

SOUTHEAST METRO STORMWATER AUTHORITY  
acting by and through  
SEMSWA WATER ACTIVITY ENTERPRISE

RESOLUTION NO. 37, SERIES OF 2007  
(Authorization to Execute Agreement with AMEC for Continued 2007 Customer Service  
Technical Support and Development of 2008 Billing Data Base)

WHEREAS, AMEC developed the stormwater rate structure and drainage fee billing database for 2007 and assisted the County Assessor and County Treasurer in incorporating the drainage fee on the Arapahoe County property tax statements; and

WHEREAS, AMEC has the data files and GIS information for all properties that were sent a drainage fee bill which includes parcel number, parcel size, and amount of impervious area; and

WHEREAS, AMEC with assistance from CH2M/Hill provided the customer service team that responded to customer questions after post cards were mailed to all customers advising them of the new drainage fee and after the bills were mailed by the County Treasurer; and

WHEREAS, SEMSWA now takes all customer service calls and responds to as many as possible at the staff level, but AMEC still provides technical support when requested such as preparing stormwater fee determination reports including screen shots, evaluating technical issues concerning the billings, field visits, and in limited cases dealing directly with the customer; and

WHEREAS, SEMSWA staff has received about 120 customer calls since April 1<sup>st</sup> and AMEC has assisted in responding to over 40 of the inquiries; and

WHEREAS, the need for customer support to SEMSWA staff will continue as long as customers continue to call regarding their billings; and

WHEREAS, when the contract for customer support was negotiated with AMEC it was not known what the level of customer calls would be and there is little money left in the AMEC contract for additional customer support; and

WHEREAS, additional support is needed in 2007 for analyzing large property consolidation requests, delinquency tracking, credit refund reconciliation, and reporting; and

WHEREAS, it is imperative that AMEC be authorized to develop the 2008 stormwater database for submittal to the County Assessor and County Treasurer which has to be delivered to the County Treasurer by November 1, 2007 which work will include adding new construction to the database; and

WHEREAS, AMEC will provide to SEMSWA a billing system report including associated data that will fully describe all information regarding billing system operation and which will include all information SEMSWA will need to assume operation of billing databases and processes; and

WHEREAS, AMEC has estimated the cost to provide continued support services in 2007 and developing the billing database for 2008 to be \$119,543;

WHEREAS, these services are essential to the continued operation of SEMSWA in terms of dealing with customer issues in 2007 and insuring proper and timely development of billing data for 2008, and the Board desires to contract with AMEC for these services.

NOW, THEREFORE, BE IT RESOLVED THAT:

1. The Board authorizes the Executive Director to execute an Agreement with AMEC for the services generally outlined as follows:
  - a. Customer service and GIS support for 2007 including: assisting with customer billing issues, providing stormwater fee determination reports, handling escalated customer issues, continued database support and updating based on changes from customer service activities, and contiguous parcel evaluations.
  - b. Billing system support for 2007 including: reconciliation of Airport fees with payments received, confirming fee payments for properties placed on the list of potential refunds, large property consolidation analysis, and assisting with delinquent payments.
  - c. 2008 database development including: preparing parcel data, extracting improvement/construction data from building permits to add new impervious area, preparation of 2008 fee, and submittal to the Treasurer's Office for integration into their billing system by no later than November 1, 2007.
  - d. 2008 billing system report including: preparation of a report fully describing all information regarding billing system operation and delivery of all associated data to SEMSWA. The report will document all methods used and all information SEMSWA will need to assume operation of billing databases and processes.
2. Total cost for the work authorized herein is not to exceed \$120,000 without prior authorization of the Board.
3. The time of performance for the work authorized herein extends from June 15, 2007 through September 30, 2007 for customer support activities and through March 31, 2008 for all other activities.

(SEAL)

SOUTHEAST METRO STORMWATER AUTHORITY  
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SEMSWA WATER ACTIVITY ENTERPRISE

Date: \_\_\_\_\_

ATTEST:

\_\_\_\_\_  
Secretary

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Chairperson