

January 26, 2024

Mr. Scott Moore, City Manager
105 E. Eggleston Street
PO Box 387
Manor, TX 78653

Subject: Stormwater Utility Fee Implementation Services

Dear Mr. Moore,

Raftelis is pleased to provide the City of Manor (City) with this proposal for Stormwater Fee Implementation Services. The goal is to assist the City with implementing the stormwater fee. This proposal would support and enhance services provided under the existing Stormwater Financial Planning and Rate Study (Phase 2) engagement, while current in-house vacancies limit the City's capacity to independently implement the fee.

Project Team

For this engagement, the Raftelis team will include Jennifer Tavantzis as Project Manager. Chris McPhee and Maia Setzer will serve as subject matter experts. We'll include staff consultants as needed on the project.

Scope of Work

Included in Attachment A is the scope of work outlining tasks for this engagement. This project will enable the City to implement the stormwater fee previously introduced to and supported by the City Council. Raftelis will assist the City with configuring the utility billing system to add the stormwater fee structure and rates, add the stormwater fees to existing accounts and establish stormwater only account files, generate sample utility bills for review and approval by the City, test utility billing and receive approval of City staff, and update data as required by review of test files. This scope complements the Phase 2 engagement and allows the City to fully implement the stormwater fee while navigating current staffing vacancies.

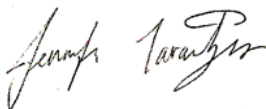
Budget and Timeline

For this engagement, we propose a not-to-exceed cost of \$20,000. In Attachment B, you will find a detailed timeline. It is our practice to bill monthly based on actual time and expenses. Total fees and expenses will be limited to the not-to-exceed amount unless specific approval for an adjustment in scope is received.

We look forward to assisting the City of Manor to finalize the stormwater fee implementation. Should you have any questions or need additional information, please contact me at 919-475-5257.

Sincerely,

Jennifer Tavantzis



Vice President
Raftelis Financial Consultants

ATTACHMENT A – Scope of Work

Task 1: Project Management

This task is complementary and not in addition to the existing engagement. The task comprises both the project initiation tasks and continuing project management tasks. The team will meet with the City project manager and project staff to kick off the project. A virtual kick-off meeting will be held where the Raftelis team will work with the City team to review the scope of work. In addition to the detailed review of scope items, which will affect the budget for the project as well, the team will discuss the schedule in detail. Project management throughout the project is also covered under this initial task. We will provide consistent and competent project management to ensure project success and adherence to timelines and budgets. Our management approach stresses transparency, communication, teamwork, objectivity, and accountability for meeting project objectives. Management responsibilities extend to general administrative duties such as client correspondence, billing, and project documentation.

Task 2: Establish Secure Access to Test and Production Billing System Environments

Raftelis will work with City Information Technology and/or appropriate vendors to establish secure remote read/write access to the test and production environments of the utility billing software. This includes system orientation with IT and Finance staff and software providers if necessary.

Task 3: Configure Utility Billing Software to add Stormwater Fee Type

Raftelis will work with the City's staff, billing agent and software provider to create a stormwater service fee type and configure the rate structure within the billing system, Incode. Raftelis will input stormwater rates and add services to existing utility accounts. Raftelis will also create stormwater only accounts for non-residential properties not currently billed utility fees. This may require manual creation of accounts and configuration or the import of files.

Task 4: Import Data and Test

The Raftelis team will import appropriate fee data (accounts, fee types, units of measure, etc.) through the configuration task (Task 3) and test customer class scenarios. This process will ensure City staff have the necessary tools to make changes to accounts or the stormwater fee structure as needed in the future. Each scenario will be reviewed with and approved by City staff.

Task 5: Review of Utility Invoices

Working with the City's billing agent, Raftelis will generate sample utility invoices and review these with City staff. This task will ensure the resulting invoices issued to the City's customers are accurate and reflect the professionalism expected by your customers. As part of this task, Raftelis will export a full account listing to be reviewed and approved by the City.

Task 6: Data Maintenance

In addition to the Data Maintenance task in our Phase 2 engagement, Raftelis will assist City staff with any updates to the stormwater fee data that may occur due to customer inquiries or customer-driven updates during the first three months of utility billing. This will ensure your new staff are comfortable with the billing process.

ATTACHMENT B – Schedule

	Feb-24	Mar-24	Apr-24	May-24	Jun-24
Project Management					
System Access					
Configure Software					
Test Scenarios					
Review Invoices					
Data Maintenance					

Raftelis
Joint efforts

City of Manor, Texas accepts the terms of this engagement letter.

Approved by:	Name of Signatory:
Title:	Date: