1. Call to Order by Mayor Kevin Hammond:
2. Consent Agenda:
   a. Approval of February 7, 2018 Minutes;
   b. Approval of February 15, 2018 Special Meeting minutes;
   c. Approval of February 2018 bills (checks to include: 36975 - 37072);
   d. Approval of March 7, 2018 agenda
3. Citizens Comments:
4. New Business:
   a. 2017 YE Audit report – Randy Ford
   b. Out of town utility hook up (gas, water) – Mark Hansen
   c. Records Destruction
   d. Joint meeting with Planning Commission for Land Use with John Riggs (3/28)
   e. Sewer Rates – Sr Cntr, Myer party rental, commercial deposit
   f. Sedgwick Street @ Santa Fe – repair, new culvert, block
5. Old Business:
   a. Street Slurry Seal (From February)
   b. Home Serv Insurance
   c. Digital LED Sign
   d. WAMPO – Walkable Places
   e. Land Bank
6. Executive Session:
   a. Attorney/Client Meeting:
   b. Personnel Issues:
7. Pardon City Attorney:
8. Planning Commission Update: 510 Biermann Zone change from R1 to R2-recommendation to approve.
9. Police and Personnel:
10. Treasurer Report:
11. Department Reports:
   a. Mayor:
   b. Parks:
   c. Streets:
   d. Gas:
   e. Water:
   f. Sewer:
12. Governmental Remarks:
13. Adjournment:

*NOTE: this Agenda is subject to change without notice
Commercial Sewer Rates

Currently the Senior Center is on rate #5 on the attached ordinance. It has been discussed that this may not be enough, based on the amount of time that the building is in use.

We need to discuss a rate for the New Myer Party Rental building located in the old kwik shop.

We would also like to add a deposit for commercial customers equivalent of two (2) months, as this is allowed by State statute and we currently have a commercial deposit for gas.

It would be beneficial to make all changes at this time so we would like to add the statement that the citizen is responsible for repair to the street if it is necessary for them to break open for repairs.
THE CITY OF GARDEN PLAIN, KANSAS

ORDINANCE NO. 679

AN ORDINANCE AMENDING SUBSECTION “C” OF SECTION 1 OF ORDINANCE 674 PERTAINING TO SEWER SERVICE BY DELETING A SUBSECTION AND RENUMBERING THE REMAINING SUBSECTIONS.

BE IT ORDAINED BY THE GOVERNING BODY OF THE CITY OF GARDEN PLAIN, KANSAS:

Section 1. Subsection “C. 12” of Section 1 shall be deleted and section “C. 13” shall be renumbered “C (12)”.


Section 2. Subsection “C” of Section 1 shall be amended to read as follows:

C. All owners of the following establishments will be charged a monthly sewer service charge as indicated. However, should any establishment fall within two or more of the classifications, that classification with the highest monthly rate will prevail.

1. Taverns $63.00
2. Gas Stations $61.00
3. Car Washes $145.00
4. Garage and vehicle repair shops $63.00
5. Nonresidential (less than 6 employees) $49.00
6. Nonresidential (6 employees or more) $87.00
7. Barber and Beauty Shops $63.00
8. Food Service Establishments $97.00
9. Mortuaries $84.00
10. St. Anthony Church and Hall $84.00
11. Farmers Coop $217.00
12. Homecare Facilities $88.00

Section 3. Effective Date.

This ordinance shall take effect and be in full force after its passage and publication once in the official city paper.

Passed and approved by the Governing Body of the City of Garden Plain, Kansas, this ___ day of November, 2016.

Approved by the Mayor this ___ day of November, 2016.

Larry Lampe, Mayor

ATTEST:
Kimberly McCormick, City Clerk
Service Line Warranty Program Overview

Rob Meston
Manager, Regional Water Team
Recent Harris Poll results (2000 adults surveyed)

- Nearly 2 in 5 Americans don’t have the necessary funds set aside to cover a $500 repair (including almost half of millennials)
- 1 in 2 Americans describe their current state of household finances as either fair, poor, or terrible.
- 3 in 10 Americans aged 37+ cited they had no money set aside for emergency repairs.
- 46% of respondents had an emergency repair in the last 12 months.
- 80% of respondents either strongly or somewhat agreed with the statement: Local community governments should be responsible for educating homeowners about external water lines on their property that are not covered by homeowners’ insurance, the city/town or the local utility (i.e., meaning that if a problem were to occur, the homeowner would be solely responsible for the cost out of pocket).
WHY CHOOSE UTILITY SERVICE PARTNERS?

EXPERIENCE

REPUTATION

PARTNERSHIP

"This award underscores one of the primary reasons the National League of Cities selected USP as a partner. The organization's exemplary record of customer service and transparency is what has driven the success of this partnership over the years."

Clarence Anthony
Executive Director
National League of Cities
Utility Service Partners is the administrator for the National League of Cities Service Line Warranty Program
- Over 475 cities in North America are participating in the program
- Invested more than $64 million in private infrastructure repairs
- Returned nearly $4 million to cities through revenue sharing component

Management team that has provided these types of services for over 15 years

USP is a solution provider
- Educate homeowners about their responsibility
- Provide an affordable repair solution

Keep our promise to your homeowners
- 97% claim approval rating
- 95% customer satisfaction rating
Reputation

Brand stewardship
- 2013 BBB Torch Award for Marketplace Ethics
- A+ Accredited BBB rating

Commitment to local government
- Only service line warranty provider that will never market to consumers without the consent and support of the City

Respect for homeowner's privacy
- Limited mailings to residents
INFRASTRUCTURE CHALLENGES...
A NATIONAL PROBLEM

2013 ASCE NATIONAL PUBLIC INFRASTRUCTURE RATING

OVER 850 WATER MAIN BREAKS EVERY DAY ACROSS THE U.S.

EPA ESTIMATES THAT CITIES WILL SPEND HEAVILY ON INFRASTRUCTURE OVER THE NEXT 20 YEARS

$77 billion for repair or replacement of public water distribution systems
$10 billion for wastewater collection system upgrades
$22 billion for new sewer construction
$45 billion to control combined sewer overflows
$7 billion to control municipal storm water
CHALLENGES FOR HOMEOWNERS

LATERAL LINES ARE SUBJECTED TO THE SAME ELEMENTS AS PUBLIC LINES
  • ground shifting, fluctuating temperatures, tree root penetration, corrosion and more

OUT OF SIGHT, OUT OF MIND
  • water and sewer lines located outside, usually underground

FAILED LINES WASTE THOUSANDS OF GALLONS OF WATER
  • and present an environmental hazard

COMMON HOMEOWNER MISCONCEPTIONS
  • the City is responsible for maintenance of the water and sewer lines on their property
  • repairs are covered by their homeowner’s policy
HOMEOWNERS ARE NOT PREPARED

1 in 5 households are putting off repairs because they don't have the money

60% of utility customers don't know their responsibility for service line repairs

59% of homeowners have had a home repair emergency in the last year

56% of Homeowners have $1,000 or less set aside for home repairs

44% of homeowners say it's hard to find a reliable repair service

72% of utility customers would appreciate a recommendation on home emergency repair services
SOLUTION FOR MUNICIPALITIES AND THE HOMEOWNERS THEY SERVE

PEACE OF MIND
Repair protection for leaking, clogged or broken water and sewer lines from the point of utility connection to the home exterior

PROGRAM HIGHLIGHTS
- Over 475 cities and 400,000 homeowners participating
- Saved homeowners over $33 million in service line repair costs over the last three years
- Consistent customer satisfaction rating of 95%
- 9 of every 10 customers surveyed have recommended the NLC Service Line Warranty Program to friends, family and neighbors

COVERAGE INCLUDES
- Educating homeowners about their service line responsibilities
- Up to $8,500 coverage per repair incident
- Includes public street and sidewalk cutting
- No annual or lifetime limits
- No deductibles, service fees, forms or paperwork
- 24/7/365 availability
- Repairs made only by licensed, local area contractors
- Affordable rates and multiple payment methods
Municipality Solution for Homeowners

Homeowner repair protection for leaking, clogged or broken water and sewer lines from the point of utility connection to the home exterior

Coverage includes:

- Educating homeowners about their service line responsibilities.
- Up to $8,500 coverage per repair incident.
- Includes public street and sidewalk.
- No annual or lifetime limits.
- No deductibles, service fees, forms, or paperwork.
- 24/7/365 availability.
- Repairs made only by licensed, local contractors.
- Affordable rates and multiple payment methods.
Municipality Solution for Homeowners

Homeowner repair protection for in-home water supply lines and in-home sewer lines and all drain lines connected to the main sewer stack that are broken or leaking inside the home after the point of entry.

**Coverage includes:**
- Up to $3,000 coverage per repair incident.
- Repair of clogged toilets
- Includes coverage for broken or leaking water, sewer, or drain lines under the slab or basement floor
- No annual or lifetime limits.
- 24/7/365 availability
- No deductibles, service fees, forms, or paperwork.
- Repairs made only by licensed, local contractors.
- Affordable rates and multiple payment methods.
City's Role

Use of Logo and City Official's Signature
- City review and approval before mailing
  - Input on message to residents
- Once approved we provide mailing date
- Will *not* mail without City partnership and approval of material
- Direct mail - 3 mailing campaigns per year
  - No telemarketing or door to door solicitation
- Turnkey Approach
  - We handle marketing, billing, claims and customer service
    - No public funds used
City’s Role (cont)

**Only company to use partnership method**
- Partnership allows best possible benefits at lowest rates (economies of scale)
- NLC endorsement (and use of name) requires continued transparency
- Provide press release (and web banner)
  - Program offered by outside company via partnership
  - Includes our information and directs them to contact us
- Online Partner Portal
  - How many residents enrolled, which products enrolled in, claims filed (and \$ paid), accruing royalty, customer satisfaction surveys
- Do not require exclusivity
  - Other companies can still market to residents
  - Program unavailable to residents without partnership
OVER 475 PARTNERS IN 36 STATES

- Alabama
- Arkansas
- Arizona
- California
- Colorado
- Connecticut
- Florida
- Georgia
- Iowa
- Illinois
- Indiana
- Kansas
- Kentucky
- Louisiana
- Maryland
- Michigan
- Minnesota
- Missouri
- North Carolina
- Nebraska
- New Jersey
- New Mexico
- Nevada
- Ohio
- Oklahoma
- Oregon
- Pennsylvania
- South Carolina
- South Dakota
- Texas
- Utah
- Virginia
- Washington
- West Virginia
- Wisconsin
- Wyoming
COMMENTS FROM CITY OFFICIALS

"The program has already paid out over $1 million in repairs and replacements for our homeowners' lateral service lines. My constituents are happy that we have provided this option for city homeowners. We use the revenue associated with the program to assist lower income homeowners with repairs to their service lines. I am sure your City will be pleased with the NLC Service Line Program."

Felicia Moore
City Councilwoman
Atlanta, GA

"This program has been available to Clarksburg's residents for nearly two years, and it's a real winner. Resident satisfaction is high and it's a lot easier to tell citizens about this great service rather than explain why they are on the hook for costly repairs."

James C. Hunt
past NLC President
former Council Member
Clarksburg, WV

"The Service Line Protection Program helps Phoenix residents and the city government. Revenue from the program goes to core city services like police, fire, parks, libraries and senior centers. The warranties give residents an affordable option for repairs to their sewer and water lines."

Jon Brodsky
Public Information Officer
Phoenix, AZ
HOMEOWNER TESTIMONIALS

"Glad the city made this recommendation and that I purchased it. Fantastic contractor!"
Julie M., Mooresville, NC

"Having water and sewer line coverage is a Godsend. When I bought my home and turned on the water, there was a leak in the alley that the city said I was responsible for and the repair cost a small fortune. Thank you for this protection. It really eases my mind!"
Patricia G., Abilene, TX

"After my recent home fire, it was very comforting to contact SLW and be told that my line would be immediately repaired. The fast service was truly appreciated, and I highly recommend your service - I have already recommended SLW to all my family and friends."
James H., Charleston, WV

"I recently had a huge problem with my sewer line and I cannot begin to express how helpful it was to have this coverage. It gets increasingly difficult to keep up with repairs. Having the warranty made it easy."
Marsha B., New Brighton, PA
Dear Felicia,

On Christmas Day my sewer line backed up into my house and into my tub! I could not flush toilets or take a shower or wash dishes or clothes or even my hands. It turned out to be due to a clogged sewer line in my front yard. Thanks to you, I had the warranty and did not have to pay for the $2000 plus repair! Thank you! The warranty company had good customer service and the local plumbing company that they sent to do the work, Atlanta Plumbing Plus, WAS AMAZING! They did a wonderful job and were very respectful of my property (and my anxiety about the situation). Thank you so much Felicia for always looking out for us!

Cindy
Homeowner, Atlanta, GA
WHY SHOULD YOU OFFER THIS PROGRAM?

BECAUSE an unforeseen repair expense could be hard on a budget.

BECAUSE homeowners believe service line repairs are the City's responsibility.

BECAUSE without a referral, your citizens may use inferior contractors.

BECAUSE the City can further help its residents by generating funds for important programs.

BECAUSE your homeowners deserve the very best customer experience.
SECURITY MEMBERS GROWTH COMMUNITY RELIABILITY INNOVATION PARTNERSHIP

Did you KNOW?*

50% of customers will turn to their utility for help with a home repair emergency

59% of Americans had a home repair emergency in the past year

56% of Americans have less than $1,000 in savings to cover an emergency home repair

*2012 Ipsos Survey of policyholders and non-policyholders 1016 Harris Poll

Why Partner with HomeServe?

We know that as a member of the APGA, you are looking for innovative ways to bring valuable services to your customers that demonstrate your commitment to the community in which you live, work and serve. HomeServe shares those values.

- HomeServe is an A+ Better Business Bureau Accredited Business with a customer satisfaction rating of 98%.
- HomeServe is partnered with over 500 municipalities, utilities, and association partnerships.
- HomeServe's award-winning contact center utilizes state-of-the-art technology to deliver an outstanding customer experience.
- HomeServe's People Promise is an internal mission to bring together both the company and its employees by creating a mutual commitment to support the communities we serve.

HomeServe is a proud member of APGA
businessdevelopment@homeserveusa.com
Homeserveenergyinsider.com/APGA 1-866-974-4801
Providing **reliable repair service** to your community

**Who is HomeServe?**

HomeServe is proud to be an APGA partner. HomeServe and APGA are well aligned on the most important issues: community, service, reliability. HomeServe's suite of home repair products provides best-in-class home repair plans that protect homeowners against the expense and inconvenience of home emergencies by providing affordable coverage and quality service. These affordable plans provide repair service in an emergency, through a 24/7 repair hotline, by local, licensed and insured technicians with no deductibles and are available to all APGA members, from the smallest to the largest.

APGA members can partner directly with HomeServe to bring this important protection to their customers. In addition, a partnership with HomeServe can provide a new source of revenue from customer participation in repair programs.

**Protection Plans**

- Gas Fuel Line
- Exterior Electrical Line
- Water Service Line
- HVAC Equipment
- Water Heater
- Sewer Line
- Interior Electrical Wiring

HomeServe is a proud member of APGA
businessdevelopment@homeserveusa.com
Homeserveenergyinsider.com/APGA | 1-866-974-4801
As drawn above or as dream galley concept the entry may not fit in as drawn. Leave pitch on all roofs so that the front window line is above or as dream.