



City of

GOLD HILL

P.O. Box 308 • Gold Hill, OR 97525
(541) 855-1525 Fax (541) 855-4501

MEETING AGENDA
GOLD HILL CITY COUNCIL – Regular Meeting
February 7, 2023 at 6:00 PM
City Hall, 420 6th Ave

To speak during public input, Info@CityofGoldHill.com or sign up on the signup sheet at the entrance to the Council Room

Oath of Office for newly elected officials

Shery Stancliff, Councilor

1. Call to Order/ Roll Call/Pledge of Allegiance

2. Agenda Adjustments

Adjustments to the agenda are limited to a change in the order of business to accommodate visitors making presentations or citizens who are attending for the purpose of a single agenda item. Adjustments in the form of additions to the agenda are discouraged because the general public has had no prior notice of their consideration, and therefore interested persons will not have an opportunity to participate. Adjustments in the form of deletions from the agenda may be accomplished here so long as there is disclosure of the reason for the deletion and an indication as to when or if the item will be placed on a future agenda.

3. Announcements, Correspondence, Awards and Proclamations

4. Public Input

Limited to 5 minutes or less per speaker per Mayor's discretion.

5. Public Hearing

None

6. Consent Agenda

To be approved with single motion in the affirmative; Council Member(s) may elect to pull any and all items which will then be automatically added as the next item under section "7) Action Items"

7. Action Items

1. Request for Declaration of Gold Dust Day Heritage Celebration and approval for associated street closures for event – June 3, 2023

2. Gold Valley Little League Sponsorship for 2023
3. Council direction to City Manager to develop unified fee schedule
4. Council direction to City Manager to update Utility Billing and Collections policies
5. Council direction to update City Personnel Policies and Procedures Manual

8. Reports from Councilors

9. City Manager Report

1. Staffing Update
2. Wastewater Treatment Plant Updates – Operations RFP and New Plant Financing
3. Water Meter Update
4. City Operations Technology Updates – Phone system, internet, email and security alarm systems

10. Good of the Order

11. Adjournment

Note: This agenda and the entire agenda packet, including staff reports, referenced documents, resolutions and ordinances are available at the Gold Hill City Hall in advance of each meeting 420 6th Avenue (P.O. Box 308), Gold Hill, OR 97525. Information can also be viewed at www.cityofgoldhill.com



Council Communication

Agenda Item	Request for Declaration of Gold Dust Day Heritage Celebration/Street Closures		
From	Adam Hanks	Interim City Manager	
Contact	Adam.Hanks@cityofgoldhill.com	Date	February 7, 2023

SUMMARY

Representatives of Can Do (Gold Hill Community Development Organization) are requesting Council declare Saturday June 3, 2023 as Gold Hill Dust Day Heritage Celebration. Additionally, Can Do is requesting support and approval for associated street closures for the celebration.

PREVIOUS COUNCIL ACTION

N/A

BACKGROUND AND ADDITIONAL INFORMATION

The street closures being requested include the following:

- 2nd Avenue between Dardanelles and Gustof
- Estremado and Fredenburg Streets between 2nd and 1st Avenue
- 1st Avenue at the Gold Hill Historical Society

The closures that support the parade and street fair elements of the day's events are requested for 6:00 AM to 4:00 PM. To safely support the closures, Can Do is requesting the assistance of City staff to provide appropriate street closure and associated directional signage for the event. Installation and removal of signs will be coordinated/approved by City staff in advance and will be installed/removed by Can Do event volunteers.

Can Do is also requesting outreach participation by the City using the City website and utility billing newsletter to help inform the community of the event.

FISCAL IMPACTS

No direct costs will be incurred by the City for this request. Soft costs include minimal staff time for street closure signage placement and coordination and posting event details on the City website and newsletter.

STAFF RECOMMENDATION

Staff recognizes the value of participating and supporting this event should Council approve the declaration request and can confidently incorporate the coordination efforts into staff's regular operations both in the field and at City Hall.

ACTIONS, OPTIONS & POTENTIAL MOTIONS

1) I move to declare June 3, 2023 as Gold Hill Gold Dust Day Heritage Celebration Day and approve the associated street closure requests.

REFERENCES & ATTACHMENTS

N/A



Council Communication

Agenda Item	Council Direction to City Manager to develop Unified Fee Schedule		
From	Adam Hanks	Interim City Manager	
Contact	Adam.Hanks@cityofgoldhill.com	Date	February 7, 2023

SUMMARY

The City of Gold Hill has a variety of fees and rates associated with the collection of revenue for services it provides to the community. These fees, charges and rates appear to have historically been approved by individual resolution that updates a specific set of fees and in most, but not all, cases repeals prior resolutions. Moving to a unified Fee Schedule ensures all fees are reviewed, approved, repealed, etc as a complete set and increase transparency and clarity between the City and the community.

PREVIOUS COUNCIL ACTION

N/A

BACKGROUND AND ADDITIONAL INFORMATION

As the current staff navigates issues from permitting to utility connections to monthly utility billing and other similar activities in our course of work, it has been challenging to verify/validate the most recent and accurate fees and rates to charge for various City services. The following is a sample list of the fees and/or fee related issues that staff recommends be reviewed, updated and put forward to Council as part of a complete unified fee schedule:

- Water and Wastewater SDC's appear to include fees relating to utility connection fees/charges which is not permitted, as SDC's are specifically regulated by Oregon Revised Statutes ([ORS 223.302-314](#))
- Utility connection fee methodology is not consistent with current operational practices resulting in potential subsidization of development cost by the City compared to the contractor/developer
- Zoning/Land Use fees appear to not keep pace with the associated costs the City incurs for contract land use planning services with RVCOG and should be reviewed to reduce the subsidization of development by the City
- Utility rates (water, wastewater and storm drain) need to be updated as the consumption charge (\$0.013) is very low and Council should consider increasing rate blocks partially for cost recovery in the Water Fund and partially to provide a price signal for water conservation to protect the existing water supply. The Wastewater Fund would benefit from the creation of an advanced funding surcharge to help collar future rate increases required to finance the new wastewater treatment facility.
- New Fees – As the proposed budget is developed over the next two months, there will be a need to discuss additional revenue options if Council is interested in maintaining the current levels of service for general operations, parks and Streets. Staff has developed several fees for Council to discuss in concept prior to the budget to gauge interest in moving forward in creating the fees.
 - Parks and Public Facilities Fee - \$1-\$3/mo on utility bills to be dedicated to general maintenance, repair and operations of the three City parks facilities and the two primary general use public facilities (City Hall and the Shop)
 - Street User Fee/Transportation Fee - \$1-\$3 on utility bills to be dedicated to general maintenance, repair and operation of the street system, primarily traffic and street signs, striping, pot hole repair, etc

FISCAL IMPACTS

Should Council approve the development of a Unified Fee Schedule, Staff will provide anticipated new revenue estimates for fees and charges that are proposed to be increased and for new fees proposed when the Unified Fee Schedule is presented back to Council in resolution format for review/approval

Some fees may have proposed adjustments that are not intended for revenue generation, but rather for legal compliance or be proposed to be eliminated due to the cost to collection or enforce for example.

STAFF RECOMMENDATION

Staff recommends developing a Unified Fee Schedule so that all fees can be housed under one document and be approved and adjusted regularly with one document and one resolution. Additionally, staff recommends Council explore and discuss additional revenue opportunities in the coming months to help guide the revenue projections as part of the FY23-24 budget process.

ACTIONS, OPTIONS & POTENTIAL MOTIONS

- 1) I move to direct the City Manager to develop and Unified Fee Schedule for Council review and deliberation at a future Council meeting prior to the presentation of the proposed FY23-24 Budget.
- 2) I move to have the City Manager delay work on fee updates until after the proposed FY23-24 Budget is presented

REFERENCES & ATTACHMENTS

N/A



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RESOLUTION 03-R-19

A RESOLUTION OF THE CITY OF GOLD HILL

ESTABLISHING REVISED UTILITY RATES AND FEES FOR THE CITY OF GOLD HILL REPEALING AND SUPERSEDING PRIOR RESOLUTIONS AND UTILITY FEE SCHEDULES; EFFECTIVE AUGUST 1, 2019

WHEREAS, Ordinance No 88-008 of the City of Gold Hill permits the Council to change the rates by Resolution and

WHEREAS, IN June 2017 the City of Gold Hill completed a new Sewer Collection System without having established any fees for administration, planning, engineering and construction; and

WHEREAS, it has been the City's policy to consistently establish rates and fees to make services financially self-sufficient without accessing tax funds for services rendered; and

WHEREAS, on June 03, 2019 the City of Gold Hill Budget Committee approved the proposed 2019/2020 budget which includes an increase of rates within the Sewer Fund and Water Fund.

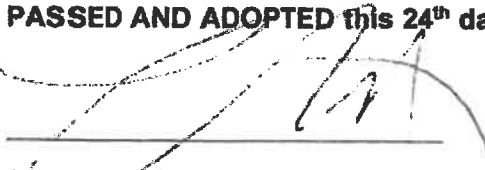
WHEREAS, the City Council has determined the new revised fees and rates set forth below in this resolution are fair and equitable and necessary to fund the proper operation of the utility services and utility facilities provided which is in the best interests of the citizens.

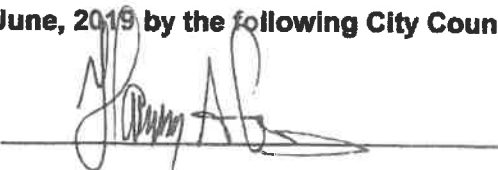
NOW, THEREFORE, BE IT RESOLVED THAT THE FOLLOWING REVISED UTILITY RATES, FEES AND CHARGES ARE ESTABLISHED AND SHALL BE HEREBY IMPOSED AT THE RATES AND IN THE AMOUNTS SPECIFIED BELOW AND HEREIN EFFECTIVE AUGUST 1, 2019;

Utility Rates:

Sewer Base Rate \$59.74	-	New Sewer Base Rate \$60.64 (1.5% increase = \$0.90)
Water Base Rate \$32.50	-	New Water Base Rate \$33.00 (1.5% increase = \$0.50)
Utility Reconnect Fee (After Bus. Hrs.)		\$75.00

PASSED AND ADOPTED this 24th day of June, 2019 by the following City Council vote.


Approve: Mayor, Pete Newport


Attest: City Manager, Harry Staven

Council Vote:

Councilor Deb West - absent
Councilor Ronald Palmer - yes
Councilor Brad Studebaker - yes
Councilor Danielle Hinkley - yes
Councilor Thom Canon - yes

478

City Fee Schedule – Res. 08-R-17 & 09-R-17 Adopted 6-19-17

Administrative Fees

Audio Recording Copy	\$	10.00
Council Room Rental	\$	40.00
Faxes (Per Page)	\$	1.00
Lien Search	\$	15.00
NSF Checks	\$	50.00
Photocopies	\$	0.30
Request for Information		
Hourly Rate	\$	35.00
Deposit Minimum	\$	70.00

Business License Fees

Adult Entertainment		
Pre-Licensing Investigation	\$	Actual Cost + \$100.00
With Deposit	\$	500.00
Business License Excepting Liquor	\$	500.00
Amusement Device		
Per Machine	\$	100.00
Business License		
Single Business (Local)	\$	100.00
Single Business (Non-Local)	\$	75.00
Multiple Businesses	\$	100.00
Each Additional Employees after 2	\$	10.00
Cap on Additional Employees	\$	150.00
Bartenders License	\$	10.00
New Liquor License Review	\$	100.00
Liquor License Renewal	\$	50.00
Food Vendors License	\$	25.00
Social Gaming		
Per Table	\$	500.00
Solicitors License	\$	25.00
Endors License	\$	35.00
Hard Sale Permit	\$	2.00

ARK FEES:

City Park		
Reserve Day Use		
(4 hour slots)	\$	75.00 (\$25.00 Refundable Cleaning)
Sports Park		
Boat Ramp Parking		
(per person)	\$	4.00
Reserve Day Use		
(4 hour slots)	\$	75.00 (\$25.00 Refundable Cleaning)
Season Parking Pass	\$	25.00

10/20

Utility Rates

Residential ¾"

Water Rate	\$	32.03 33.00
Sewer Rate	\$	59.13 60.64
Storm Water	\$	3.00
Water Consumption Rate	\$	.0130 per Cubic Foot

Commercial

Water Rate ¾"	\$	32.03 32.50 33.00
Water Rate 1"	\$	46.97
Sewer Rate	\$	58.86 59.74 60.64
Storm Water	\$	3.00
Water Consumption Rate	\$	.0130 per Cubic Foot
Sewer Consumption Rate	\$	.00724 per Cubic Foot

Base Deposit	\$	100.00
Base Late Fee	\$	10.00
Notification Fee		
Door Hanger	\$	5.00
Meter Lock Replacement	\$	100.00
Reconnection (During Bus.Hrs)	\$	25.00
Reconnection (After Bus.Hrs.)	\$	75.00
Removal of Meter	\$	500.00

City Fee Schedule --Res. 15-R-13 Adopted 6-15-15

APPLICANT IS LIABLE FOR ANY COST FOR LAND USE MATTERS IN EXCESS OF THE FOLLOWING FEES:

Planning Fees

Administration Fee	\$	50.00 per hr
per applicant, after 30 min.)		
Annexation (.0075 sq.ft.total land)	\$	1,850.00
Appeal	\$	½ of the application fee plus attorney fees
Conditional Use Permit	\$	750.00
Encroachment Permit	\$	50.00 + Inspection Cost
License Permit	\$	25.00
Inspection Services	\$	Actual Cost + 10%
Plot Line Adjustment***	\$	300.00
Partitions		
Minor *	\$	725.00
Major *	\$	1,000.00
Pre-Application conference***	\$	400.00
Development Control Plan Review	\$	Actual Cost & \$ 250.00 Deposit
Developer SDC		
Applicant Does Work	\$	1,703.00
Public Works Does Work	\$	2,403.00
Outside City Limits & App.Does Work	\$	2,826.98

Sewer Main Extension Plan Review	\$	300.00
SDC Storm Drain (per EDU)	\$	200.00
Sign Permit		
* 25 Sq. Feet or Less	\$	25.00
26 Sq. Feet or More (per sq.ft)	\$	1.00
Subdivision Plan Review	\$	500.00
Subdivision**!	\$	750.00
Vacation of Property Line	\$	150.00
Variance	\$	500.00

Water SDC

Inside City Limits		
Residential 3/4"	\$	2,130.00
Outside City Limits	\$	3,535.80
Commercial		
1"	\$	5,325.00
1-1/2"	\$	10,650.00
2"	\$	17,040.00

Water Main Extension Plan Review	\$	300.00
Zone Change	\$	1,400.00

Zone Clearance Sheet -(Value of Project)

\$ 1,000 -\$ 5,000	\$	40.00
\$ 5,001 -\$10,000	\$	45.00
\$10,001 -\$30,000	\$	60.00
\$30,001 -\$50,000	\$	75.00
\$50,001 -\$75,000	\$	100.00
\$75,001 -\$100,000	\$	150.00
\$ Over 100,000	\$	200.00

* Fee includes Hearing & Final Plat

** Plus \$150.00 Per Lot/Space

*** Plus Incurred Fees

If Revision to prior Approval-\$500.00 Plus

\$250.00 if Public Hearing is Required. Final Plat\$400.00

- SDC -

Water 2,130

Sewer 1,703

Storm 200

\$ 4,033

City Planner
Planning/Zoning
Dick Converse
541-423-1373



City of

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03-R-19

RESOLUTION ~~04-R-18~~

**A RESOLUTION OF THE CITY OF GOLD HILL
ESTABLISHING REVISED UTILITY RATES FOR THE CITY OF GOLD HILL
REPEALING AND SUSPENDING PRIOR RESOLUTIONS AND UTILITY FEE SCHEDULES:
EFFECTIVE AUGUST 1, 2018**

2019

WHEREAS, Ordinance No 88-008 of the City of Gold Hill permits the Council to change rates by Resolution and

WHEREAS, it has been the City's policy to consistently establish rates and fees to make services financially self-sufficient without accessing tax funds for services rendered, and

WHEREAS, On May 22, 2018 the City of Gold Hill Budget Committee approved the proposed 2018-2019 budget which included an increase of rates within the Sewer Fund and the Water fund

WHEREAS, the City Council has determined the new revised rates set forth below in this resolution are fair and equitable and necessary to fund the proper operation of the utility services and utility facilities provided which is in the best interests of the citizens.

NOW, THEREFORE, BE IT RESOLVED THAT THE FOLLOWING REVISED UTILITY RATES ARE ESTABLISHED AND SHALL BE HEREBY IMPOSED AT THE RATES AND IN THE AMOUNTS SPECIFIED BELOW AND HEREIN EFFECTIVE AUGUST 1, 2018

2019

Utility Rates:

Sewer Base Rate \$58.86

Water Base Rate \$32.04

New Sewer Base Rate \$59.74(1.5% increase .88)
New Water Base Rate \$32.50(1.5% increase .46)

.90

PASSED AND ADOPTED THIS 6th day of June 2018 by the following City Council Vote.

24th 2019

Approve: Mayor, Christina Stanley

Date

June 12 - 2018

Council President, Donna Silva

Council Vote:

Council President Donna Silva..N

Councilor Shannon Tolman.....Y

Councilor Zachariah Dell.....Absent

Councilor Deb West.....Y

Councilor Thom Canon.....Y

Councilor Ronald Palmer ..Y



Gold Valley Little League 2023 Season Sponsorship

Dear Gold Valley Little League Supporter,

Gold Valley Little League has served the youth of Gold Valley since 1968. About 100 children learn to play baseball and softball with an emphasis on leadership, teamwork, and good sportsmanship each year. Little League has an incredibly positive impact on children in our community and we could not do it without the support of families, businesses, and organizations like yours!

Operating a successful Little League program requires numerous volunteers, community partners, and financial support. Player registrations account for only a small portion of league expenses. Your support through a sponsorship or donation is crucial for Gold Valley Little League's continued ability to:

- Maintain affordable registration fees for all players
- Purchase quality equipment
- Support the operational costs of our league such as insurance, umpire/coaches training, concession stand, and field maintenance

There are many levels of sponsorship; all are welcome, appreciated, and 100% tax-deductible. Please review the attached Sponsorship Form for a listing of options and benefits.

Thank you in advance for your continued commitment to our community and support of Gold Valley Little League. Your generosity allows our league to provide an excellent experience to our players each year.

If you have any questions or would like additional information, please contact GVLL Treasurer, Allison Hallin, at (503) 752-2841. You can also find us on Facebook (@GoldValleyLittleLeague).

Sincerely,

Gold Valley Little League Board



Gold Valley Little League 2023 Season Sponsorship

Sponsorship Levels/Packages

\$600 + Grand Slam

Team sponsorship includes sponsor name on uniforms with sponsor's choice of team name and uniform colors. Also includes 2, 3x5 outfield signs to be placed on each of our home fields. Sponsor will be featured on our GVLL Facebook page, our Blue Sombrero web page, and on a sponsor recognition banner at each field. Limited to number of teams chartered for the season. Team sponsors will be on a first come first serve basis until all teams are sponsored. **Deadline for Grand Slam sponsorship is February 10th.**

\$400 + Double Play

Includes a picture of the Gold Valley Little League Teams and 2, 3x5 outfield signs to be placed on each of our home fields. Sponsor will be featured on our GVLL Facebook page, our Blue Sombrero web page, and on a sponsor recognition banner at each field.

\$100 + Base Hit

Includes a picture of the Gold Valley Little League Teams. Sponsor will be featured on our GVLL Facebook page, our Blue Sombrero web page, and on a sponsor recognition banner at each field.

\$100 discount will be applied if an organization/individual sponsored at the Grand Slam or Double Play level the previous year.

Gold Valley Little League is a non-profit organization dedicated to providing children in our community with a positive baseball and softball program. All sponsorships are **tax-deductible**. Thanks for helping make our community a better place to live and play!

We will contact you after your Sponsorship Form is received to discuss sign, uniform, and other options with you (as applicable). We will also send you a receipt for tax purposes.



City Manager Report

February 7, 2022

1. **Staffing Update**

The City Clerk position became vacant in early October of 2022. Hiring the position was purposefully delayed as both Dee (City Recorder) and myself were relatively new ourselves and daily operational needs took precedent over the hiring and training process of a new staff person. With that initial chaos now behind us, it provided us a great opportunity to evaluate our staffing needs after four months of the vacancy.

This resulted in the hiring of a part time position working from 10:00 AM-4:00 PM Monday through Thursday with tasks focused on utility billing, website posting, support for agenda and packet production and distribution and general front counter/phone customer service and support. The position is budgeted for full-time so the combination of the four month vacancy with the reduction in hours results in significant budget savings and allows us to determine if this is the right staffing levels to put forward in the proposed FY2023-24 budget to be presented in the coming months.

2. **Wastewater Treatment Plant Updates –**

A) RFP for Treatment Plant and Collections Operations/Management

The Council reviewed and approved RFP was issued on January 17, 2023 and a mandatory pre-submission conference will be held on February 1 at City Hall followed by a tour of the WWTP facility. We remain on track to receive, review and make a decision on the proposals that we receive. We will form a small committee to review applications at the March Council business meeting.

B) New Wastewater Treatment Plant Financing

A “one-stop” meeting was held at City Hall Friday morning to formally explore and review funding options for the construction of the new wastewater treatment plant. The one-stop is a process that state agencies developed to bring together all of the various state and federal agencies that providing different funding mechanisms for public infrastructure projects. The results of the one-stop will be compiled and sent to the City for review and decision making for next steps. I am hopeful that we will have the information in time to have this item be one of two agenda items (budget process discussion is the other) for the February Study Session meeting on February 15th. If not, it will be scheduled for the Council business meeting on March 7th.

3. **Water Meter Update**

Based on prior inventory work and a recent review and field verification of meters during the most recent meter reading cycle, staff has developed an accurate list of utility accounts that have water meters that are not operable (no consumption readings) or unable to be read (permanently clouded, scratched or condensation filled meter covers). This results in a loss of revenue and inequity among customers. We are developing a plan to replace meters over the next several billing cycles, with first priority on commercial accounts.

Concurrently, I continue to explore costs and financing options to replace all meters in the distribution system with new, remote read meters and will keep Council apprised as I learn more.

4. City Operations Technology Update

We have been working through a number of technology related issues and working towards improvement in our technology tools, while also looking for opportunities to consolidate multiple services with fewer vendors for efficiency, cost savings and continuity. Here is a quick run down:

1) The existing phone system had increasingly become erratic and would lose power at the switch box and finally failed. We replaced the phone system last week with a hosted PBX system that will allow us to eliminate our land lines and reduce our monthly phone service bills considerably. This also provides us with increased functionality and flexibility in how the community can reach City Hall.

2) The existing alarm systems are being updated to newer technology at City Hall providing us with enhanced tools and remote notification and monitoring ability. The costs will be mitigated with savings from using cellular technology rather than a land line resulting in a net savings monthly. Enhanced security tools will be evaluated and implemented at the Water Treatment Plant in the coming weeks/months.

3) We are moving the Email system from a locally hosted service to the same firm (Vision) that provides IT software, hardware and support for the City network. This will provide staff and Council with a full Office 365 enterprise license allowing remote access using Outlook rather than the current Kerio Connect system. Staff and Council will be prompted in the coming weeks to change passwords and be provided instructions on how best to set up remote access with Outlook tools for your phone and personal desktops. This should allow us to navigate away from using personal email addresses for Council business.

4) Internet Service at City Hall will be converting to a full fiber connection rather than the existing cable modem service. This will increase upload/download speeds and is directly connected to our phone system provider.

All in all, the result is improved tools to conduct our work and communicate with the community with a net reduction in monthly operating expenses.



Council Communication

Agenda Item	Council Direction to City Manager to update Utility Billing and Collections Policies		
From	Adam Hanks	Interim City Manager	
Contact	Adam.Hanks@cityofgoldhill.com	Date	February 7, 2023

SUMMARY

Staff has temporarily altered several aspects of the monthly utility billing and collection process due to staffing and other operational issues. Prior to making any of the changes permanent, Staff would like to update a document that was previously developed (no date provided) to set policies and procedures for the monthly billing process. Aside from not knowing the age/implementation date of the document, it is unclear whether it had ever been presented, reviewed or approved by Council.

PREVIOUS COUNCIL ACTION

N/A

BACKGROUND AND ADDITIONAL INFORMATION

It is important to develop and maintain policy and procedures documentation for nearly all major operational activities within the City. Utility Billing is a function that is heavily relied upon by the City for the revenues it collects to operate, maintain and improve water, wastewater and storm drain systems in Gold Hill. Additionally, the utility billing process affects all residents and businesses in Gold Hill and should be conducted in a way that is understandable, equitable and efficient for both the City and the customers of its utility services. Some of the issues to update/resolve include:

- Ensure Council has reviewed and approved final policy/procedures document
- A number of policies are outdated and do not reflect current industry norms or acknowledge the City's use of third party billing/mailing services
- Change the timeframe for late fees to balance efficiency of collections with customer monthly cashflows and recognize the delivery times currently occurring with USPS
- Implement meter reading target range of a minimum of 25 days and a maximum of 35 days between monthly meter readings.
- Review legality of maintaining landlord responsibility for tenant unpaid utility bills

FISCAL IMPACTS

No immediate fiscal impacts are anticipated with this review and update of policy.

STAFF RECOMMENDATION

Staff recommends updating the Utility Billing Policies and Procedures to ensure the City is employing current industry best practices, addresses the needs and preferences of its customers and maintains this critical accounts receivable system as efficiently and effectively as possible.

ACTIONS, OPTIONS & POTENTIAL MOTIONS

- 1) I move to direct the City Manager to update the Utility Billing and Collections Policies and Procedures and present back to Council for review and deliberation at a future Council business meeting.
- 2) I move to have the City Manager delay work on Utility Billing Collections Policies and Procedures until after the proposed FY23-24 Budget is presented.

REFERENCES & ATTACHMENTS

Current Utility Billing and Collections Policy Document



City of

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CITY OF GOLD HILL UTILITY BILLING AND COLLECTIONS

Policy Purpose: The following policies are to be followed by City of Gold Hill staff in the establishment of the Utility Service, monthly billing, and collection of the service provided. The policies are designed to inform the customers of their commitments relating to service and provide staff with direction in performance of their duties to provide the utility service.

Application for Service: All individuals requesting services provided by City of Gold Hill Water/Storm water/Sewer shall first make an "Application for Service" at City Hall. The application for service will provide the potential customers with deposit information. For all new applicants the City requires a \$100.00 refundable deposit after one year of service. When all payments have been paid on time with no late penalties. The application will provide information regarding due dates and collections and conditions of the premises prior to establishment of service with other vital requirements and regulations pertaining to the potential customer.

Delinquent Accounts: All services shall not be initiated by any potential customer who has an outstanding balance due to the City of Gold Hill from a previous service account or address until all delinquent accounts have been paid in full. New deposit shall be made for each new resident when moving to another or new address in the City of Gold Hill. If Tenant/Landlord moves to another address in the City of Gold Hill all past due balances for previous address must be current and a 0 balance, if there is zero balance deposit is not required when moving to another address in City of Gold Hill. If there shall be a balance owed at previous address balance must be paid in full before changing address no deposit required as long as there is a zero balance and address is in the City of Gold Hill.

Identification Requirements: Each individual requesting service for the City of Gold Hill shall be at least 18 years of age and will be required to provide the Utility Dept. some form of photo identification as to their identity. Should the age of the application be questionable, the billing department shall require proper documentation of age. If photo identification is unavailable, a copy of the rental agreement or abstract stating address will be sufficient.



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Billing Cycle: There will be one billing cycle per month for Utility customers. Normal readings will be read the 3rd week of the month each month. Bills will be edited in the utility Dept. for accuracy and mailed the last working day of each month.

Due Date: All customer Utility bill will be due the 15th of every month, this will provide fifteen days for utility customers to pay without penalties.

Delinquent dates: Any customer account that has an outstanding balance on his/her account past the due date of the 15th of each month shall be considered delinquent and late charges will be applied.

Reminder notice: As required all Landlords will be notified once the tenants have been past due for 2 billing cycles (60 days) as well as all residents who have not paid by the 60th calendar day. This notice will state the amount of charges past due the date which such charges must be paid to avoid shut off. This notice shall be mailed in sufficient time to allow customer 10 days between the notice and actual date to pay past due to avoid shut off.

Shut off Notice: All delinquent accounts shall be processed for interruption or disconnection of service on the date that appears on the Second notice that is sent to the customer via USPS Mail. If payment is not received in the utility department before the disconnection date stated on the second notice sent, service will not be resumed until the delinquent balance has been paid in full, including disconnection fee, and any additional fees. The city of Gold Hill reserves the right to restore service within 24 hours of payment being received in the utility office. Any payments made after 4:30pm will be reviewed and service restored the next working day. Any payments received in the night drop box will not be processed until the morning of the next working day. If service is restored (turned on) after 4:30pm an additional fee of \$75.00 will have to be paid before services can be restored.



City of

GOLD HILL

P.O. Box 308 • Gold Hill, OR 97525
(541) 855-1525 Fax (541) 855-4501

Insufficient Checks: The City of Gold Hill shall charge to a \$50.00 FEE for all checks which are tendered as payment for utility services which have been returned by the bank.

Collection Agency: All final billed accounts determined to be unpaid by the due date on the final billing will be sent a final statement of account. Accounts not paid on 30 days of mailing of final statement will be assigned to a collection agency for collection. Additional collection fees will be applied to the account upon assignment to the collection agency. All outstanding balances which are over 2 years past due will be sent notice to pay, if not paid in full final statement will be sent to collections without further notice.

CITY OF GOLD HILL



Council Communication

Agenda Item	Council Direction to update City Personnel Policies and Procedures Manual		
From	Adam Hanks	Interim City Manager	
Contact	Adam.Hanks@cityofgoldhill.com	Date	February 7, 2023

SUMMARY

The Gold Hill Municipal Code references the development, adoption and ongoing amendments regarding personnel rules, policies and procedures to be accomplished via resolution (GHMC 2.24.030). The City of Gold Hill Policy and Procedure Manual that staff currently utilizes to address personnel issues, benefits, requirements, conduct and protection is outdated and in need of updating to meet current state and federal regulations, to better align with existing practices and to ensure consistency among the employees of the City.

Additionally, staff is not able to verify whether the current manual, with a handwritten note indicating adoption in 2007 was ever reviewed and formally approved by Council and would like to rectify that issue as well.

PREVIOUS COUNCIL ACTION

Existing Manual was possibly approved by Council in 2007.

BACKGROUND AND ADDITIONAL INFORMATION

Employees represent the single largest ongoing financial investment in nearly every municipal government as it requires staff to provide services to the community. It is incumbent on the organization to develop and maintain policies and procedures that clearly identify and explain the organizations expectations, benefits, processes and protections afforded to its employees.

Below is a summary list of objectives and benefits for conducting an update to the City's Personnel Policies and Procedures Manual:

- Incorporate policies and updates to address new legal requirements and best practices (harassment, discrimination, whistleblower protection, etc)
- Remove
- Ensure Council review and approval of final version of Manual via resolution.
- Review compensation benefits for consistency across the different employee categories
- Review compensation benefits to enhance non-wage benefit package to aid in recruitment and retention
 - Review policy on PERS payments (Employer share/Employee share)
 - Review health benefits for consistency (employee only or employee +one)
 - Explore ability to offer employee pick up of full family healthcare (beyond what is paid for by the City)
 - Explore merger of vacation time, sick time and compensatory time into one "paid time off"(PTO) bank for operational efficiency and legal compliance
 - Explore adjustments to PTO bank accrual rates

FISCAL IMPACTS

No fiscal impacts are anticipated with the updating of the Personnel Policies and Procedures Manual. However, conflicts arising between an employee and management can result in significant expense and loss of reputation as an employer. Current and complete Personnel Policies and Procedures can be a powerful tool in mitigating/preventing those types of conflicts.

STAFF RECOMMENDATION

Staff recommends Council provide direction to the City Manager to update the City's Policies and Procedures Manual and present it to Council at a future Business Meeting for review, deliberation and approval via resolution.

ACTIONS, OPTIONS & POTENTIAL MOTIONS

1) I move to direct the City Manager to update the City's Policies and Procedures Manual and present it to Council at a future Business Meeting.

REFERENCES & ATTACHMENTS

City of Gold Hill Policy and Procedures Manual – Table of Contents



Council Communication

Agenda Item	Request for Gold Valley Little League 2023 Season Sponsorship		
From	Adam Hanks	Interim City Manager	
Contact	Adam.Hanks@cityofgoldhill.com	Date	February 7, 2023

SUMMARY

Gold Valley Little League is requesting City of Gold Hill sponsorship for the 2023 Little League baseball season

PREVIOUS COUNCIL ACTION

N/A

BACKGROUND AND ADDITIONAL INFORMATION

Detailed information about the levels of sponsorship is attached for Council review.

FISCAL IMPACTS

Expenditures are limited to the selection of sponsorship level chosen by Council. (\$0, \$100, \$400 or \$600)

STAFF RECOMMENDATION

Staff has no specific recommendation on this item

ACTIONS, OPTIONS & POTENTIAL MOTIONS

- 1) I move to approve sponsorship of the 2023 Gold Valley Little League season with a donation of & _____
- 2) I move to decline the 2023 Gold Valley Little League 2023 season sponsorship

REFERENCES & ATTACHMENTS

Gold Valley Little League - 2023 Season Sponsorship letter

adopted in
2007

CITY OF GOLD HILL

POLICY & PROCEDURE MANUAL

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