

**CITY OF OWOSSO
SPECIAL MEETING OF THE CITY COUNCIL
MONDAY, MARCH 29, 2021
7:30 P.M.**

**Meeting to be held at City Hall
301 West Main Street**

AGENDA

**PLEDGE OF ALLEGIANCE:
ROLL CALL:**

ADDRESSING THE CITY COUNCIL

1. Your comments shall be made during time set aside for that purpose.
2. Stand or raise a hand to indicate that you wish to speak.
3. When recognized, give your name and address and direct your comments and/or questions to any City official in attendance.
4. Each person wishing to address the City Council and/or attending officials shall be afforded one opportunity of up to four (4) minutes duration during citizen comments and questions.
5. In addition to the opportunity described above, a citizen may respond to questions posed to him or her by the Mayor or members of the Council, provided members have been granted the floor to pose such questions.

CITIZEN COMMENTS AND QUESTIONS

PRESENTATION

1. ACE Portal. A presentation by Aclara regarding the City's new ACE Portal, an interface for residents to monitor their water usage.

NEXT MEETING

Monday, April 05, 2021

BOARDS AND COMMISSIONS OPENINGS

Brownfield Redevelopment Authority – term expires June 30, 2026
Building Board of Appeals – Alternate - term expires June 30, 2022
Building Board of Appeals – Alternate - term expires June 30, 2021
Downtown Development Authority – 2 terms expire June 30, 2021
Owosso Historical Commission – 2 terms expire December 31, 2021
Owosso Historical Commission – term expires December 31, 2022
Owosso Historical Commission – term expires December 31, 2023
Zoning Board of Appeals – Alternate – term expires June 30, 2021
Zoning Board of Appeals – term expires June 30, 2023

ADJOURNMENT

The City of Owosso will provide necessary reasonable auxiliary aids and services, such as signers for the hearing impaired and audio recordings of printed materials being considered at the meeting, to individuals with disabilities at the meeting/hearing upon seventy-two (72) hours notice to the City of Owosso. Individuals with disabilities requiring auxiliary aids or services should contact the City of Owosso by writing, calling, or emailing the following: Owosso City Clerk's Office, 301 West Main Street, Owosso, MI 48867; Phone: (989) 725-0500; Email: city.clerk@ci.owosso.mi.us. The City of Owosso Website address is www.ci.owosso.mi.us.

PLEASE TAKE NOTICE THAT THE FOLLOWING MEETING CAN ONLY BE VIEWED VIRTUALLY

The Owosso City Council will conduct an in-person meeting on March 29, 2021. Citizens may view the meeting using the following link and phone numbers.

**OWOSSO CITY COUNCIL
Monday, March 29, 2021
at 7:30 p.m.**

The public joining the meeting via Zoom CANNOT participate in public comment.

- **Join Zoom Meeting**
<https://us02web.zoom.us/j/81340419029?pwd=Y2x5TXF4M3UyaXBtbmtSVVY4T3dnUT09>

- **Meeting ID: 813 4041 9029**
- **Password: 516648**

- **One tap mobile**
+13126266799,,81340419029#,,,,*516648# US (Chicago)
+16465588656,,81340419029#,,,,*516648# US (New York)

- **Dial by your location**
+1 312 626 6799 US (Chicago)
+1 646 558 8656 US (New York)
+1 301 715 8592 US (Washington DC)
+1 346 248 7799 US (Houston)
+1 669 900 9128 US (San Jose)
+1 253 215 8782 US (Tacoma)

- **For video instructions visit:**
 - o Signing up and Downloading Zoom <https://youtu.be/qsy2Ph6kSf8>
 - o Joining a Zoom Meeting <https://youtu.be/hlkCmbvAHQQ>
 - o Joining and Configuring Audio and Video <https://youtu.be/-s76QHshQnY>

- **Helpful notes for participants:** [Helpful Hints](#)

- **Meeting packets are published on the City of Owosso website** <http://www.ci.owosso.mi.us>




Any person who wishes to contact members of the City Council to provide input or ask questions on any business coming before the Council on March 29, 2021 may do so by calling or e-mailing the City Clerk's Office prior to the meeting at (989)725-0500 or city.clerk@ci.owosso.mi.us. Contact information for individual Council members can be found on the City website at: <http://www.ci.owosso.mi.us/Government/City-Council>

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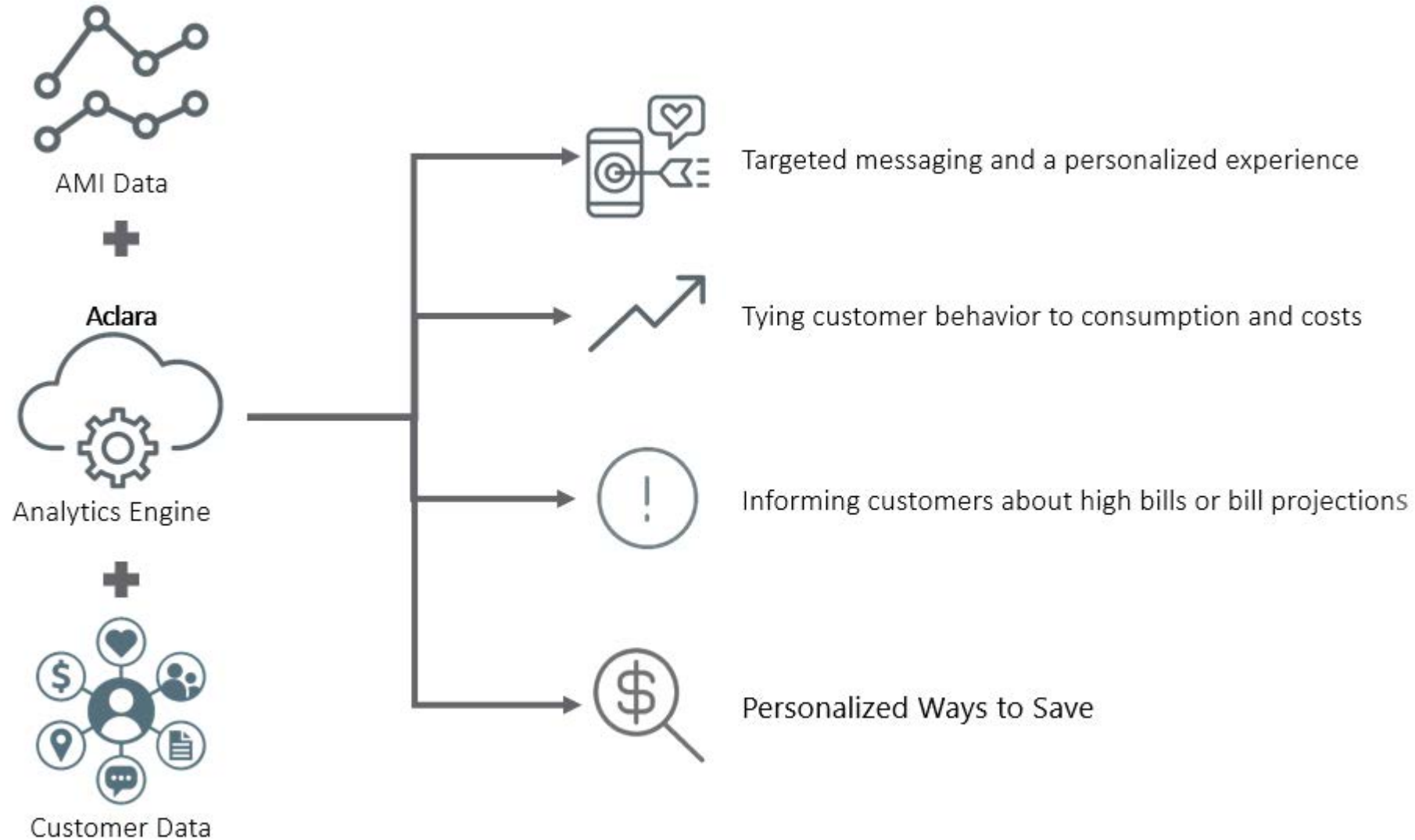


Caryn Denny
cdenny@hubbell.com

Aclara CEP At-A-Glance

<p>20+ Years Customer Portal Solutions</p>	<p>All Utility Types IOU, Muni, COOP</p>	<p>30+ Million Customer Endpoints</p>
<p>Customer Types Residential & Commercial</p>		<p>International USA and Canada</p>
<p>Reliable Solutions Comprehensive Suite</p>		<p>Mobile Friendly Mobile Responsive</p>
<p>10+ Million Customer Actively Engaged</p>		<p>99% Customer Loyalty</p>
<p>Power BI Monitor Online Engagement</p>	<p>Financially Strong Part of Hubbell</p>	<p>3 Core End Markets Electric, Gas, Water</p>

AMI Data Drives Personalized Consumer Engagement



Aclara Consumer Portal

- My Bills
 - Enable customer to see all previous bills from 24 months
 - Integration with bill pay provider
- My Usage
 - Customers can see real time usage
 - Estimated total usage based on current cycle
 - Compare previous months
- My Savings
 - Enable customer to create home profile
 - Set savings goals
 - Ways to lower bill
- Alerts/ Notifications
 - SMS/Email
 - Usage threshold
 - Bill alert
 - Dollar threshold
 - Leak Alert

Residential & Commercial Solutions

- User Friendly
- Targeted Messaging
- Increase customer satisfaction
- Lower call volume
- Integration from city site
- Integration with billing system
- Ability to update account info easily

The screenshot shows a user dashboard for the City of Owosso. At the top, there is a navigation bar with the city logo and links for HOME, COMMUNITY, FAQ, and CONTACT. Below this, a secondary navigation bar includes Dashboard, Usage, Bills, Ways to Save, and Settings. The user's account information is displayed: Account #1160000003, SMITH JANE, 123 MAIN ST OWOSSO, MI 48867, and Water • Sewer.

The main content area is divided into several sections:

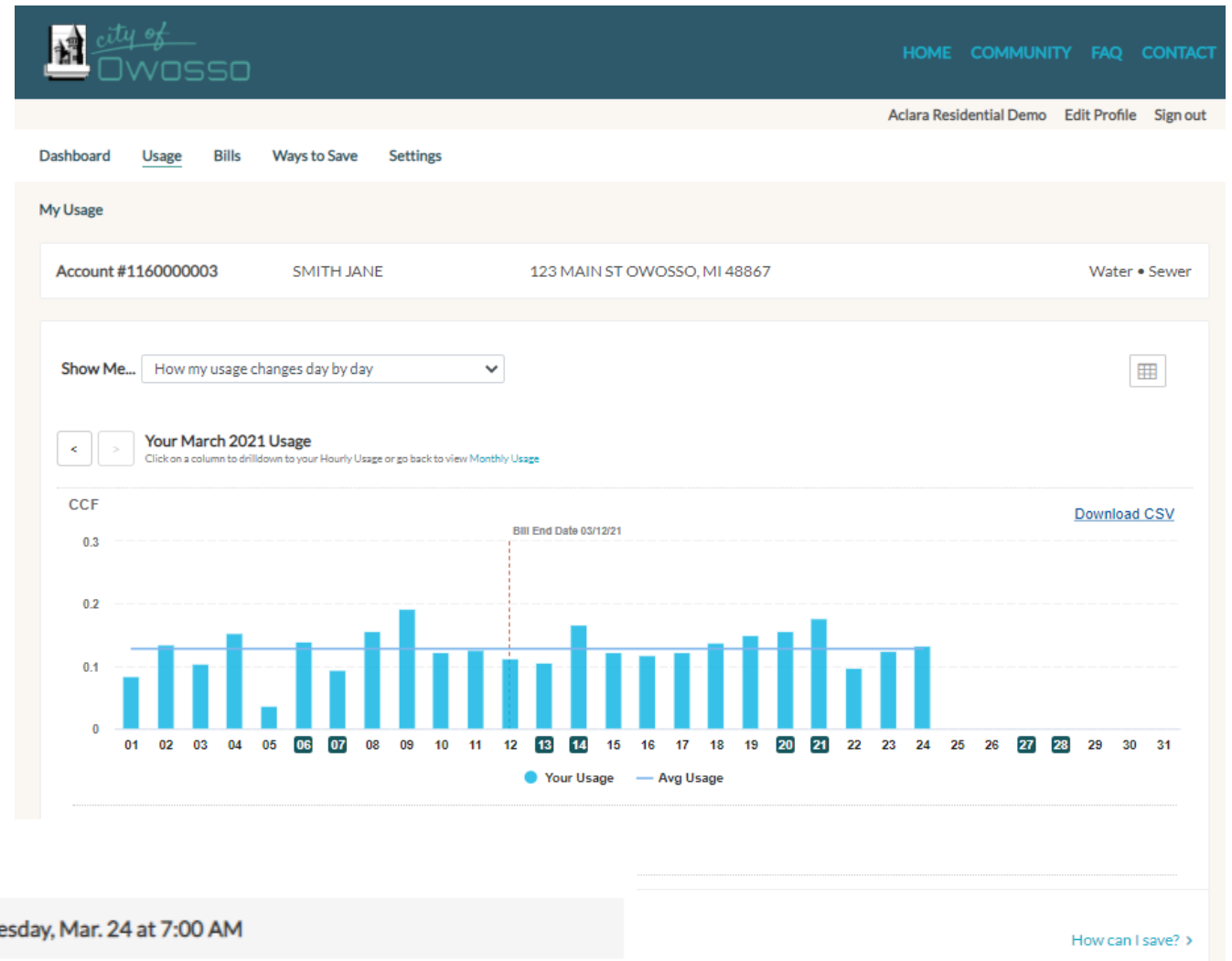
- Notifications:** A teal-bordered box containing three alerts:
 - Water leak alert:** Mar 24, 2021. Just a heads up - a water meter on your property has recorded a small quantity of continuous water use over a 24-hour period... Includes a "Fix Leaks" button.
 - Usage Threshold Exceeded:** Mar 23, 2021. You have exceeded the threshold of 1.2 CCF that you established for your Water meter 17122955. Includes a "View Usage" button.
 - Weekly bill tracker:** Mar 23, 2021. 11 days into your billing cycle, your estimated costs are \$6.14, with a projected total amount due of \$161.31. Includes a "View My Bills" button.
- Top Actions:** A list of quick links: Pay My Bill, View My Usage, and View My Savings Options.
- Bill Summary Table:** A table comparing the current bill cycle to the last one.
- Ways to Save:** A list of three actionable items with associated costs and savings.

Your Next Bill	Your Last Bill
As of 11 days into your billing cycle.	
03/13/21 - 06/10/21	90 Days
Water Use So Far	1.48 CCF
Sewer Use So Far	1.48 CCF
Your Bill To Date	\$6.14
As of 03/23/21	
Average Daily Cost	\$0.56
Projected Bill	\$161.31

Ways to Save	COST	EST SAVINGS
Repair leaking toilets	\$5	\$40/yr
Watch for Leaking Home Appliances	\$175	\$500/yr
Check Your Irrigation System for Leaks	\$130	\$180/yr

Aclara Consumer Portal-My Usage

- Usage data connected with AclaraOne AMI system
- Compare previous months up to 24 months
- Usage with temperatures, hours, insights



Aclara Consumer Portal- My Bills

- Enable customer to see all previous bills from 24 months
- Bill comparison
- Integration with bill pay provider

The screenshot displays the 'My Bills' section of the Aclara Consumer Portal. At the top, the City of Owosso logo is visible on the left, and navigation links for HOME, COMMUNITY, FAQ, and CONTACT are on the right. Below the header, there are links for Dashboard, Usage, Bills (selected), Ways to Save, and Settings. The main content area is titled 'Bill Summary' and includes sub-links for Bill History and Bill Comparison. Account details for Jane Smith at 123 Main St, Owosso, MI 48867 are shown, along with 'Water • Sewer' services. A table compares 'Your Next Bill' and 'Your Last Bill'. The 'Your Next Bill' section indicates it is 11 days into the billing cycle (03/13/21 - 06/10/21) and lists usage for water and sewer. The 'Your Last Bill' section shows it is 90 days old. A summary table below lists 'Your Bill To Date' as \$6.14, 'Average Daily Cost' as \$0.56, and 'Projected Bill' as \$161.31. A 'Top Actions' sidebar on the right contains 'Pay My Bill' and 'View My Usage' links. A disclaimer at the bottom explains that cost values are estimates based on usage to date.

Your Next Bill	Your Last Bill
As of 11 days into your billing cycle.	
03/13/21 - 06/10/21	90 Days
Water Use So Far	1.48 CCF
Sewer Use So Far	1.48 CCF
Your Bill To Date As of 03/23/21	\$6.14
Average Daily Cost	\$0.56
Projected Bill	\$161.31

Cost values for "Your Next Bill" are estimates based on your usage to date. Estimates may not be accurate if your property has more than one water meter. Non-fireline water capitalization, water demand and sewer demand charges are included in bill estimates. All other charges are excluded.

[View Bill History >](#)

Aclara Consumer Portal- My Bills

- Enable customer to see all previous bills from 24 months
- Bill comparison
- Integration with bill pay provider

City of Owosso
HOME COMMUNITY FAQ CONTACT
Aclara Residential Demo Edit Profile Sign out

Dashboard Usage **Bills** Ways to Save Settings

Bill Summary Bill History **Bill Comparison**

Account #1160000003 SMITH JANE 123 MAIN ST OWOSSO, MI 48867 Water • Sewer

Bill Comparison

This month to same month last year ▾

03/27/2020 **\$165**

03/15/2021 **\$151**

	03/27/2020	03/15/2021	Difference
No. Days	91	92	+1
Avg. Temp	33°F	28°F	-5°F
Total Water Use	14.04 CCF	11.57 CCF	-2.47 CCF
Total Water Cost	\$31.73	\$25.49	-\$6.24
Avg. Water Daily Use	0.15 CCF	0.13 CCF	-0.02 CCF
Sewer Use	14.04 CCF	11.57 CCF	-2.47 CCF
Sewer Cost	\$39.31	\$31.56	-\$7.75
Avg. Sewer Daily Use	0.15 CCF	0.13 CCF	-0.02 CCF
Water Capitalization	\$24.00	\$24.00	-
Water Demand	\$38.00	\$38.00	-
Sewer Demand	\$32.00	\$32.00	-
Total Cost	\$165.04	\$151.05	-\$13.99

Aclara Consumer Portal- Ways to Save

- Enable customer to set savings goal
- Complete home profile
- Targeted ways to save

city of
OWOSSO

HOME COMMUNITY FAQ CONTACT

Aclara Residential Demo Edit Profile Sign out

Dashboard Usage Bills **Ways to Save** Settings

Savings My Savings Plan





Account #116000003 SMITH JANE 123 MAIN ST OWOSSO, MI 48867 Water • Sewer

My Savings Goal
You haven't set a savings goal.
[Set a goal to save 5%](#)
[See more options](#)

Water Leaks

Ways to Save
Sort

Create a personal savings plan! Click the titles below to see details. Create a to-do list of savings actions you plan to do, mark off which ones you've already completed, and see estimates of how much your efforts can save.

 Wash Full Loads of Laundry Add to your to-do list Mark as completed	EST COST \$0 EST SAVINGS \$10/yr
 Install Low-Flow Faucet Aerators Add to your to-do list Mark as completed	EST COST \$10 EST SAVINGS \$15/yr
 Install Low-Flow Showerheads Add to your to-do list Mark as completed	EST COST \$20 EST SAVINGS \$25/yr
 Use Soaker Hoses in Your Garden Add to your to-do list Mark as completed	EST COST \$25 EST SAVINGS \$12/yr

Aclara Consumer Portal-Alerts & Notifications

Cost Notifications

Alerts based on the costs associated with your utility account

Email	Text*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me if my cost-to-date exceeds this amount.	
	<input type="text" value="\$ 5"/>
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me my weekly bill	

Leak Notifications

Alerts for potential water leaks in your home or business

Email	Text*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me if the water usage at my home or business indicates a serious water leak, such as a burst or leaking pipe.	
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me if the water usage at my home or business indicates a minor water leak, such as a leaking toilet.	

Usage Notifications

Alerts based on your metered quantities.

Water : Meter 17122955

Email	Text*
<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>
Notify me if my usage-to-date exceeds this quantity.	
	<input type="text" value="1.2"/> <input type="text" value="CCF"/>

****EXAMPLE****

Water Leak Detected



Dear John Smith:

We have recorded continuous water use in your home for at least a 24-hour period, and this may indicate a leak in your home. This could be caused by a leaking toilet, faucet, hot water heater, exterior hose or other appliance.

Account Number

12-*****-****78

Service Address

123 First St, Some Town, MA 01234

Meter Number(s)

1212121212121

Thank you for participating in ACME's leak alert. Alert detection for the last 24-hour period

Log into your ACME account below to see your water consumption and tips on detecting leaks in your home.

[LOGIN](#)



Caryn Denny
cdenny@hubbell.com