution areas. Available for commercial customers, for lighting and small appliances. Available for single meter apartment units, and combined residential-commercial use, where the Residential Rate is not applicable. Service shall be through a single meter.

Individual single-phase motors, not to exceed 10 HP each, may be connected; however, the City Utilities Department must be notified in writing if a motor over 5 HP is installed.

**Rate:**

<b>Effective Date:</b>	<b>October 1, 2018</b>
Customer Charge, per month	\$12.00
Energy Charge	
First 1,000 kWh, per kWh	\$0.107
All additional kWh, per kWh	0.080

Plus the applicable Power Cost Adjustment charge.

**Minimum Bill:** The minimum monthly bill shall be the monthly customer charge.

**§15-58. Service Specifications**

Single-Phase Commercial service shall be supplied at a nominal voltage of 120/240 Volts or 120/208 Volts single phase.

**§15-59. Discounts for Primary Service**

If the Single-Phase Commercial user owns and maintains all necessary transformation equipment and structures, a 3% reduction will be made in the energy billed. If energy is metered on the primary side (7.2 KV or above) of the service, a 2% reduction will be made in the energy billed. These discounts, however, do not apply to the minimum stated.

**§15-60. 050 Three-Phase Commercial Service**

Applicable in the territory served by the City of Grand Island; and is available through a single meter at three phase, for any electric service uses where three-phase service is available.

This schedule has two sets of rates: one for the summer period of five months, beginning with the June meter reading; and the second for the winter season of seven months, beginning with the November meter reading.

**Rate:**

<b>Effective Date:</b>	<b>October 1, 2018</b>	
	<b>Summer</b>	<b>Winter</b>
	<b>(June-October)</b>	<b>(November-May)</b>
Customer Charge, per month	\$16.00	\$16.00
Energy Charge		
First 1,000 kWh, per kWh	\$0.107	

Next 4,000 kWh, per kWh	0.095	
All additional kWh, per kWh	0.087	
First 500 kWh, per kWh		\$ 0.107
Next 1,000 kWh, per kWh	0.095	
All additional kWh, per kWh	0.082	

**Plus** the applicable Power Cost Adjustment charge.

**Minimum Bill:** The minimum monthly bill shall be the larger of the following:

1. Customer Charge, or
2. Total connected HP x \$0.70

If questions arise as to the actual billing HP, the City Utilities Department may, at its option, install demand meters. The kilowatt reading shall determine the HP on the basis of 0.75 kilowatt = 1.0 HP.

It is the responsibility of the customer to inform the City Utilities Department of changes that may affect minimum billings.

**§15-61. Service Specifications**

New Three-Phase Commercial Services are supplied at three phase, four wire wye, at 120/208 Volts or 277/480 Volts. Delta services must operate ungrounded, unless prior written approval is obtained by the customer from the City Utilities Department. Current unbalance between phases should not exceed 15%.

**§15-62. Discounts for Primary Service**

If the Three-Phase Commercial user owns and maintains all necessary transformation equipment and structures, a 3% reduction will be made in the energy billed. If energy is metered on the primary side (7.2 KV or above) of the service, a 2% reduction will be made in the energy billed. These discounts, however, do not apply to the minimum stated.

**Division 4. Power Service**

**§15-63. 100 Three-Phase Power Service**

Applicable in the territory served by the City of Grand Island, available through a single meter at three phase. Available for any commercial or industrial use of energy.

**Rate:**

<b>Effective Date:</b>	<b>October 1, 2018</b>	
	<b>Summer</b>	<b>Winter</b>
	<b>(June-October)</b>	<b>(November-May)</b>
Customer Charge, per month	\$300.00	\$300.00

Demand Charge, per kW	14.30	9.70
Energy Charge, per kWh		
First 450 kWh per kW of demand	\$0.051	\$0.047
All additional energy	0.042	0.039

**Plus** the applicable Power Cost Adjustment charge (applied to energy consumption only).

**Minimum Bill:** The minimum monthly bill shall be no less than \$700.

**§15-64. Billing Demand**

The Monthly Demand shall be the highest integrated demand (in kW) during a 30-minute time interval in the billing period. For purposes of this section, Summer Months shall be June through October. Winter Months shall be November through May. The Billing Demand shall be the greater of:

1. The Monthly Demand
2. 65% of the Monthly Demand in the five (5) most recent Summer Months

**§15-65. Service Specifications**

Any standard, nationally recognized, three-phase voltage will be supplied if transformation is available.

**§15-66. Discounts for Primary Service**

If Three-Phase Power energy is metered on the primary side (7.2 KV or above) of the service, a 3% reduction will be made in the energy billed. In addition, if the user owns and maintains all necessary transformation equipment and structures, a 5% reduction will be made in the demand billed. These discounts, however, do not apply to the minimum stated.

**§15-67. Waiver of Demand Charge**

For customers developing a new site or significantly expanding an existing facility, the Utilities Department may waive the charge on the incremental demand for the first twelve months of service. Customers developing a new site must have an anticipated load of at least 500 KW; these customers will have the entire demand charge waived for the twelve month period.

An expansion must result in at least 300 KW additional load, based on largest historical Summer Demand at the facility. During the months from June through October, the demand charge in excess of this historical Summer Demand will be waived. During the months from November through May, the Billing Demand for the corresponding month of the previous year will be used as the Billing Demand.

Customers applying for this waiver must remain on Rate 100 for at least twelve months after resumption of full demand billing. For the twelve months after resumption of full demand billing, the Summer Demand will reflect the waived demand. The Summer Demand for new customers will be not less than 500 KW. The Summer Demand for plant expansions will be not less than 300 KW above the historical Summer Demand.

Written application for waiver of demand charge must be made prior to connection of such new load to the City electric system, and shall be subject to the approval of the Utilities Director.



**§15-68. 114 Area Floodlighting**

Applicable in the territory served by the City of Grand Island; and is available for any outdoor area floodlighting of consumer’s property from dusk to dawn, where such service can be rendered directly from existing secondary distribution lines of the City.

Luminaire will be selected by Utilities Department and provided from Utilities Department stock. Installation will be on an existing wood pole and connected to existing secondary conductors on such pole. If installed lamp is not listed on the rate schedule, the rate for the nearest sized lamp of the same type shall be charged.

**Monthly Rate per Lamp:**

<b>Effective Date:</b>	<b>October 1, 2018</b>
Mercury Vapor:	
175 watt lamp	\$8.41
400 watt lamp	\$14.32
1,000 watt lamp	\$28.19
High Pressure Sodium:	
100 watt lamp	\$7.50
250 watt lamp	\$10.03
400 watt lamp	\$11.10
Metal Halide:	
100 watt lamp	\$9.33
400 watt lamp	\$16.98
1,000 watt lamp	\$31.26
LED:	
25 watt lamp	\$4.60
50 watt lamp	\$5.70
100 watt lamp	\$7.37
Halogen:	
500 watt lamp	\$19.26

**§15-69. Contract Period and Conditions**

Service under Rate 114 is available for a minimum period of 24 months and thereafter until terminated by thirty (30) days notice in writing.

The City of Grand Island will install, own, and operate and maintain all area lighting equipment under this schedule. If underground service is desired, approval of the City must be obtained and the additional cost therefor shall be paid in advance to the City by the consumer on a nonrefundable basis.

The burning of the lamps shall be controlled by automatic control equipment installed by the City and burning time shall be approximately thirty minutes after sunset to approximately thirty minutes before sunrise.

The City shall be notified by the consumer of any operational failure of lamps. Lamp replacement or repairs will be performed only during regular working hours.

Non-Standard Installations: If underground service is desired or extension of overhead secondary facilities is required or special materials are requested, approval of the City must be obtained. All additional cost for materials and labor shall be paid in advance to the City, by the consumer, on a nonrefundable basis.

### **Division 6. Power Cost Adjustment**

#### **§15-70. Power Cost Adjustment**

The rates set out are predicated upon a base power cost of 35.00 mills per kilowatt-hour. When the City's cost of energy per kilowatt-hour shall temporarily be greater than 35.00 mills per kilowatt-hour, there shall be added to the consumer's monthly charge for electricity used an amount equal to the number of kilowatt-hours used during the month to which the consumer's charge applies, multiplied by the amount by which the cost of energy for kilowatt-hour shall be greater than 35.00 mills per kilowatt-hour.

Cost of energy per kilowatt-hour as determined for any month shall be applicable to all charges rendered to consumers after the last day of the following month, without any City Council action.

The cost of energy per kilowatt-hour applied to the consumer's monthly charge shall be an average of the previous six-months cost of energy per kilowatt-hour.

For purposes of this section, the following words shall have the following meanings:

Cost of Energy shall mean the power cost for the generating plants owned by the City, consisting of the monthly natural gas cost and the cost of any fuel oil consumed; the cost of coal and air quality reagents consumed, including freight and handling charges; plus costs of payments by the City for power, energy, and transmission purchased from other power suppliers, less receipts from energy sold to other electric utilities.

Cost of Energy per Kilowatt-Hour shall mean "Cost of Energy" as above defined, divided by 95 percent (95%) of the total kilowatt-hours; consisting of the kilowatt-hour output of the City's electric generating plants, plus the kilowatt-hours purchased from other power suppliers, less the kilowatt hours of energy sold to other electric utilities.

### **Division 7. Interdepartmental Rates**

#### **§15-71. Interdepartmental Rates**

Municipal accounts shall be assigned to standard retail Rate 30 or Rate 50 as appropriate. An Interdepartmental discount shall be assigned to non-enterprise accounts. The discount for calendar year

2005 is \$0.01 per kWh for Rate 50 Interdepartmental accounts and \$0.03 per kWh for Rate 30 Interdepartmental accounts. The discount beginning calendar year 2006 is \$0.003 per kWh for both Rate 50 and Rate 30 Interdepartmental accounts.

**§15-74. Rate 116; Interdepartmental; Streetlights**

Applicable for various size lights used for public street lighting and public parks lighting, whether City or privately-owned. If installed lamp is not listed on the rate schedule, the rate for the nearest sized lamp of the same type shall be charged.

**Monthly Rate per Lamp:**

**October 1, 2018**

**Effective Date:**

Mercury Vapor:

175 watt lamp	\$5.00
400 watt lamp	\$9.39
1,000 watt lamp	\$18.55

High Pressure Sodium:

100 watt lamp	\$3.75
250 watt lamp	\$6.19
400 watt lamp	\$7.34

Metal Halide:

100 watt lamp	\$4.50
400 watt lamp	\$12.05
1,000 watt lamp	\$21.63

LED:

50 watt lamp	\$3.50
100 watt lamp	\$4.78

Power Cost Adjustment is not applicable to the Interdepartmental Streetlights rate.

## APPENDIX 'D' – WATER RATE TARIFF

### Article II. Meters and Rates

#### **§35-24. Meter; Generally**

All water meters used in connection with the waterworks system of the City shall be of standard manufacture, approved by the Utilities Director, and put in place or removed by the Utilities Director or some other employee of the City designated for that purpose. The cost of such meters and the placing or removing or the keeping of the same in good order and repair shall be at the expense of the consumer. All work, repairs, and removals of such meters shall be done under the supervision and direction of the Utilities Director, and in such case the owner or consumer shall pay to the City the actual cost for such repairs, and, upon failing to do so, the Utilities Director may cause the water to be cut off from such premises.

#### **§35-25. Meters; Access**

The owner or tenant of any premises served with City water shall provide ready and convenient access to the water meter located on such premises so that it may be easily examined and read by the Utilities Director or any person designated by the Director to perform such functions. If a meter reading is not available, the City may determine an estimated consumption based on historical consumption for billing purposes until a meter reading is available.

#### **§35-26. Water to be Furnished at Meter Rates**

All water furnished through the waterworks system of the City shall be furnished at meter rates.

#### **§35-27. Charges When Meter Out of Order**

Should any water meter get out of order or repair and fail to register properly, the consumer will be charged at the average monthly consumption, as shown by the meter when in order, for six months previous, or fraction thereof, if the same has not been used that long.

#### **§35-28. Billing; Nonpayment; When Bills Due**

All money due the City for water furnished will become due and payable upon billing by the City.

It shall be the duty of the Utilities Director, on all water accounts remaining unpaid thirty days after the bill for the same is rendered, or within such thirty day period, if in the Director's discretion the circumstances warrant, to shut off the supply of water to such consumer and the same shall remain shut off until the account is paid in full, together with the cost of turning the same off and on. Bills for water furnished shall be rendered by the Utilities Director monthly or quarterly, and shall designate the number of cubic feet of water registered at the date of the bill and shall subtract therefrom the number of cubic feet of water registered at the date of last settlement, and compute the amount due for the difference in dollars and cents, in accordance with the rates fixed by this article or by resolution of the City Council. All officers of the Utilities Department are positively prohibited from allowing credit to anyone.

#### **§35-29. Minimum Rates**

The minimum rates as set forth in this article shall be uniform and apply in all cases where water is furnished within or without the City as the case may be, and such minimum rate shall be credited to the account of each consumer, or the person to be charged, until the amount paid as a minimum rate shall be exhausted by water charges as aforesaid. The charges for water furnished at the rates set forth in this article shall be collected by the Utilities Director as provided by this article. If the amount of water

consumed monthly is not sufficient to exhaust the minimum rate as herein below provided and charged by the City, such consumer or person to be charged shall not be entitled to any return or credit for any portion of such minimum rate. The minimum rate shall be charged for each dwelling unit which is directly or indirectly connected to the City water system. For the purposes of this article, a dwelling unit shall mean one or more rooms and a single kitchen designed as a unit for occupancy by one family for living and sleeping purposes, and shall include a manufactured home. If more than one dwelling unit is served from a single water meter as in the case of apartments and manufactured home courts, a percentage of the minimum rate shall be charged against each unit, depending on the number of dwelling units per water meter as follows:

2-5 dwelling units.....	65%
6-10 dwelling units.....	60%
11-20 dwelling units.....	55%
21 and over dwelling units.....	50%

The above charges shall be computed upon the yearly average of the number of dwelling units occupied.

**§35-30. Schedule of Rates**

**SCHEDULE OF RATES WITHIN CITY**

The rate to be charged for water furnished within the corporate limits of the City shall be as follows:

<b>Monthly Billings</b>	
<b>Cubic feet per month</b>	<b>Rate per 100 cubic feet</b>
First 500.....	\$0.800
Next 500.....	1.040
Next 500.....	1.352
Next 2,500.....	1.352
Next 6,000.....	0.800
Next 90,000.....	0.750
Next 100,000.....	0.700
Over 200,000.....	0.635

**SCHEDULE OF RATES OUTSIDE CITY**

The rate to be charged for water furnished outside and beyond the corporate limits of the City shall be as follows:

<b>Monthly Billings</b>	
<b>Cubic feet per month</b>	<b>Rate per 100 cubic feet</b>
First 500.....	\$0.800
Next 500.....	1.248
Next 500.....	1.622
Next 2,500.....	1.622
Next 6,000.....	0.960
Next 90,000.....	0.900

Next 100,000.....	0.840
Over 200,000.....	0.762

\*Plus a customer charge of \$0.70 per month for unfunded federal mandates for the Clean Water Act and the City’s backflow program, in addition to the regular rates charged for water furnished to the customer.

In addition to consumption, a monthly fee would be charged according to the meter size supplying water to the property:

<b>Meter Size</b>	<b>Monthly Fee</b>
<= 1" .....	\$6.50
1 ½" .....	\$12.00
2" .....	\$28.50
3" .....	\$48.50
4" .....	\$66.00
6" .....	\$225.00
8" .....	\$1,250.00
10" .....	\$4,000.00
12" .....	\$5,600.00

**§35-32. Sprinkler Systems**

Owners of all private fire sprinkler systems connected to City water mains shall pay the City an annual fee in accordance with the City of Grand Island Fee Schedule.

**§35-33. Water Charges To Be A Lien**

All water and meter rates shall be charged to and collected from the owner of the premises served and the same shall be a lien on such premises and real estate where used, and may be collected by the city at any time after the same becomes due by civil action in the courts. The Utilities Director may report the names of owners of any premises served with water that are delinquent in the payment of their water bills or charges, showing the amount due from each delinquent, together with a description of the property upon, or for which the water has been supplied, and thereupon the City Council shall, by resolution, direct the City Clerk to file with the City Treasurer a certified copy of such report and resolution, directing that the amount assessed against the different premises, as shown by such report, be placed upon the assessment rolls and tax books of the City for collection as other taxes.

# APPENDIX 'E' – SEWER RATE TARIFF

## Article X. Sewer Rates and Charges

### §30-77. Purpose of Article

The mayor and council of the city hereby find and determine: This City has constructed and owns and operates a sewerage system and plant for the treatment, purification, and disposal in a sanitary manner of the liquid and solid wastes, sewage, and night soil of such community and it is necessary, in order to protect the health of the inhabitants of the city and to comply with the law of the state and the requirements of the department of health of the state that the sewerage system be operated and maintained; that in order to provide the revenues to operate and maintain the sewer system and disposal plant and to create a reserve fund for the purpose of future maintenance, it is necessary that the City establish just and equitable rates and charges to be paid to the City for the use of such disposal plant and sewerage system by each person whose premises are served thereby.

### §30-78. Consumer; Defined

The word "consumer" as used in this article shall include all users of the municipal sewerage system of the City, including all persons whose premises are served thereby and all owners and tenants of real estate and buildings connected with such sewerage system or served thereby and all users of such system who in any way use the same or discharge sanitary sewage, industrial waste, water or other liquid either directly or indirectly into the sewerage system of the City.

### §30-79. Consumer; Classification

Consumers shall be classified as residential or commercial. For the purposes of this article a residential consumer is one whose property is used exclusively for residential purposes and commercial consumers are all consumers other than residential consumers.

### §30-80. Rental Charge; Computation

For the use of the city sewer system, each consumer shall pay a rental charge which shall be computed and based on his contribution of sewage to such system; provided, that a minimum charge for sewer rental as set forth in §30-84 and §30-85 shall be made for each dwelling unit which is directly or indirectly connected to the City sanitary sewer system, unless for a complete billing period the City water supply to such unit has been disconnected by the City, or the private water supply disconnected to the satisfaction of the City. For the purposes of this Article, a dwelling unit shall mean one or more rooms and a single kitchen designed as a unit for occupancy by one family for living and sleeping purposes, and shall include a manufactured home. If more than one dwelling unit is served from a single water meter or single private water source as in the case of apartments and mobile home courts, a percentage of the minimum rate shall be charged against each unit, depending on the number of dwelling units per water meter or private water source as follows:

2 to 5 dwelling units.....	65%
6 to 10 dwelling units.....	60%
11 to 20 dwelling units.....	55%
21 and over dwelling units.....	50%

The above charges shall be computed upon the yearly average of the number of dwelling units occupied.

**§30-81. Rental; Residential and Commercial**

The charges to be paid by residential consumers for use of the sewerage system and disposal plant shall be based upon water consumption. The monthly residential sewer charges for the twelve months following April 1<sup>st</sup> of each year will be based on the average water consumption for that property during the months of January, February and March. Commercial customers shall pay according to the meter reading which precedes billing.

**§30-82. Rental Charge; Use of Water Meters**

The sewer rental charge shall be applied separately to each individual water meter which measures water contributing to or discharging into the city sewerage system and shall be determined by the water meter reading for water furnished by the water works system of the city or by privately-owned water supply which may contribute to or discharge into the sewerage system. In the case of unmetered water supply, the quantity of water used and discharged into the sewerage system of the City shall be determined to the satisfaction of the council and at the expense of the owner of the unmetered water supply. If the quantity of unmetered water discharged into the sewerage system is estimated by the council to be in excess of one thousand cubic feet per month for any one month, the council may require that such water supply be metered at the expense of the owner or consumer.

Should any meter get out of order or repair and fail to register properly, such consumer will be charged at the average monthly consumption as shown by the meter when in order for six months previous, or fraction thereof, if the same has not been used that long.

**§30-83. Volume Charges**

The charges for sewer service shall be paid either quarterly or monthly in conformance with the billing for water, and each consumer shall be billed per 100 cubic feet in accordance with the City of Grand Island Fee Schedule.

**§30-84. Service Charges**

The monthly service charge for sewage contributions to consumers and users shall be in accordance with the City of Grand Island Fee Schedule, regardless of the volume of sewage contributed.

**§30-85. Industrial Waste Surcharge**

Extra Strength Surcharge

An industrial waste surcharge shall be assessed against any person discharging industrial wastes into the City's sanitary sewer system where the contributed wastewater strength exceeds normal strength wastewater and shall be billed in accordance with the City of Grand Island Fee Schedule.

Customer Charge

The specific costs incurred by the City associated with monitoring and determining flow and strength.

Industrial Four Part Charge

The industrial service four-part charges will be applied to those industrial users who certify that their sewage contributions are less than normal strength wastewater, and such customers shall be billed in accordance with the City of Grand Island Fee Schedule.

Customer Charge

The specific costs incurred by the City associated with monitoring and determining flow and strength and/or checking the users certification.



**§30-86. Minimum Charges**

The minimum charge for sewage contributions shall be the sum of applicable service charge, volume charge and/or extra strength surcharge. For customers billed on the industrial four-part charge, the minimum charge shall be the sum of the volume, BOD, SS, oil and grease, hydrogen sulfide, ammonia, and customer charge.

The minimum charge for sewage contributions to consumers and users who are not required to meter their water supply shall be in accordance with the City of Grand Island Fee Schedule.