

# **Notice of Meeting of the Governing Body of the City of Georgetown, Texas September 22, 2020**

The Georgetown City Council will meet on September 22, 2020 at 3:00 PM at Teleconference

The City of Georgetown is committed to compliance with the Americans with Disabilities Act (ADA). If you require assistance in participating at a public meeting due to a disability, as defined under the ADA, reasonable assistance, adaptations, or accommodations will be provided upon request. Please contact the City Secretary's Office, at least three (3) days prior to the scheduled meeting date, at (512) 930-3652 or City Hall at 808 Martin Luther King Jr. Street, Georgetown, TX 78626 for additional information; TTY users route through Relay Texas at 711.

**Join from a PC, Mac, iPad, iPhone or Android device, please click this URL to join:**

**<https://georgetowntx.zoom.us/j/92119288480?pwd=NHpreMY5YThYeElvTGlicno0cmxLUT09>**

**Webinar ID: 921 1928 8480**

**Passcode: 668390**

**Description: City Council Workshop and Regular Meeting for Tuesday, September 22nd, 2020.**

**Or join by phone, dial(for higher quality, dial a number based on your current location):**

**(346)248-7799 OR (253)215-8782 OR (669)900-6833 OR (929)205-6099 OR (301)715-8592 OR (312)626-6799**

**TOLL FREE (833)548-0276 OR (833)548-0282 OR (877)853-5257 OR (888)475-4499**

**Webinar ID: 921 1928 8480**

**Passcode: 668390**

**Citizen comments are accepted in three different formats:**

**Submit the following form by 12:00 p.m. on the date of the meeting and the City Secretary will read your comments into the recording during the item that is being discussed –**

**<https://records.georgetown.org/Forms/AddressCouncil>**

**You may log onto the meeting, at the link above, and “raise your hand” during the item. If you are unsure if your device has a microphone please use your home or mobile phone to dial the toll free number. To Join a Zoom Meeting, click on the link and join as an attendee. You will be asked to enter your name and email address – this is so we can identify you when you are called upon. At the bottom of the webpage of the Zoom Meeting, there is an option to Raise your Hand. To speak on an item, simply click on that Raise Your Hand option once the item you wish to speak on has opened. When you are called upon by the Mayor, your device will be remotely un-muted by the Administrator and you may speak for three minutes. Please state your name clearly upon being allowed to speak. When your time is over, your device will be muted again.**

**As another option, we are opening a city conference room to allow public to “watch” the virtual meeting on a bigger screen, and to “raise your hand” to speak from that public device. This Viewing Room is located at City Hall, 808 Martin Luther King Jr. Street, Community Room. Social Distancing will be strictly enforced. Face masks are required and will be provided onsite. Use of profanity, threatening language, slanderous remarks or threats of harm are not allowed and will result in you being immediately removed from the meeting.**

**If you have questions or need assistance, please contact the City Secretary’s office at [cs@georgetown.org](mailto:cs@georgetown.org) or at 512-930-3651.**

#### **Policy Development/Review Workshop -**

- A Presentation and discussion regarding the 2020 Citizen Survey -- Dr. Thomas Longoria, Professor and Director of Center for Research, Public Policy, and Training at Texas State University; and Bridget Hinze Weber, Assistant to the City Manager
- B Presentation, discussion and direction regarding water rates and the water cost of service study -- Glenn Dishong, Water Utilities Director and Matthew Garrett, NewGen Strategies and Solutions
- C Presentation and discussion regarding Distributed Generation Interconnection and Net Energy Metering Updates -- Daniel Bethapudi, General Manager of the Electric Utility
- D Presentation, discussion, and direction regarding the proposed Right-of-Way Permit Program and Regulations -- Ray Miller, Public Works Director

#### **Executive Session**

In compliance with the Open Meetings Act, Chapter 551, Government Code, Vernon's Texas Codes, Annotated, the items listed below will be discussed in closed session and are subject to action in the regular session.

- E **Sec. 551.071: Consultation with Attorney**  
Advice from attorney about pending or contemplated litigation and other matters on which the attorney has a duty to advise the City Council, including agenda items

- Litigation Update

**Sec. 551.072: Deliberations about Real Property**

- Westinghouse Right of Way

- SH-29 Right of Way, Hillwood

**Sec. 551.074: Personnel Matters**

- City Secretary Check-in

**Sec. 551.086: Certain Public Power Utilities: Competitive Matters**

- Purchased Power Update

**Adjournment**

**Certificate of Posting**

I, Robyn Densmore, City Secretary for the City of Georgetown, Texas, do hereby certify that this Notice of Meeting was posted at City Hall, 808 Martin Luther King Jr. Street, Georgetown, TX 78626, a place readily accessible to the general public as required by law, on the \_\_\_\_ day of \_\_\_\_\_, 2020, at \_\_\_\_\_, and remained so posted for at least 72 continuous hours preceding the scheduled time of said meeting.

\_\_\_\_\_  
Robyn Densmore, City Secretary

City of Georgetown, Texas  
City Council Workshop  
September 22, 2020

**SUBJECT:**

Presentation and discussion regarding the 2020 Citizen Survey -- Dr. Thomas Longoria, Professor and Director of Center for Research, Public Policy, and Training at Texas State University; and Bridget Hinze Weber, Assistant to the City Manager

**ITEM SUMMARY:**

Presentation and discussion regarding biennial Citizen Survey done in partnership with Texas State University.

**FINANCIAL IMPACT:**

Total cost not to exceed \$8,886.15.

**SUBMITTED BY:**

Bridget Hinze Weber, Assistant to the City Manager

**ATTACHMENTS:**

2020 Citizen Survey Presentation

2018 Citizen Survey Report

2018 Online Citizen Survey

# 2020 RESIDENT SURVEY

CITY COUNCIL WORKSHOP: SEPTEMBER 22, 2020



# PRESENTATION OVERVIEW

- **Survey overview**
- **Revised Project timeline**
- **Efforts to improve response**
- **Focus group feedback on results**

# SURVEY OVERVIEW

- **Likert Scale Survey Instrument**
- **Demographic and Geographic Section**
  - Key in keeping the survey accurate.
- **12 Focus Areas**
  - Typically 4 to 8 questions per Focus Areas
- **Refined instrument**
  - Reduced repeated questions
  - More opportunities for open-ended feedback

# FOCUS AREAS

## 12 Base Focus Areas:

Quality of life

Mobility

Development

Public safety

Service Quality (Utilities)

Service Quality (Parks/Library)

Service utilization

Media usage

Perception of government

Employee interaction

Perception of safety

Value for taxes



# REVISED PROJECT TIMELINE

- **September: Council direction on survey**
- **September 30: Texas State University finalizes survey instrument**
- **October: Texas State University mails survey**
- **November: Texas State University launches open survey link available**
- **Late November: Analyze results**
- **December: Focus groups**
- **January: Submission of full report and presentation of findings made to Council**

# EFFORTS TO IMPROVE RESPONSE

- Continue direct mail survey
- Promote online survey to entire community
- Analyze results to ensure data reflects household data
- More robust efforts to improve renter response (e.g., customized message on mailing envelope and focus group with renters)

# DISCUSSION/DIRECTION

- **Confirm survey questions**
- **Confirm timeline**
- **Confirm efforts to improve results**



# **Georgetown Community Survey 2018**

**Final Report**

**Thomas Longoria, Ph.D.**

**Professor and Director**

**Center for Public Policy, Research, and Training**

**Texas State University**

## Executive Summary

### About the Survey

The questionnaire was mailed to a random sample of 2,300 households in May of 2018. There were 469 completed surveys. The response rate for the random sample survey was 20 percent. Based on the response rate we can be 95% certain that the results for the questions reflect the views of Georgetown households with a margin of error of +/- 4. In addition, a link to an open survey was also made available to the public and 873 residents completed the survey.

The survey is generally representative of households in Georgetown when the demographics of the survey respondents are compared to 2018 American Community Survey Data from the US Census. For example, in 2018, an estimated 16% of occupied housing units in Georgetown have a non-white head household according to the US Census and 17 % of the survey respondents indicated that they were non-white. The estimated percent of residents who have lived in Georgetown 5 years or less is 47% according to census estimates. Fifty-three percent of survey respondents indicated that they moved to Georgetown 5 years or less. There are two notable exceptions. The estimated percentage of renter-occupied housing in Georgetown is 27% compared to 10% of the respondents indicated that they rent. According to the US Census, 56% of Georgetown residents are 65 years old or younger compared to 25% of the respondents (see Figures 20 to 24). The survey results were statistically weighted to determine if these differences influenced the findings, they did not. In addition, when survey responses were examined by age and home ownership, few differences were found.

It is important to note that the responses reflect respondent perceptions. These perceptions should not be mistaken for objective “reality.” Perceptions are formed in the context of expectations that people have for the quality of public services in Georgetown. For example, waiting three minutes to get through an intersection may be perceived to be an excessive amount of time by people expecting small town traffic. The same three minutes may not be noticed by people expecting rush hour traffic for a growing community in a booming metro area.

Three contrasts are presented in the report below to provide additional insights including:

- Contrast #1: Comparison to a benchmarks
- Contrast #2: Comparison to the prior survey
- Contrast #3: Comparison across demographic categories

The major findings from these contracts are included in this executive summary.

#### *Contrast #1: Comparison to Benchmarks*

Greater than 75 percent of respondents who indicate that the service is good or excellent can be said to meet or exceed benchmark for quality provision. With a 4 percent margin of error, 76 percent is potentially 80 percent. Based on this criterion, Georgetown met or exceeded benchmark for quality provision in 32 of 39 service indicators (82%). Areas for improvement identified in the survey included: (1) traffic and parking; (2) employment opportunities; (3) housing opportunities; (4) retail options. The top three priorities volunteered by respondents in an open-ended question are: (1) traffic; (2) infrastructure and roads; (3) manage growth.

### *Contrast #2: Changes Over Time*

There have been some changes in the percentage of respondents who say that the city is doing a good or excellent job. Given the margin of error, only changes greater than 4% are considered.

In 8 of 25 cases common questions in the 2016 and 2018 surveys there were improvements of more than four percent (32%). Improvements were observed in street repair, city beautification, the city as a place to work, and emergency preparedness.

In 1 of 25 cases, there was a decrease in the percent who rated the service area good or excellent (4%). The percent of respondents who rated traffic flow as good or excellent decreased by 16%.

### *Contrast #3: Comparisons Across Demographic Characteristics*

Differences in responses were examined for seven different demographic characteristics including: income, age, race, gender, home ownership, children in the home, number of years living in Georgetown. In general, there are few statistically significant differences in the views of Georgetown residents when they are examined in terms of their demographic characteristics. Thirty statistically significant differences were found out of 231 statistical tests (33 indicators \* 7 demographic characteristics). In other words, statistically significant differences were found in 13% of the possible cases.

The full results are presented in the report below. Highlights include:

- Lower income residents were less satisfied with employment and housing
- Residents under 65 were less satisfied with the city as place to work and walking for leisure
- Non-white residents were less satisfied with housing opportunities, animal control, and water services
- Women were less satisfied with the city as a place to work and biking for leisure
- Owners were less satisfied with traffic and parking. Renters are less satisfied with housing opportunities
- Households that include children were less satisfied with walking for leisure
- Residents for more than 10 years were less satisfied with housing opportunities, animal control, street repair and traffic signal timing

### **Results for Specific Items**

The remainder of the report presents the frequencies for each of the indicators in the survey. The information is presented using bar charts to illustrate the range of responses. In each bar chart, the number of respondents in found in parenthesis next to the indicator. The percent for each response category is placed above the bars in the bar chart. Notable findings are presented with each bar chart.

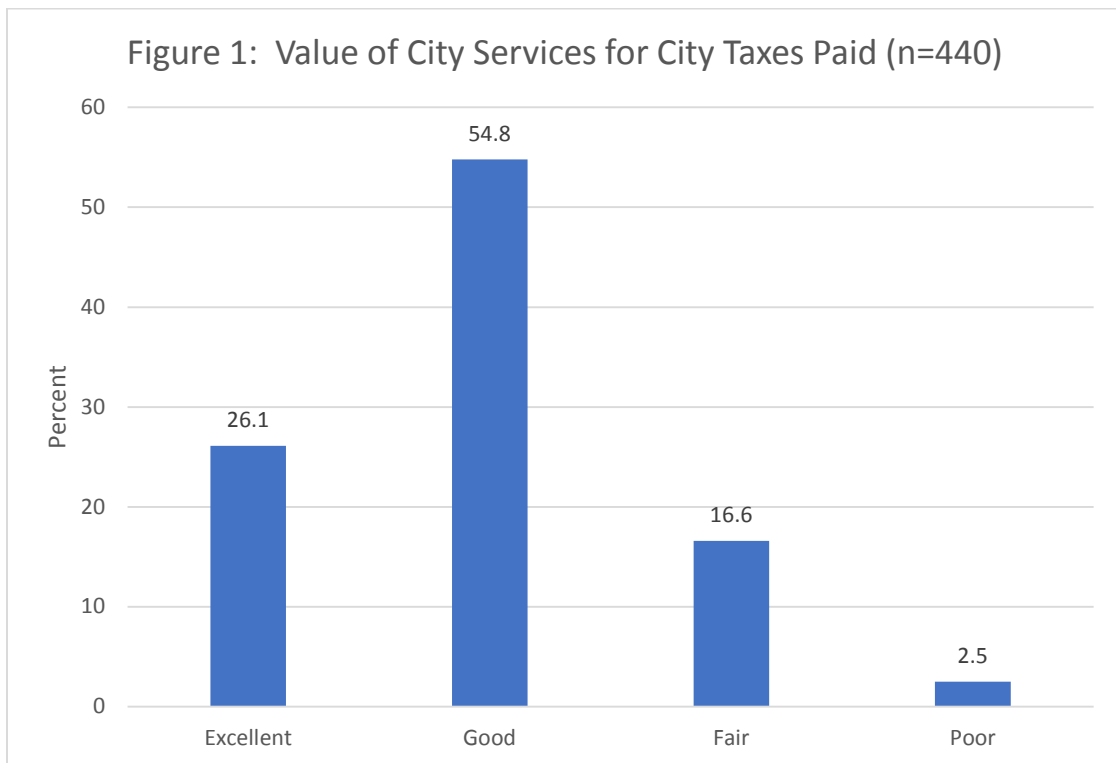
## List of Figures and Tables

	<b>Page</b>
Figure 1: Value of City Services for City Taxes Paid	1
Figure 2: Quality of Government by Level of Government	2
Figure 3: Perceptions of Overall Quality of Life in Georgetown	3
Figure 4: Perceptions of Development	4
Figure 5: Traffic and Parking	5
Figure 6: Walking and Biking	6
Figure 7: Emergency Services	7
Figure 8: Code Enforcement and Permitting	8
Figure 9: Municipal Courts and Traffic Enforcement	9
Figure 10: Streets and Sidewalks	10
Figure 11: Utility Services	11
Figure 12: Waste Services	12
Figure 13: Services and City Beautification	13
Figure 14: Neighborhood Safety	14
Figure 15: Safety in Recreation and Shopping Areas	15
Figure 16: Service Utilization	16
Figure 17: Sources for News about Georgetown	17
Figure 18: Contact with City Employee	18
Figure 19: Rating of City Employee Contact	18
Figure 20: Years Lived in Georgetown	28
Figure 21: Racial Background	29
Figure 22: Age of Householder	30
Figure 23: Home Ownership	31
 Table 1: Quality of Life and Quality of Service Perceptions 2016-2018	 19
Table 2: Quality of Life and Quality of Service Perceptions 2016-2018, Cont.	20
Table 3: Perceptions about the Quality of Different Levels of Government	21
Table 4: Statistically Significant Differences by Income Groups	22
Table 5: Statistically Significant Differences by Age Groups	22
Table 6: Statistically Significant Differences by Racial Groups	22
Table 7: Statistically Significant Differences by Gender	23
Table 8: Statistically Significant Differences by Home Ownership	23
Table 9: Statistically Significant Differences by Children in the Home	23
Table 10: Statistically Significant Differences by Years in Georgetown	24
Table 11: Resident Perception by Survey Method	25
Table 12: Resident Perceptions by Survey Method, Cont.	26
Table 13: Survey Responses by Survey Method	27

## Responses to Key Indicators

### Value of City Services

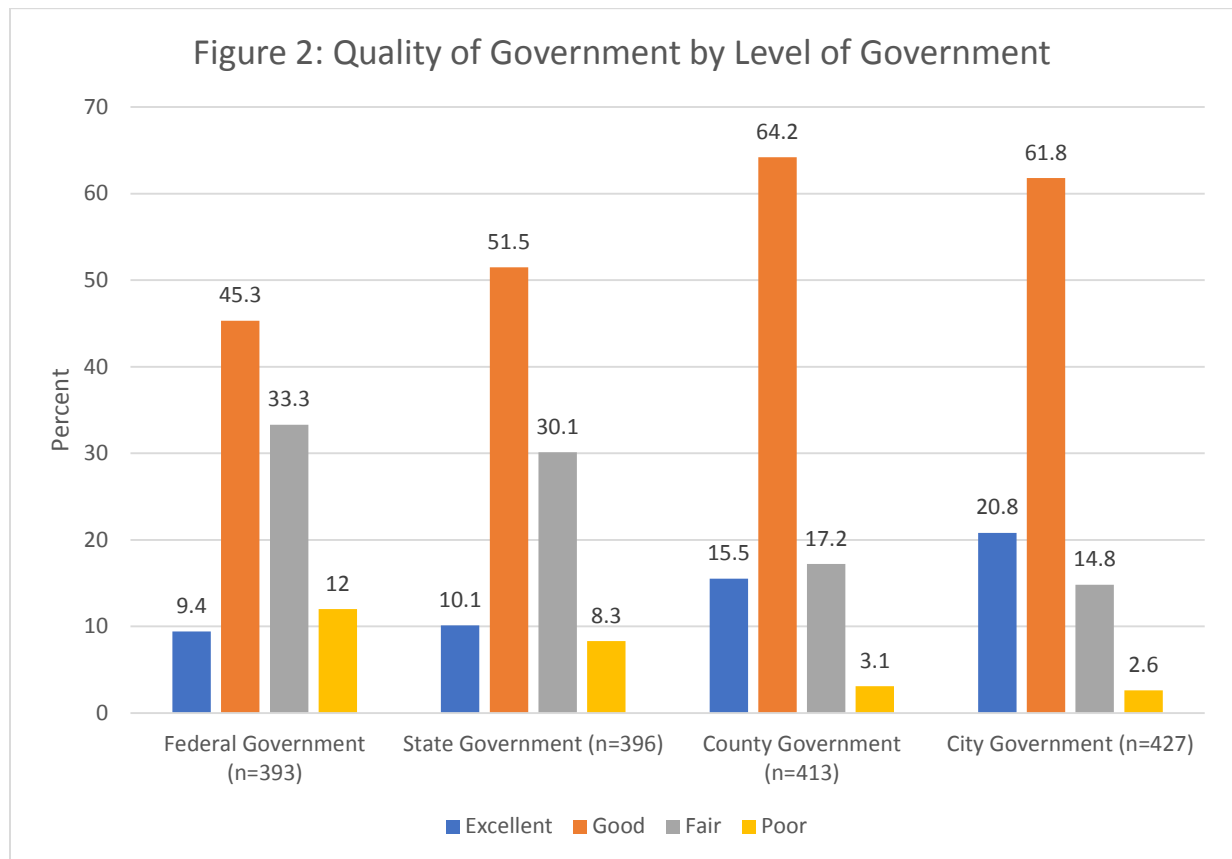
In 2018, 81% of respondents indicated that the value of city services for city taxes paid was excellent or good. This represents a 3% increase compared to 78% in 2016.





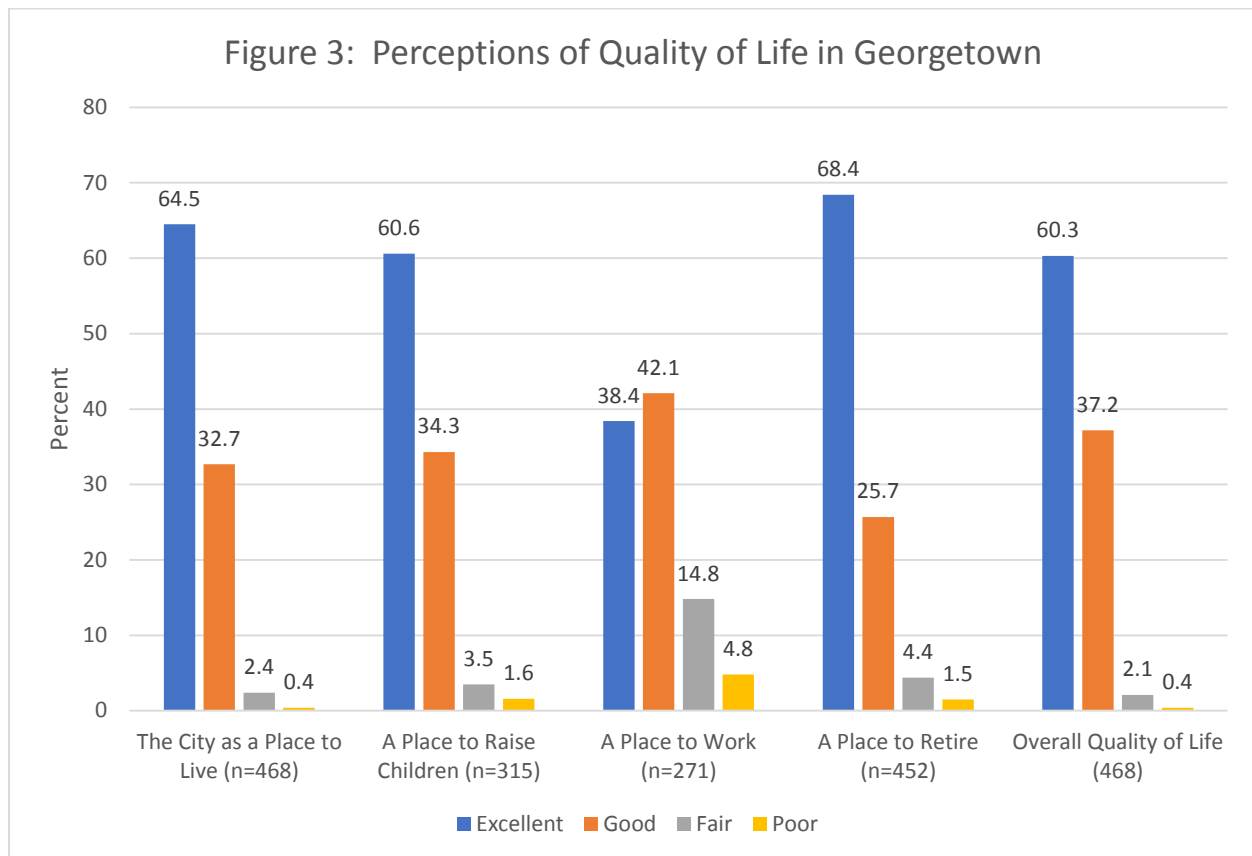
## Quality of Government by Level of Government

83% of respondents rated the quality of local government as good or excellent in 2018 compared to 82% in 2016. 80% rate county government as good or excellent, 62% rate state government as good or excellent, and 55% rate the federal government as good or excellent.



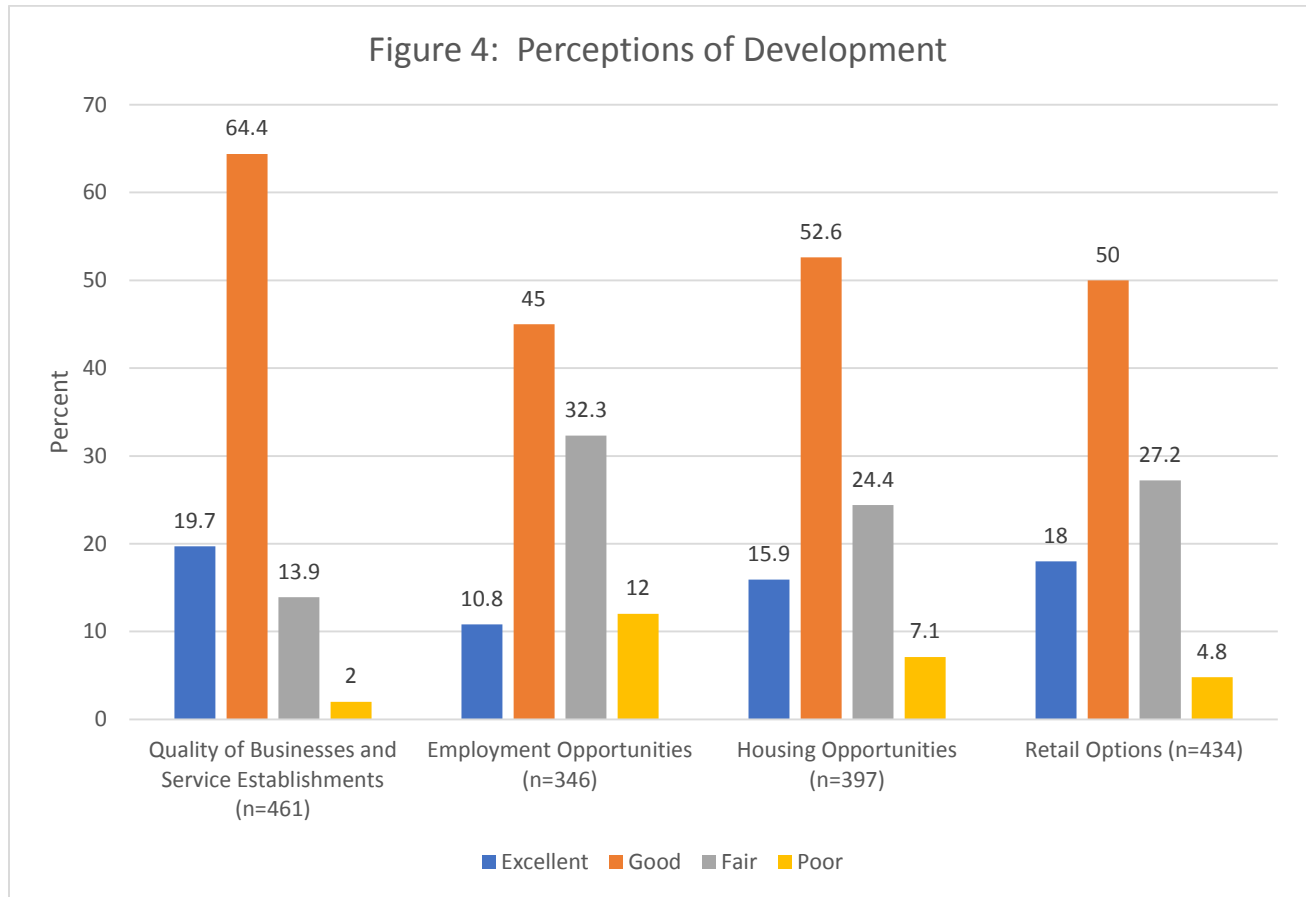
## Quality of Life

98% of respondents rated the overall quality of life in Georgetown as good or excellent in 2018. The same percentage (98%) indicated that overall quality of life was good or excellent in 2016. The quality of life indicator rated the lowest was the city as a place to work. 81% of respondents indicated that the city was an excellent or good place to work. However, this is a 7% increase in the percentage who indicated that the city was a good or excellent place to work in 2016.



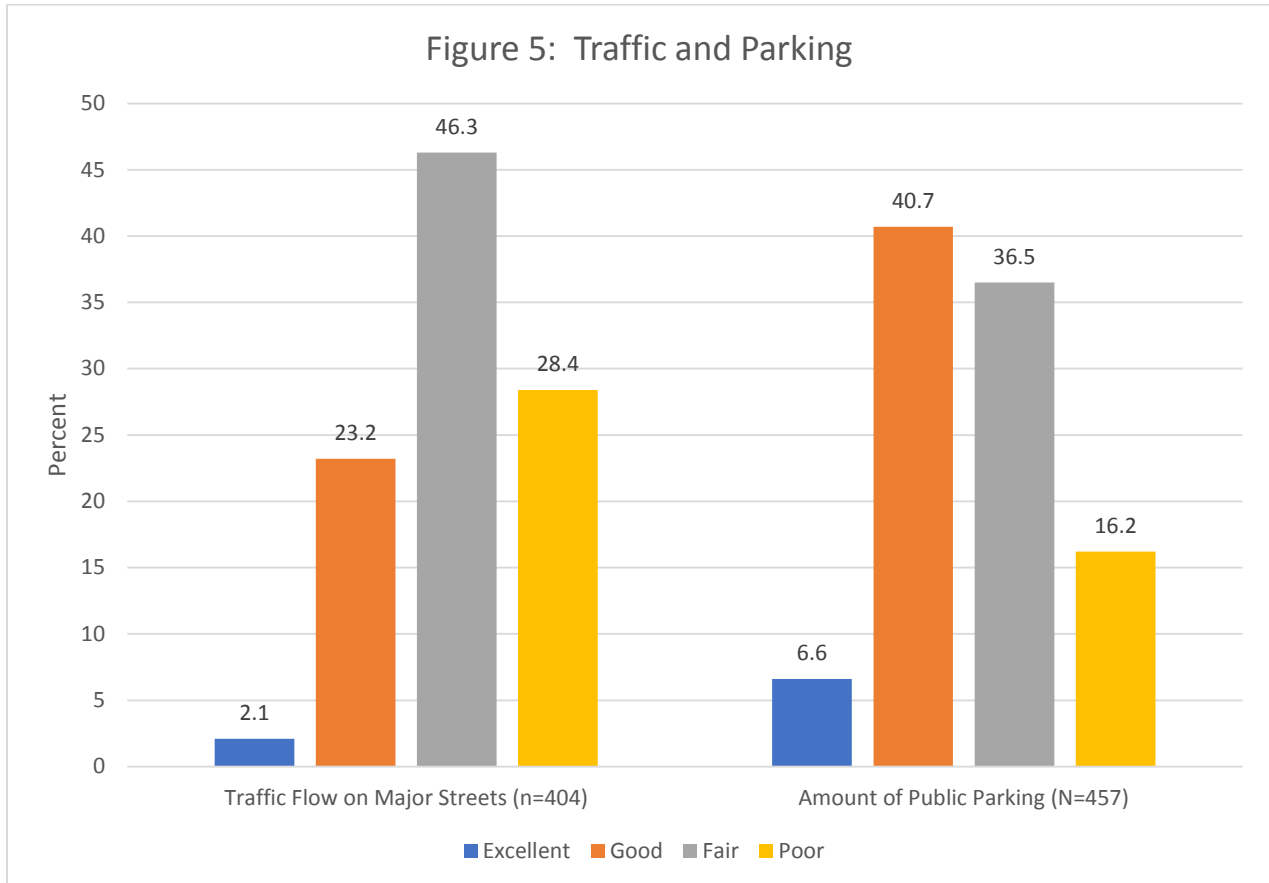
## Perceptions of Development

84% rate the quality of businesses and services as good or excellent. 69% rate housing opportunities as good or excellent, and 68% rate retail options as good or excellent. For these three, there were no changes from 2016. In 2018, 56% of residents rate employment opportunities as good or excellent, a 3% increase compared to 2016 results.



## Traffic and Parking

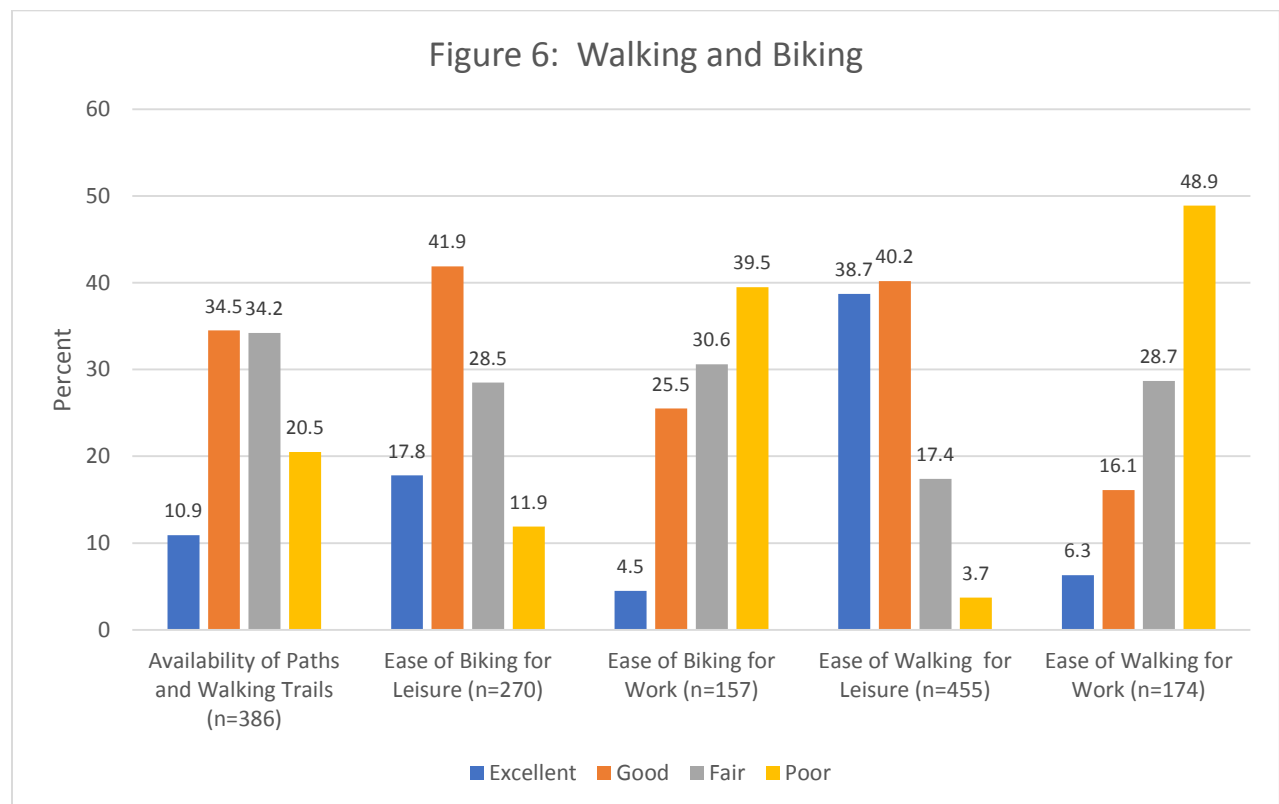
25% of respondents rate traffic flow as good or excellent. In 2016, 41% rated traffic flow as good or excellent. The percentage who rated traffic flow as poor increased from 18% to 28%



## Alternative Transportation Modes

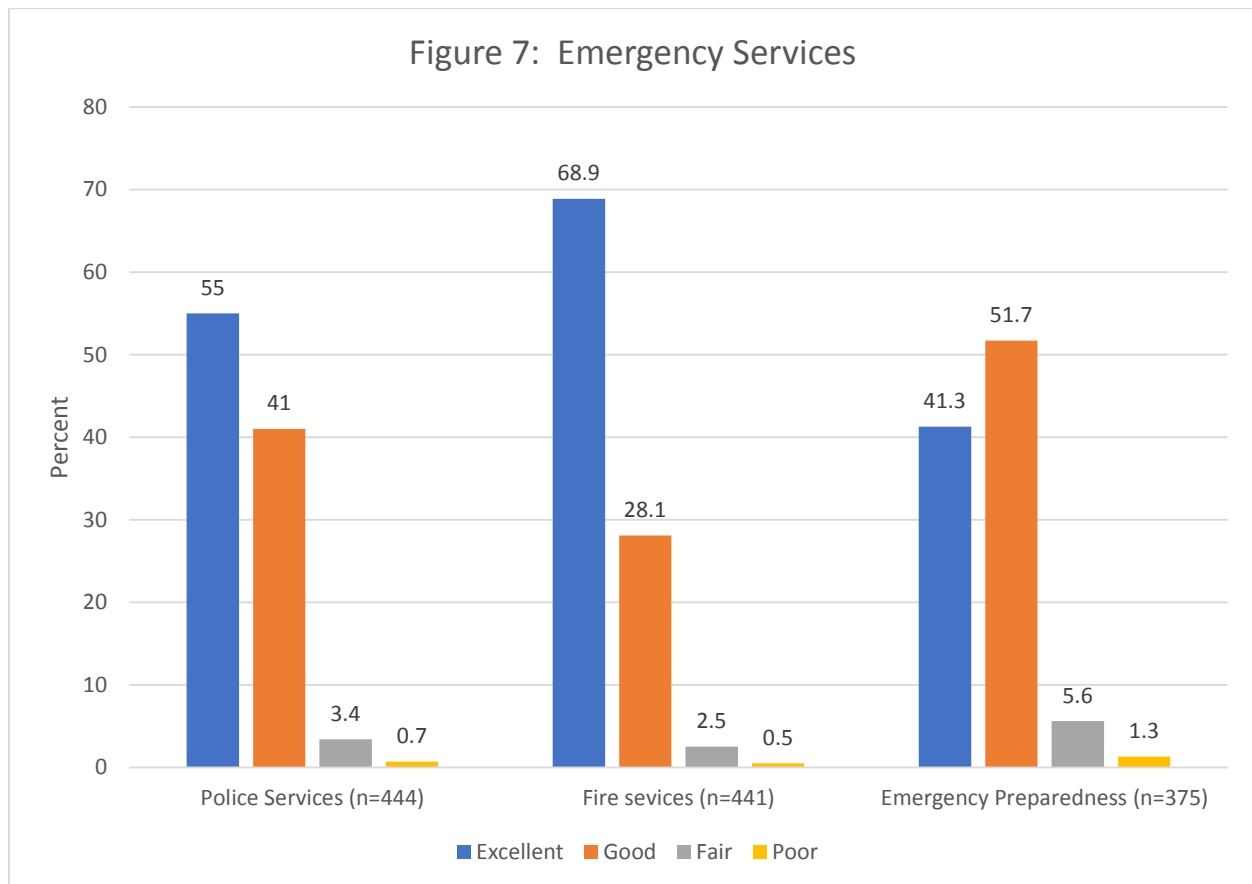
45% rate the availability of walking paths and trails as good or excellent. 30% of respondents rated the ease of biking to work as good or excellent. 22% rated the ease of walking to work as good or excellent. Note that the number of respondents for these cases is low, likely meaning that for most people walking or biking to work is not applicable or relevant. In other words, of those who might be able or interested in walking to work, only 22% rated the ability as good or excellent.

In 2016, 77% rated the availability of paths and walking trails as good or excellent. The decrease of 32% is likely a function of priming. After being asked about all the different walks that paths and walking trails might be used (for recreation and to get to work), people were primed to think about walking paths and trails and if they meet their perceived needs.



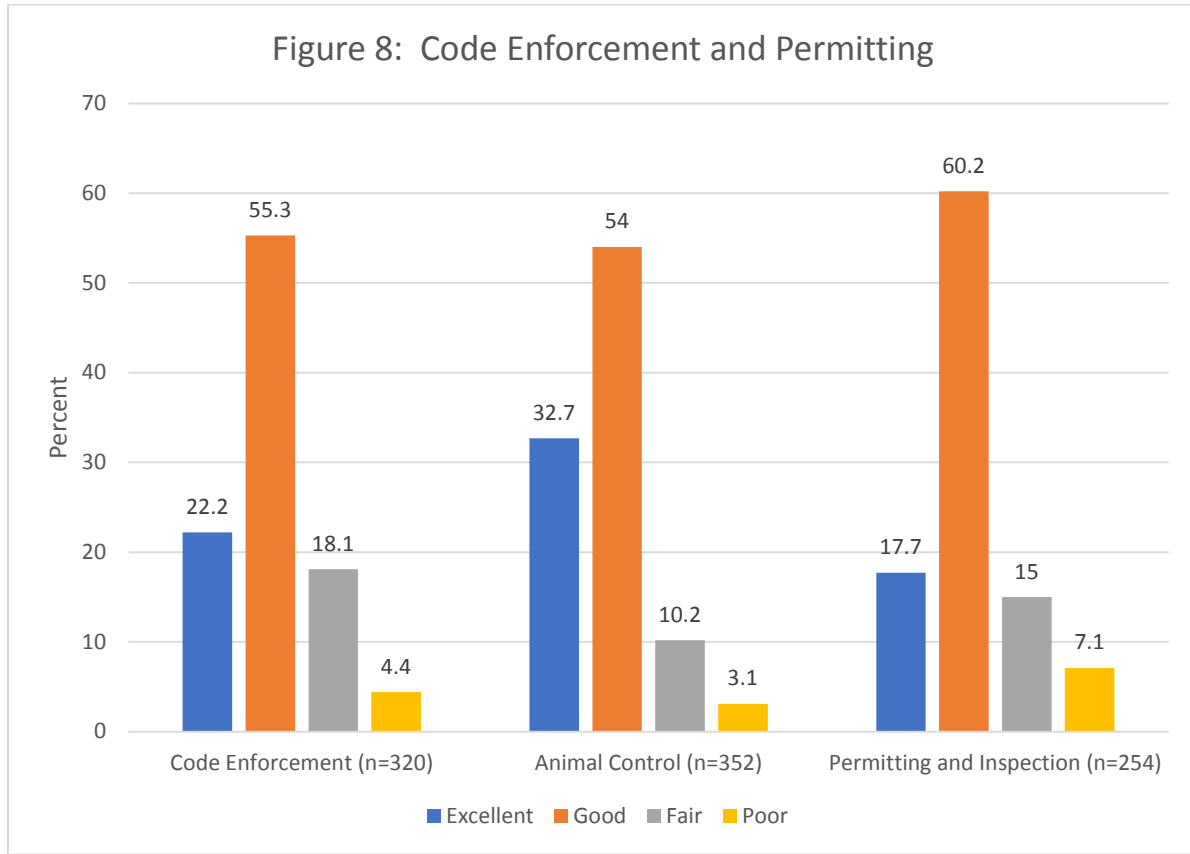
## Emergency Services

96% of respondents rated police services as good or excellent and 97% rated fire services as good or excellent. 93% of respondents rated emergency preparedness as good or excellent, an increase of 6% compared to 2016.



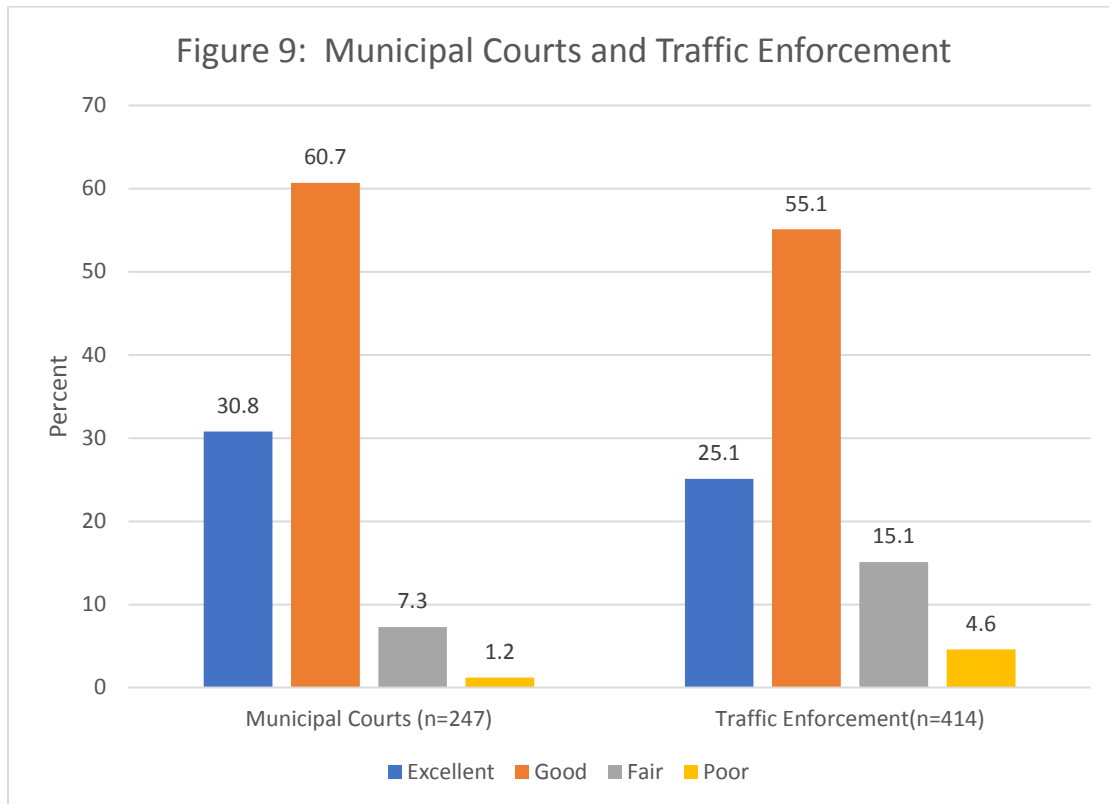
### Code Enforcement and Permitting

78% of respondents rated permitting and inspections as good or excellent. 87% rated animal control as good or excellent. 78% rated code enforcement as good or excellent.



## Municipal Courts and Traffic Enforcement

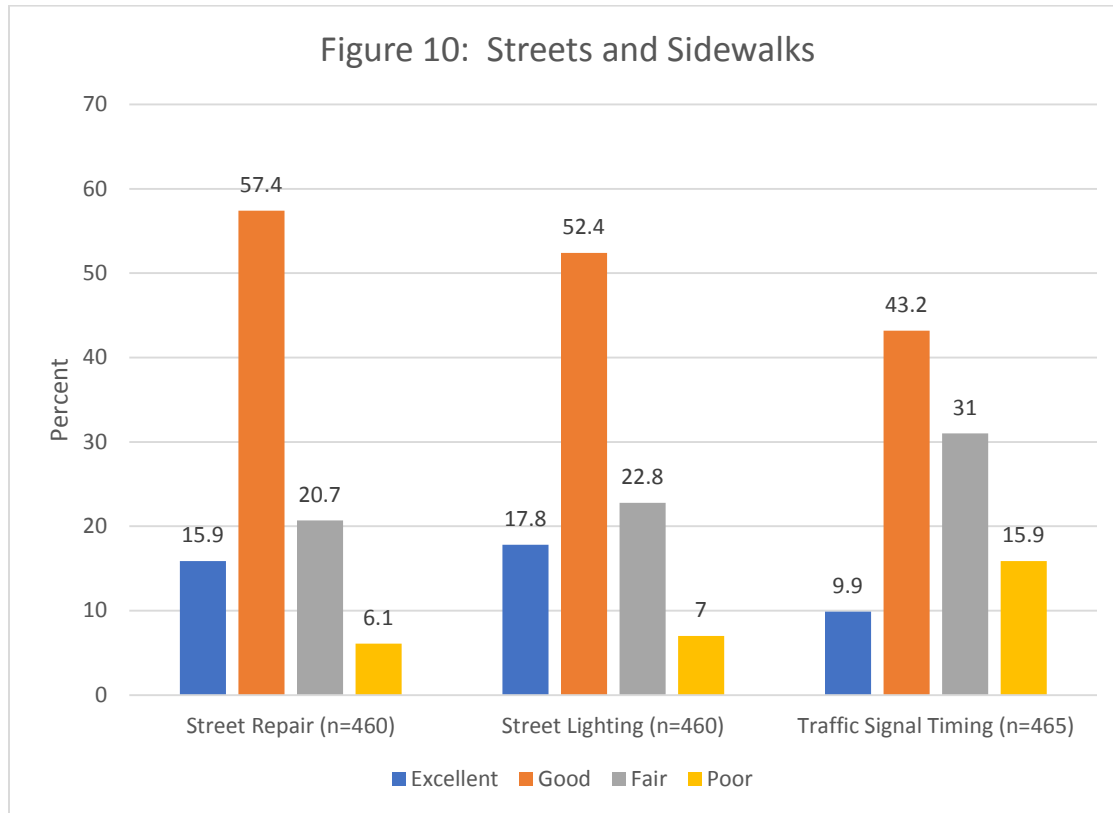
80% of respondents rated traffic enforcement as good or excellent. 92% rated municipal courts as good or excellent.





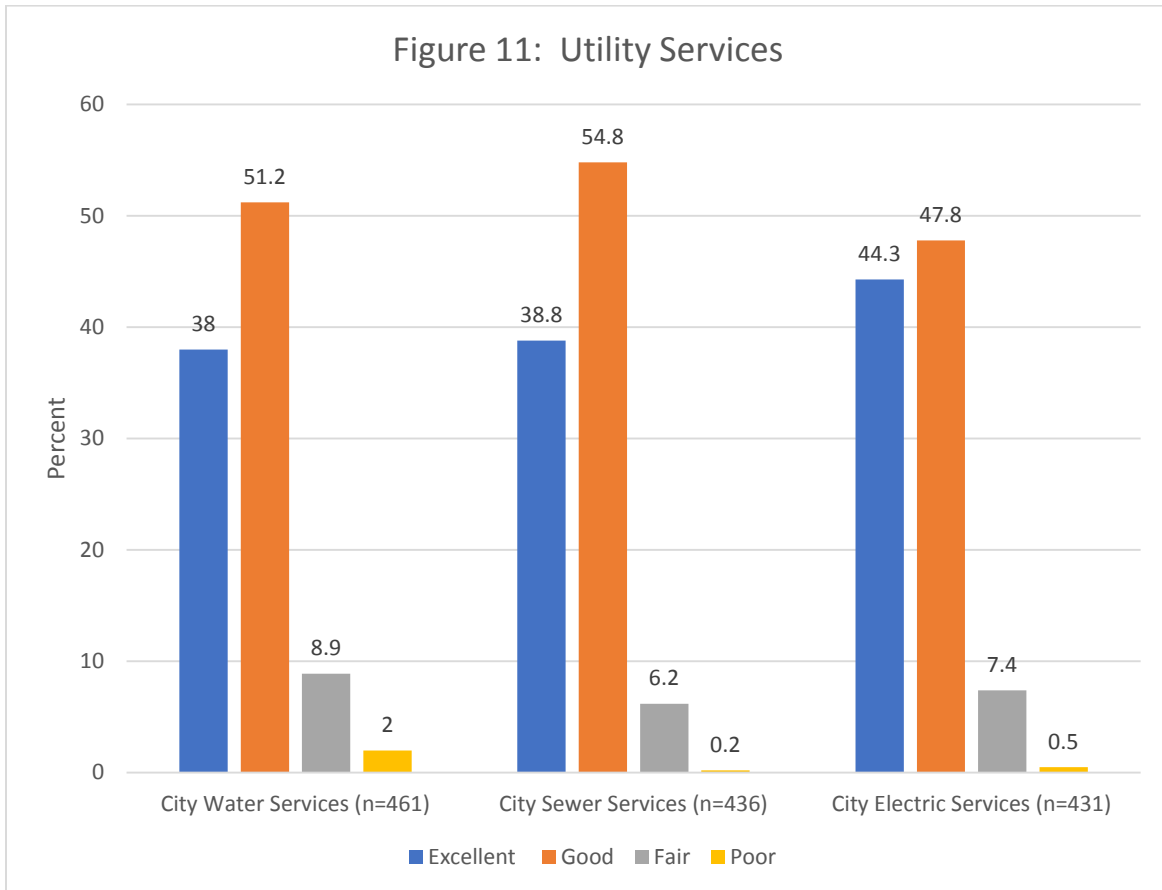
## Streets and Sidewalks

73% rated street repair as good or excellent, a 12% increase since 2016. 72% rated street lighting as good or excellent. 53% rated traffic signal timing as good or excellent



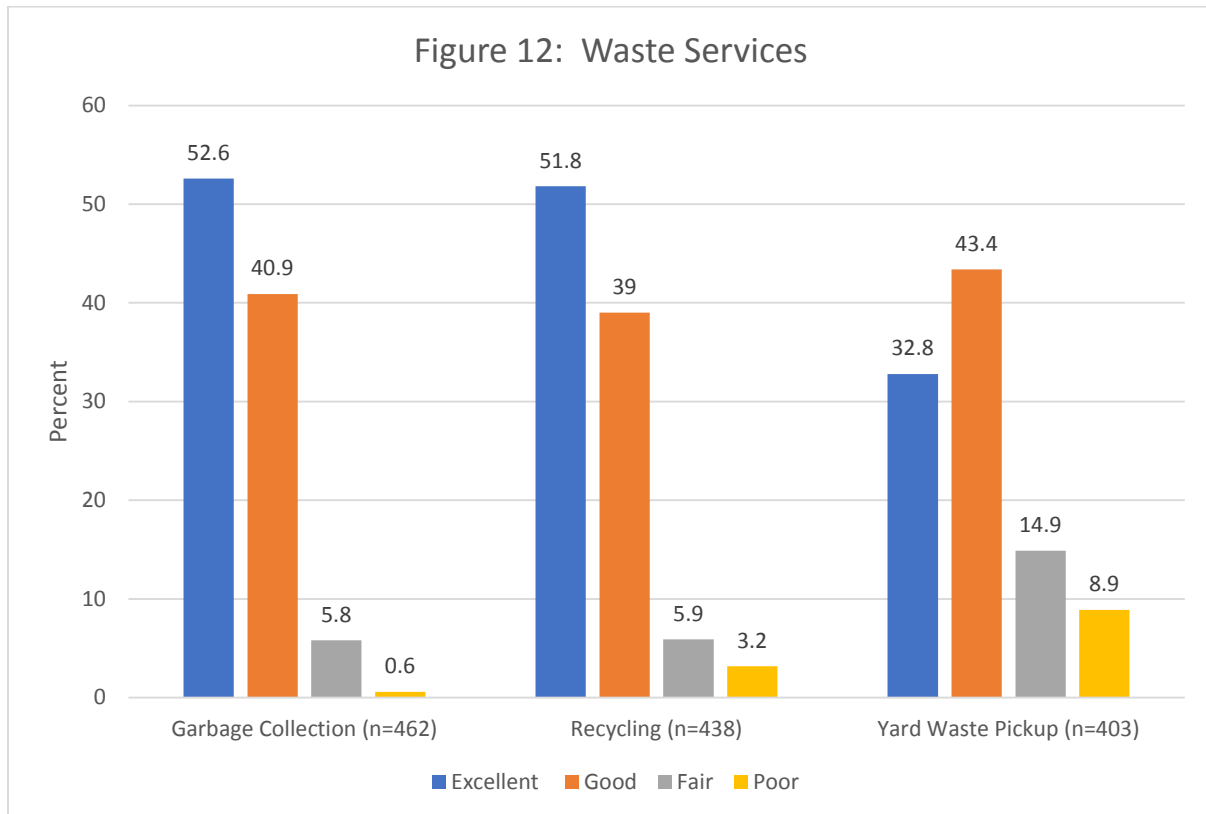
## Utility Services

94% of respondents rated sewer services as good or excellent. 92% of respondents rated electric services as good or excellent. 90% rated city water services as good or excellent.



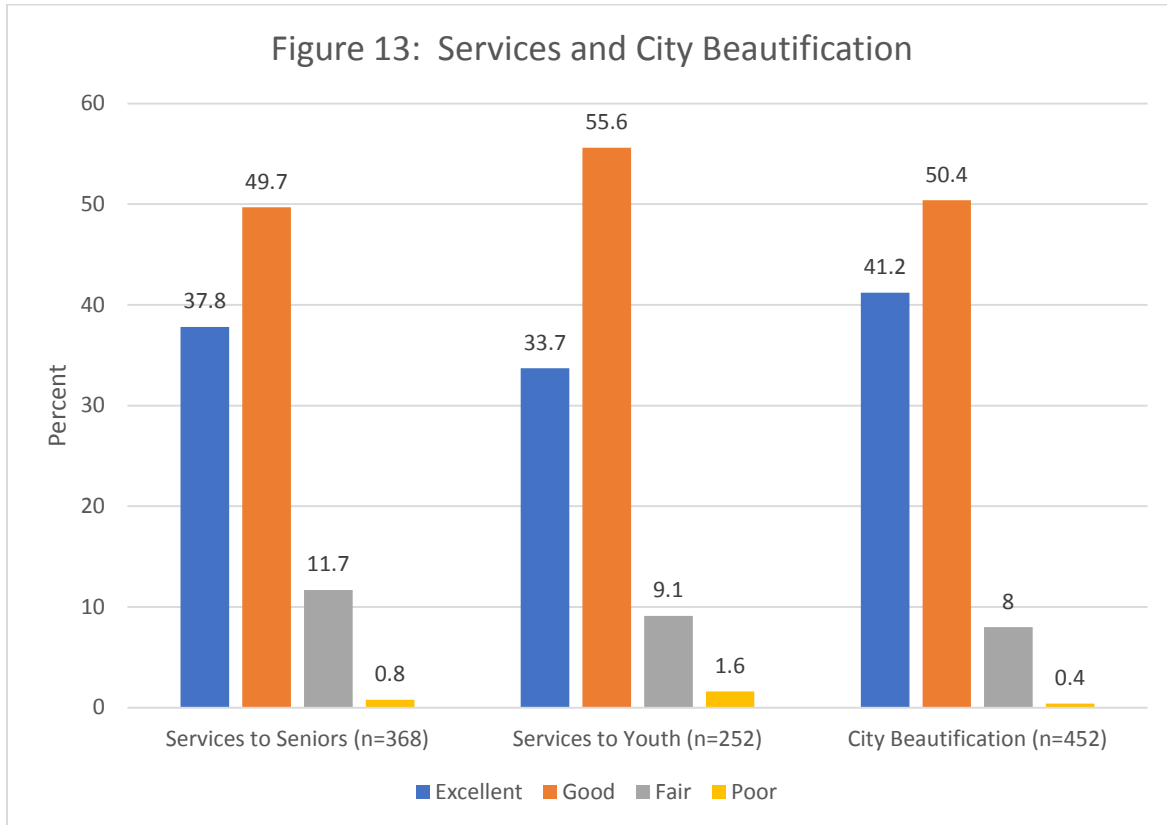
## Waste Services

94% of respondents rated the quality of the garbage collection as good or excellent. 91% rated recycling as good or excellent. 76% rated yard waste pickup as good or excellent.



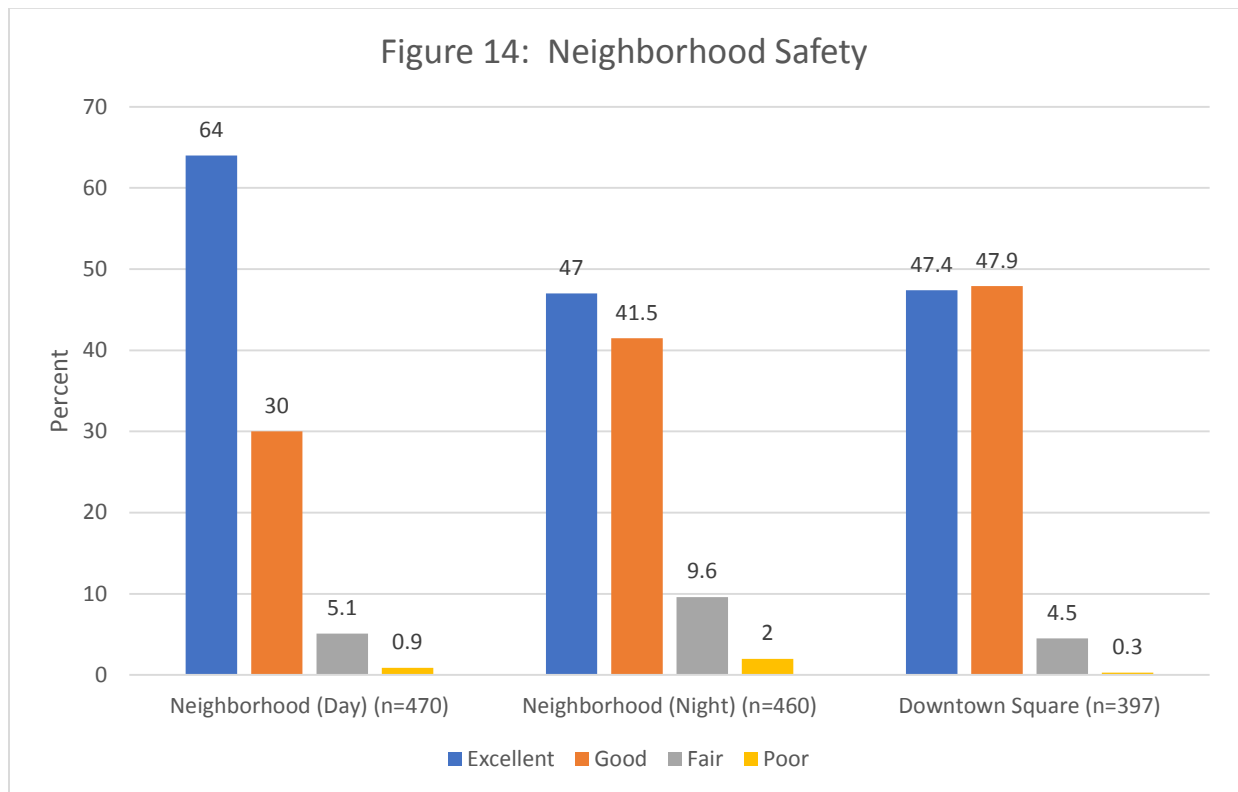
## Services and City Beautification

89% of respondents rated services to youth as good or excellent. 88% of respondents rated services to seniors as good or excellent. 92% rated city beautification as good or excellent.



## Neighborhood Safety

90% of respondents rated neighborhood safety at night as good or excellent. 89% feel safe in their neighborhood at night. 95% of respondents feel safe in the downtown square. Note how the percentage who rate safety as good is different across these three indicators. Respondents are less likely to rate safety in the downtown square and in their neighborhood at night as excellent.



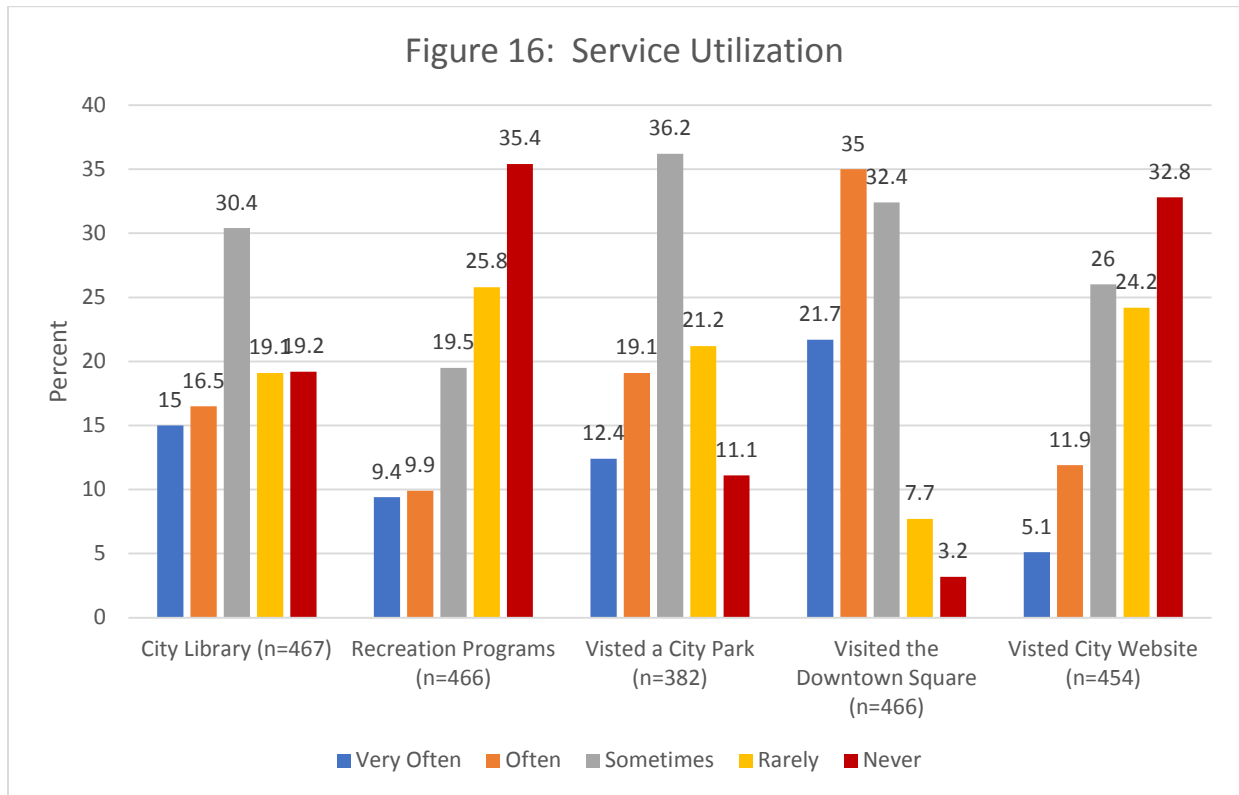
## Safety in Recreation and Shopping Areas

88% of respondents rated safety in city parks as good or excellent. 79% rated safety in recreational waters as good or excellent. 95% rated safety in shopping centers as good or excellent. 81% rated the safety of city drinking water as good or excellent.



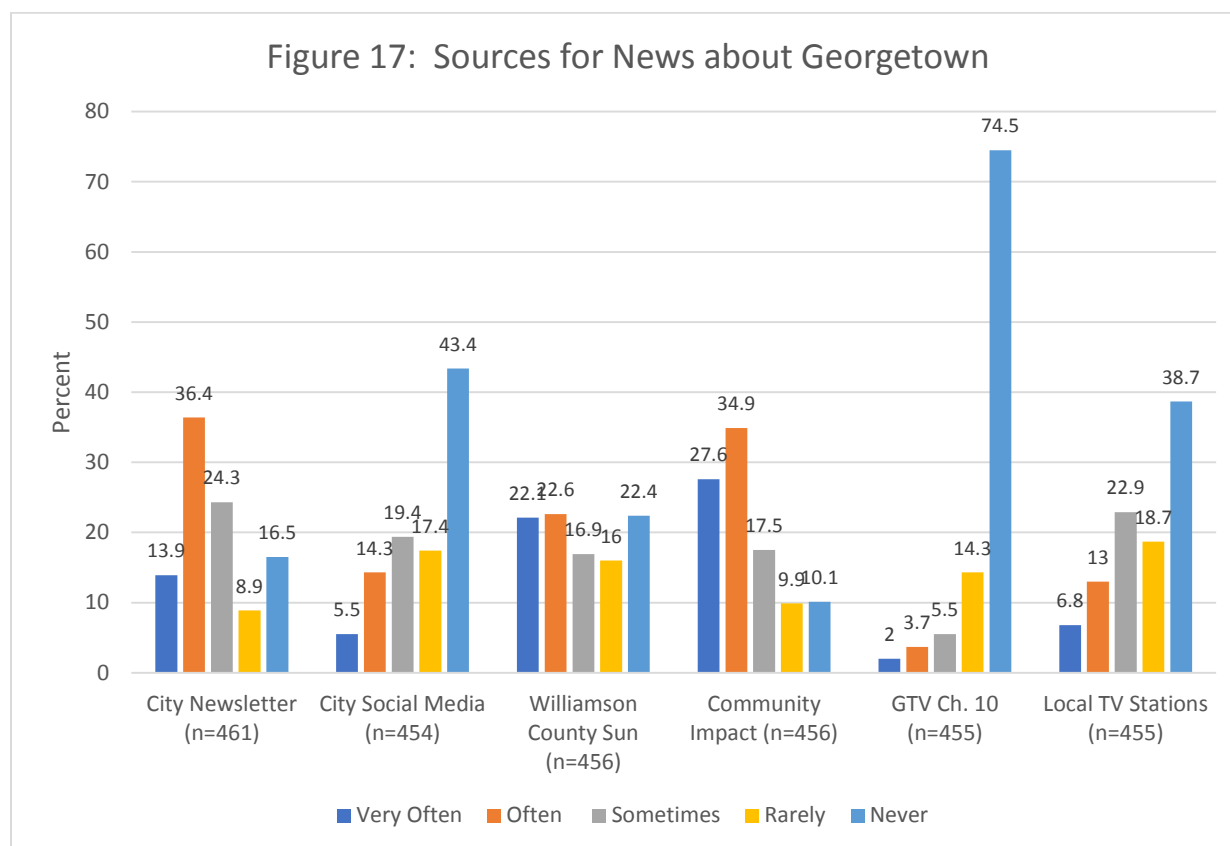
## Service Utilization

57% of respondents visited the downtown square often or very often. 32% of respondents visited a city park often or very often. 32% visited the city library often or very often. 19% utilized a recreation program often or very often. 17% visited the city website often or very often.



## Sources of News about Georgetown

20% of respondents used the city social media as a source for news. 63% of respondents used *Community Impact* as source for news often or very often. In 2018, top three sources for news based on the percentage who said they used the source very often, often, or sometimes: (1) *Community Impact* (80%); (2) *City Newsletter* (75%); (3) *Williamson County Sun* (62%). In 2016, top three sources for news based on the percentage who said they used the source more than 12 times in the past year: (1) *Williamson County Sun* (42%), (2) *Community Impact* (30%); *Local TV Stations* (20%). These different response categories may have influenced the results.





### Resident-Initiated Contacting

54% percent of residents had contact with a city employee in the last year. 91% rated the service the employee provided as good or excellent overall.

Figure 18: Percent of Residents Who Had Contact with a City Employee

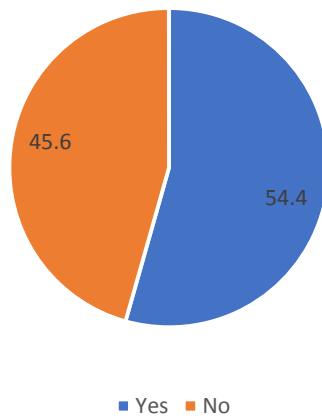
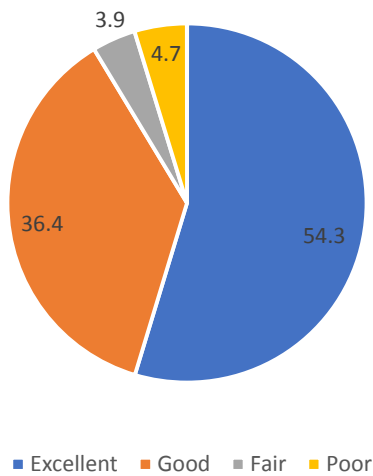


Figure 19: Rating City Employee Contact



<b>Table 1: Resident Quality of Life and Quality of Service Perceptions 2016-2018</b>			
Indicators	2016	2018	Change
<b>Value of City Services for Taxes Paid</b>	78	81	+3
<b>Perceptions of Overall Quality of Life</b>			
<i>Overall Quality of Life</i>	98	98	0
<i>The City as a Place to Live</i>	98	97	-1
<b>Life Choices and Quality of Life</b>			
<i>A Place to Raise Children</i>	95	95	0
<i>A Place to Work</i>	74	81	+7
<i>A Place to Retire</i>	95	94	-1
<b>Perceptions of Development</b>			
Quality of New Development			
<i>Overall Quality of Businesses</i>	84	84	0
<i>Employment Opportunities</i>	53	56	+3
<i>Housing Opportunities</i>	70	69	-1
<i>Retail Options</i>		68	
<b>Traffic and Parking</b>			
<i>Traffic Flow on Major Streets</i>	41	25	-16
<i>Amount of Public Parking</i>	46	47	+1
<b>Walking and Biking</b>			
<i>Ease of Walking for Leisure [Availability of walking paths in 2016]</i>	77	79	
<b>Emergency Services</b>			
<i>Police Services</i>	95	96	+1
<i>Fire/EMS Services</i>	98	97	-1
<i>Emergency Preparedness</i>	87	93	+6
<b>Municipal Courts and Traffic Enforcement</b>			
<i>Municipal Courts</i>	90	92	+2
<i>Traffic Enforcement</i>	77	80	+3

<b>Table 2: Resident Quality of Life and Quality of Services Perceptions 2016-2018</b>			
Indicators	2016	2018	Change
<b>Code Enforcement and Permitting</b>			
<i>Code Enforcement</i>	77	78	-1
<i>Animal Control</i>	83	87	+5
<b>Streets and Sidewalks</b>			
<i>Street Repair</i>	61	73	+12
<i>Street Lighting</i>	69	70	+1
<i>Traffic Signal Timing</i>	52	53	+1
<b>Garbage and Sewer</b>			
<i>Garbage Collection</i>	92	94	+2
<i>Recycling</i>	91	91	0
<i>Yard Waste Pickup</i>	77	76	-1
<i>Sewer Services</i>	89	94	+5
<b>Parks and Recreation and Public Library</b>			
<i>City Parks</i>	95	95	0
<i>Recreation Programs</i>	91	93	+2
<i>Public Library</i>	96	98	+2
<b>Services</b>			
<i>Services to Seniors</i>	88	88	0
<i>Services to Youth</i>	84	89	+5
<i>City Beautification</i>	84	92	+8

<b>Table 3: Perceptions of Quality of Government by Level of Government 2016-2018</b>			
	2016	2018	Change
City Government	82	83	+1
County Government	75	80	+5
State Government	62	62	0
Federal Government	48	55	+7

## Statistically Significant Differences

### Income

<b>Table 4: Statistically Significant Differences by Income</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Less than 75K	More than 75K			
Traffic	33	22	406	6.18	.01
Employment Opportunities	46	63	221	5.98	.01
Housing Opportunities	60	77	350	11.84	.001
Traffic Enforcement	75	86	362	7.40	.007
Yard Waste Pickup	82	72	349	4.49	.03

### Age

<b>Table 5: Statistically Significant Differences by Age</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Less than 65	More than 65			
Place to Work	69	83	216	5.54	.02
Walking for Leisure	68	81	331	6.57	.01
City Drinking Water	81	90	335	4.60	.03

### Race

<b>Table 6: Statistically Significant Differences by Race</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Non-White	White			
Housing Opportunities	58	70	397	3.81	.05
Animal Control	77	89	352	5.88	.02
City Water Services	78	91	461	10.80	.001

## Gender

<b>Table 7: Statistically Significant Differences by Gender</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Male	Female			
A Place to Work	86	75	263	5.47	.02
Traffic	19	32	454	10.7	.001
Biking for Leisure	67	52	261	6.34	.01
Traffic Signal Timing	48	57	451	3.91	.05

## Home Ownership

<b>Table 8: Statistically Significant Differences by Home Ownership</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Owner	Renter			
Traffic	24	38	458	4.10	.04
Parking	45	66	447	6.85	.009
Housing Opportunities	70	54	388	4.54	.03
Recycling	82	76	427	10.7	.001

## Children in Home

<b>Table 9: Statistically Significant Differences by Children in Home</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	No Children	Children			
Walking for Leisure	82	65	455	10.7	.001
Street Lighting	68	80	460	3.86	.05

## Years in Georgetown

<b>Table 10: Statistically Significant Differences by Years in Georgetown</b>					
	Percent Good or Excellent		N	Chi-Square	Sig.
	Less than 10 Years	More than 10 Years			
Place to Retire	96	91	443	4.81	.03
Housing Opportunities	75	61	390	9.02	.003
Police	98	94	435	5.11	.02
Traffic Enforcement	84	76	406	4.05	.04
Code Enforcement	84	70	313	7.96	.005
Animal Control	92	81	345	9.81	.002
Street Repair	80	65	451	11.75	.001
Traffic Signal Timing	57	48	456	3.96	.05
Permits	85	70	247	8.29	.004

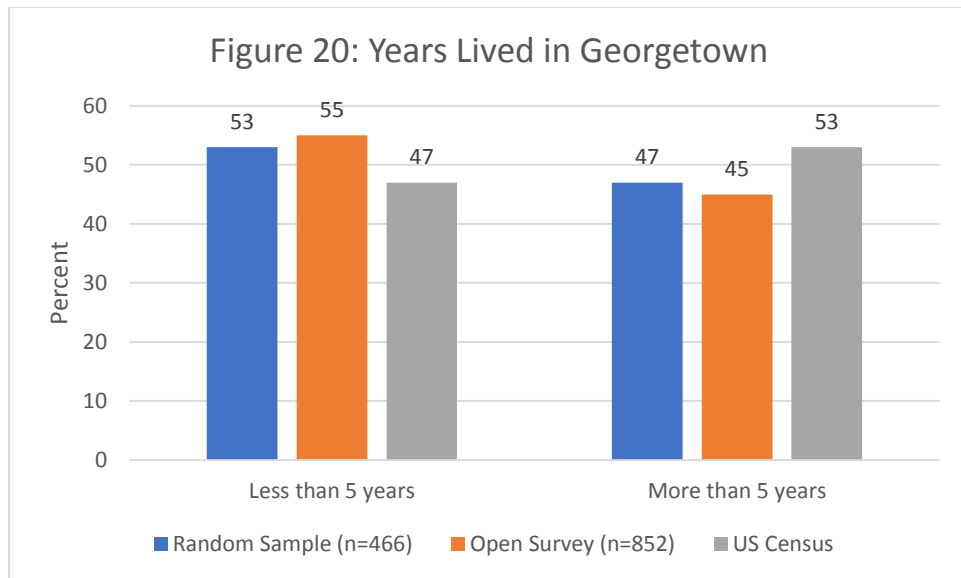
<b>Table 11: Comparison of Resident Quality of Life and Quality of Service Perceptions for Open Survey and Random Sample Surveys 2018</b>			
Indicators	Open Survey	Random Sample	Difference
<b>Value of City Services for Taxes Paid</b>	71	81	+10
<b>Perceptions of Overall Quality of Life</b>			
<i>Overall Quality of Life</i>	94	98	+4
<i>The City as a Place to Live</i>	95	97	+2
<b>Life Choices and Quality of Life</b>			
<i>A Place to Raise Children</i>	92	95	+3
<i>A Place to Work</i>	74	81	+7
<i>A Place to Retire</i>	91	94	+3
<b>Perceptions of Development</b>			
<i>Quality of New Development</i>	58	76	+18
<i>Overall Quality of Businesses</i>	75	84	+9
<i>Employment Opportunities</i>	52	56	+4
<i>Housing Opportunities</i>	61	69	+8
<i>Retail Options</i>	63	68	+5
<b>Traffic and Parking</b>			
<i>Traffic Flow on Major Streets</i>	20	25	+5
<i>Amount of Public Parking</i>	42	47	+5
<b>Walking and Biking</b>			
<i>Ease of Walking for Leisure</i>	69	79	+10
<i>Walking to Work</i>	17	22	+5
<i>Ease of Biking for Leisure</i>	48	60	+12
<i>Biking to Work</i>	24	30	+8
<b>Emergency Services</b>			
<i>Police Services</i>	94	96	+2
<i>Fire Services</i>	98	97	-1
<i>Ambulance/EMS</i>			
<i>Emergency Preparedness</i>	87	93	+6
<b>Municipal Courts and Traffic Enforcement</b>			
<i>Municipal Courts</i>	87	92	+5
<i>Traffic Enforcement</i>	77	80	+3



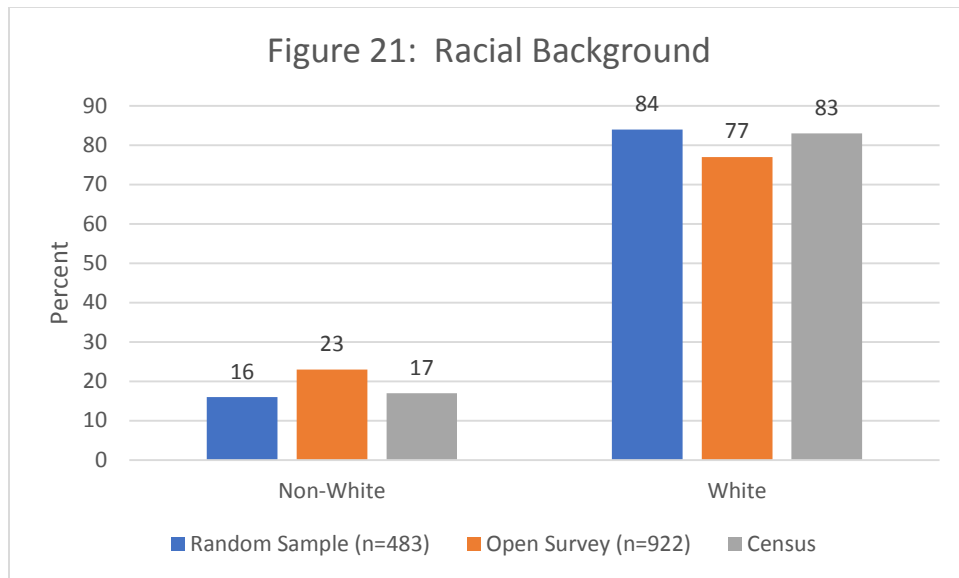
<b>Table 12: Comparison of Resident Quality of Life and Quality of Services Perceptions for Open Survey and Random Sample 2018</b>			
Indicators	Open Survey	Random Sample	Difference
<b>Code Enforcement and Permitting</b>			
<i>Code Enforcement</i>	71	78	+7
<i>Animal Control</i>	84	87	+3
<i>Permitting and Inspection</i>	64	78	+14
<b>Streets and Sidewalks</b>			
<i>Street Repair</i>	68	73	+5
<i>Street Lighting</i>	68	70	+2
<i>Traffic Signal Timing</i>	44	53	+9
<b>Waste Services</b>			
<i>Garbage Collection</i>	89	94	+5
<i>Recycling</i>	84	91	+7
<i>Yard Waste Pickup</i>	70	76	+6
<b>Utilities</b>			
<i>Electric Services</i>	86	92	+6
<i>Water Services</i>	83	89	+6
<i>Sewer Services</i>	89	94	+5
<b>Parks and Recreation and Public Library</b>			
<i>City Parks</i>	92	95	+3
<i>Recreation Programs</i>	90	93	+3
<i>Public Library</i>	96	98	+2
<b>Services</b>			
<i>Services to Seniors</i>	85	88	+3
<i>Services to Youth</i>	80	89	+9
<i>City Beautification</i>	86	92	+6

<b>Table 13: Comparison of Respondents by Survey Method</b>					
	Random Sample Mail	Random Sample Online	Open Survey	Chi Square	Sig.
<b>Income</b>					
<i>Less than 75K</i>	47	23	37	15.07	.001
<i>More than 75K</i>	53	77	63		
<b>Children in Home</b>					
<i>No</i>	83	57	66	45.93	.0001
<i>Yes</i>	17	43	34		
<b>Years in Georgetown</b>					
<i>Less than 10</i>	53	57	55	.62	.75
<i>10 or more</i>	47	43	45		
<b>Age</b>					
<i>Less than 65</i>	23	52	41	31.67	.0001
<i>65 or more</i>	77	48	59		
<b>Gender</b>					
<i>Male</i>	48	56	41	7.59	.02
<i>Female</i>	52	44	59		
<b>Home Ownership</b>					
<i>Owner</i>	90	92	90	.279	.87
<i>Renter</i>	10	8	10		
<b>Race</b>					
<i>Non-White</i>	16	18	23	8.80	.01
<i>White</i>	84	82	77		

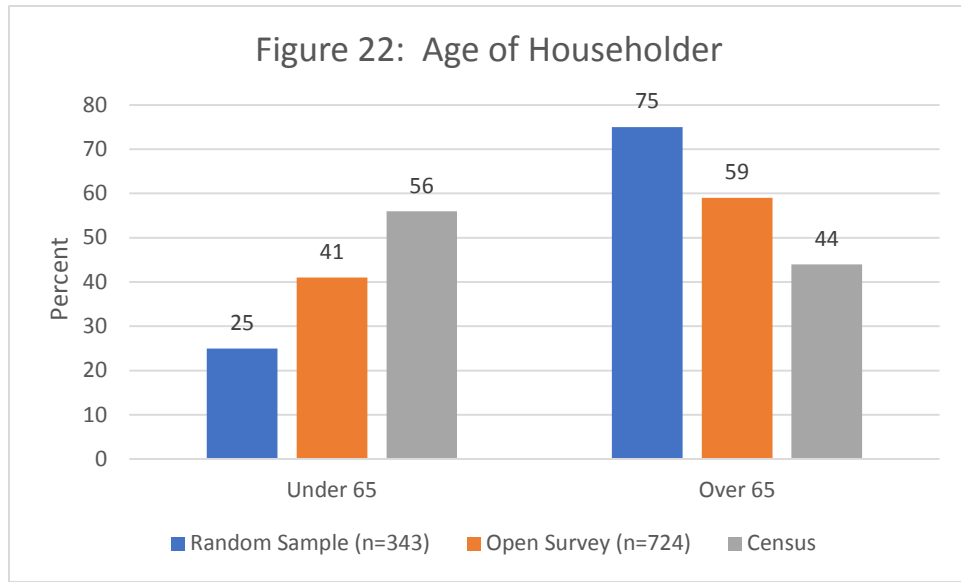
## Years Lived in Georgetown



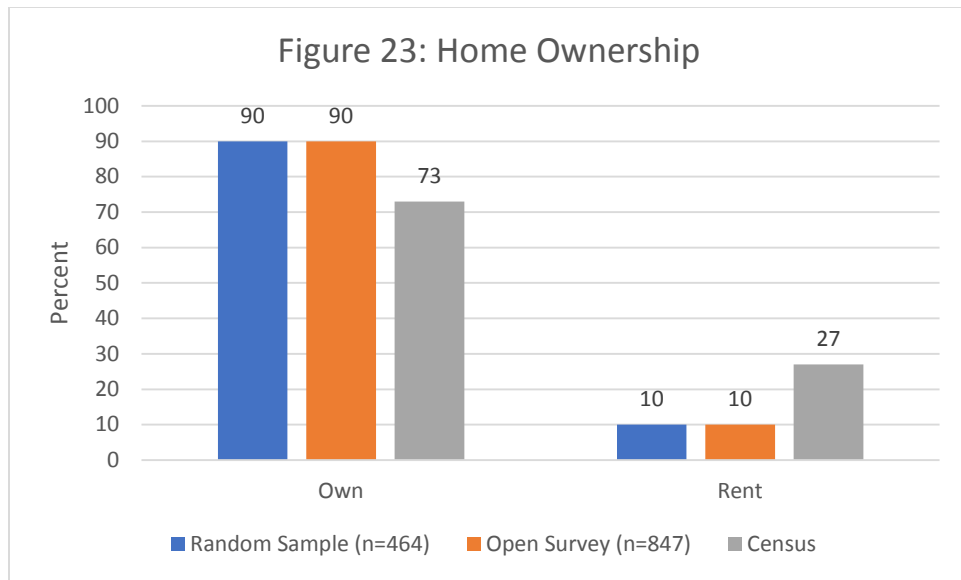
## Racial Background



## Age of Householder



## Home Ownership



## City of Georgetown 2018 Resident Open Survey

This survey is being conducted by Texas State University on behalf of the City of Georgetown. Your address has been randomly selected to receive this survey. The survey will take approximately 20 minutes to complete. Your responses are completely confidential and there are no risks associated with completing the survey. The data will be stored electronically for three years. While participation is optional, your feedback is extremely important to the City for planning and decision-making purposes.

Please contact Dr. Thomas Longoria at [tl28@txstate.edu](mailto:tl28@txstate.edu) 512-245-6899 if you have any questions. If you have any concerns about this survey, contact Dr. Denise Gobert Texas State Institutional Review Board (IRB) Chair at 512-245-3256 or [dgobert@txstate.edu](mailto:dgobert@txstate.edu) or Monica Gonzales at [meg201@txstate.edu](mailto:meg201@txstate.edu)

**Please only complete this survey one time per household. Do NOT complete this survey if your household received a survey in the mail.**

**Please click the response that best represents your opinion for each of the items below. Feel free to select N/A if you don't know, have no opinion or if the question does not apply.**

---

1. In your opinion, what are your top three priorities for the City of Georgetown?

Priority #1

Priority #2

Priority #3

---

2. Please rate the following elements of *quality of life* in Georgetown.

	Poor	Fair	Good	Excellent	N/A
The city as a place to live	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A place to raise children	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A place to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A place to retire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

---

3. Please rate the following aspects of *mobility in Georgetown*.

	Poor	Fair	Good	Excellent	N/A
Ease of walking for leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of walking to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic flow on major streets	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Amount of public parking	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of biking for leisure	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ease of biking to work	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

4. Please rate the following characteristics of *development* in Georgetown.

	Poor	Fair	Good	Excellent	N/A
Quality of new development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Overall quality of businesses	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Employment opportunities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Housing Availability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Retail Options	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

5. Please rate the quality of each of the following *protective services* in Georgetown.

	Poor	Fair	Good	Excellent	N/A
Police services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire services and EMS services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Municipal courts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Code enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Emergency preparedness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

6. Please rate the quality of each of the following *city services* in Georgetown.

	Poor	Fair	Good	Excellent	N/A
Street repair	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Street lighting	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recycling	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Yard waste pickup	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic signal timing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City water service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City sewer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City electric service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Permitting & inspection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other comments about *city services*:



**7. Please rate the quality of each of the following *community services* in Georgetown.**

	Poor	Fair	Good	Excellent	N/A
City parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to seniors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Services to youth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City beautification	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**8. In the previous 12 months, how many times have you or members of your family used the following services?**

	Never	1-2 times	3- 12 times	13 - 26 times	More than 26 times
City library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Visited a city park	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Downtown Square	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**9. In the previous 12 months, how often did you receive news about the City of Georgetown from the following sources?**

	Never	1-2 times	3-12 times	13 - 26 times	More than 26 times
Georgetown.org (city website)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reporter (Utility bill newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Social Media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Williamson Co. Sun	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community Impact	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
GTV Ch. 10	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local TV Sta.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Other media sources:

10. Overall, how would you rate the quality of services provided by each of the following *levels of government*?

	Poor	Fair	Good	Excellent	N/A
The Federal Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The State Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
County Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
City Government	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Now we would like to ask you some questions about your satisfaction with contact with city employees.

11. Have you had any in-person, phone, email or social media contact with any employee of the City of Georgetown within the last 12 months?

Yes

☐

No

☐

12. If you answered yes to #12, what was your impression of the employee(s) of the City in your most recent contact? (Please write name of the department and rate each of the characteristics below).

Department Contacted

**12. (continued) Rate the department contacted and noted earlier using each of the following characteristics.**

	Poor	Fair	Good	Excellent	N/A
Overall impression	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**16. Please rate safety in the following areas throughout the City.**

	Poor	Fair	Good	Excellent	N/A
In your neighborhood (day)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In your neighborhood (after dark)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In downtown/square	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In city parks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In recreational waters (Blue Hole, Lake Georgetown)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
In shopping centers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drinking city water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

**18. In Georgetown, residents pay property taxes to the City, the County, and the School District. The School District rate accounts for 60% of total property taxes paid, the County rate accounts for 20% of total property tax paid, while the City's rate accounts for 20% of property taxes paid. Based on this information, *do you think the value of services you receive from the City is:***

Poor	Fair	Good	Excellent	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The City of Georgetown is seeking feedback from a sample of residents on the use of solar panels to generate power for city utility customers. If you would like to be considered for a 1-2 hour long focus group, please provide your email address in the space below.

[Back](#) [Next](#)

Now we would like to ask you some questions about you and your household. Remember that your responses are completely confidential and anonymous.

---

19. How many years have you lived in Georgetown?

Less than 2 years

☐

2-5 years

☐

6-10 years

☐

11-20 years

☐

More than 20 years

☐

---

20. Which of the following best describes the building you live in?

☐ Single-family home (detached)

☐ Duplex or townhome

☐ Apartment or condo building

☐ Mobile home

☐ Other

---

21. Do you own or rent?

Own

☐

Rent

☐

Other Arrangement

☐

---

[Back](#) [Next](#)

22. What is the nearest *neighborhood intersection* near your home? (e.g., *1st and Main*)

23. What is your gender?

☐ Male

☐ Female

☐ Other

24. Which of the following options best describes your age category?

18-24

☐

25-34

☐

35-44

☐

45-54

☐

55-64

☐

65-74

☐

75 years or older

☐

25. Please select all that apply:

Full-time Employee

☐

Unemployed

☐

Retired

☐

Student

☐

Part-time Employee

☐

Back

Next

26. Are you of Hispanic or Latino origin?

Yes  
☐

No  
☐

27. What is your race or ethnicity?

- ☐ White
- ☐ Black or African American
- ☐ Asian, Asian Indian, Pacific Islander
- ☐ American Indian or Alaskan Native
- ☐ Other

28. What is your household income?

- ☐ Less than \$25,000
- ☐ \$25,000 to \$50,000
- ☐ \$50,001 to \$75,000
- ☐ \$75,001 to \$100,000
- ☐ \$100,001 to \$150,000
- ☐ Over \$150,000

How do you normally get to work?

- Drive alone  
☐
- Car pool  
☐
- Public Transportation  
☐
- Bicycle  
☐
- Walk  
☐
- Taxi  
☐
- Motorcycle  
☐
- Work at home  
☐
- Retired  
☐
- Other  
☐

Back Next

29. How many adults (18 or older) live in your household?

---

30. How many children (younger than 18) live in your household?

---

32. Anything else you want us to know?

---

**Thank you for participating in our survey! The City of Georgetown  
values your opinions.**

---

Back

Next

City of Georgetown, Texas  
City Council Workshop  
September 22, 2020

**SUBJECT:**

Presentation, discussion and direction regarding water rates and the water cost of service study -- Glenn Dishong, Water Utilities Director and Matthew Garrett, NewGen Strategies and Solutions

**ITEM SUMMARY:**

The City contracted NewGen Strategies and Solutions to conduct a cost of service water rate study. The fiscal and budgetary policy requires a 3 year review of rates. The last water rate study was conducted in 2018. The purpose of the cost-of-service analysis is to ensure

1. Fiscal Policy Compliance
2. Revenue Sufficiency
3. Conservation
4. Equitable Cost of Service

Equitable cost of service refers to the distribution of the revenue requirements between the various customer classes of service served by the utility. The first phase of the 2020 study was presented to the Water Utility Board on August 13 and then at the Council workshop on August 25. The City staff and its rate consultant, NewGen, used the feedback from both the council and the board to develop proposed rate adjustments. These results were presented to the Water Utility Board on September 10. Their feedback was incorporated in this updated presentation.

The consultant will be presenting rate options for the Council's feedback to prepare ordinance changes for future consideration. The current schedule is to adopt ordinances in October, with rate changes effective January 1, 2021.

**FINANCIAL IMPACT:**

NA

**SUBMITTED BY:**

Mayra Cantu, Management Analyst on behalf of Glenn Dishong

**ATTACHMENTS:**

Presentation





September 22, 2020

City Council Meeting, Georgetown, TX

# RESULTS AND RECOMMENDATIONS WATER AND WASTEWATER COST OF SERVICE AND RATE DESIGN STUDY



# AGENDA

RECAP &  
BOARD FEEDBACK

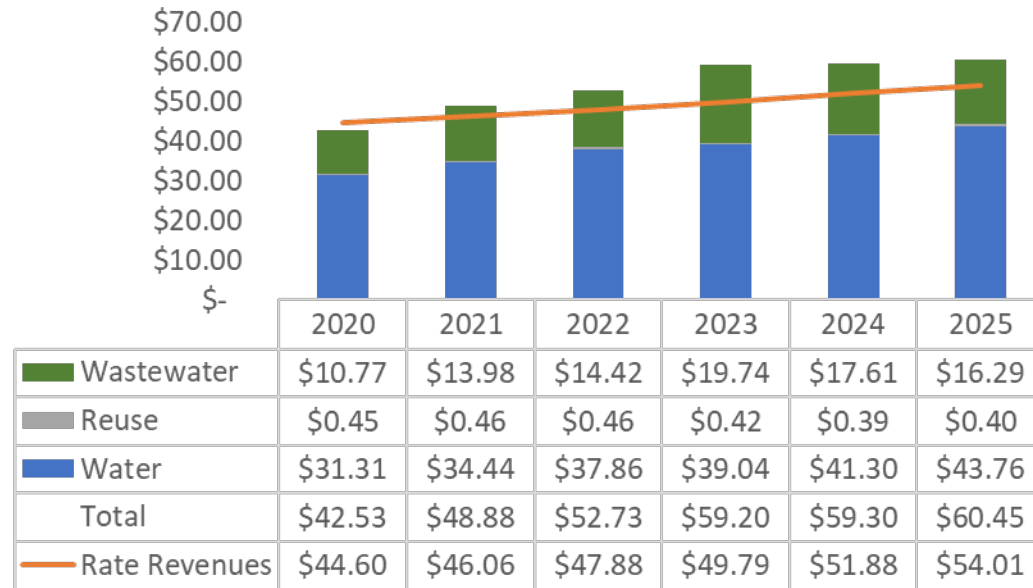
RATE OPTIONS

CONCLUSION &  
COUNCIL DISCUSSION

# RECAP & BOARD FEEDBACK

---

# PROJECTED COMBINED UTILITY PERFORMANCE UNDER CURRENT REVENUES






- Combined utility estimated to not recover revenue required as early as **FY 2021**
- Days Cash on Hand reserves drop below 90 Days as early as **FY 2023**
- Water Monthly Base Charge revenues estimated to not recognize Water Fixed Cost of Service as early as **FY 2021**

FY (Targets)	2021	2022	2023	2024	2025
DSC (1.50x)	3.82	3.07	2.44	2.27	2.07
Days Cash (90 Days)*	187	127	40	-24	-75
Fixed COS (75%)	71%	68%	69%	69%	68%

*\*Excludes \$10M Annual Non-Operating Contingency*

# SUMMARY INTRODUCTION

---

- FY 2020 Study Goals and Objectives:
  -  Fiscal Policy Compliance (including Revenue Sufficiency)
  -  Equitable Cost of Service
  -  Conservation
- Presentations on Draft Results and Rate Setting Options
  - August 13 - Georgetown Water Utility Advisory Board
  - August 25 - City Council
  - September 10 - Georgetown Water Utility Advisory Board

# FEEDBACK TO DATE

---

- City Council on August 25
  - Financial Policy Compliance
    - Increasing minimum charges based on \$1.50 on 3/4" meters achieves the 75% target.
  - Equitable Cost of Service
    - Residential revenues have the greatest shortfall and are the primary focus this year.
  - Conservation Plan
    - Moving the residential top tier down to 25,000 gallons impacts fewer than 10% of customer bills, will improve residential conservation, and is common in the market.
- Board Feedback on September 10
  - Agreed on Major Council Objectives Above
  - Generally preferred the 0-7,000 gallons for Tier 1 rates

# RATE OPTIONS

---

# RESIDENTIAL VOLUMETRIC RATE DESIGN

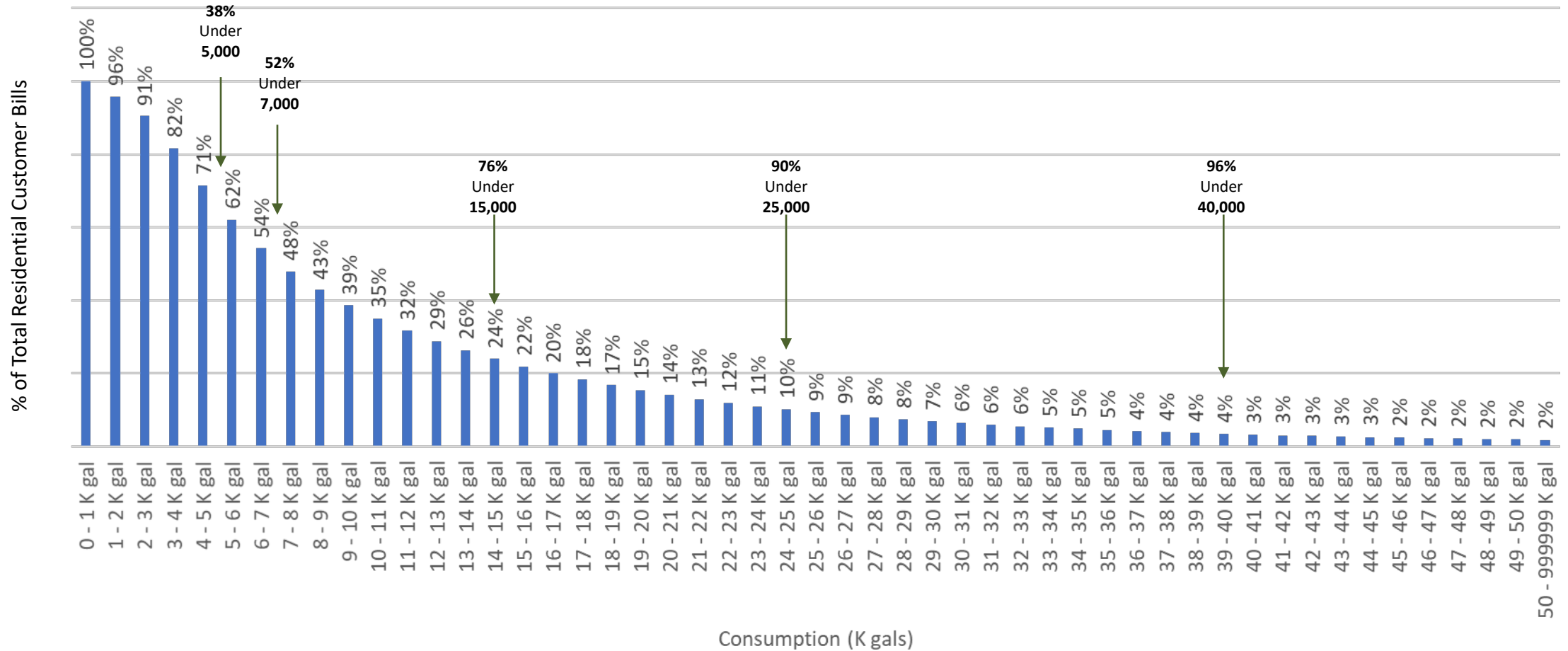
- Based on historical customer usage characteristics and feedback from the City, the following Residential alternatives were determined:

Current Tiers		Scenario 1		Scenario 2	
Rates		Rates		Rates	
0 – 10,000 gals	\$1.75	0 – <b>5,000</b> gals	\$1.80	0 – <b>7,000</b> gals	\$1.85
10,001 – 20,000 gals	2.40	5,001 – 15,000 gals	2.70	7,001 – 15,000 gals	2.75
20,001 – 40,000 gals	4.00	15,001 – 25,000 gals	4.75	15,001 – 25,000 gals	4.80
40,001 – 60,000 gals	6.50	<b>25,001+</b> gals	8.30	<b>25,001+</b> gals	8.40
60,001+ gals	8.50				



# RESIDENTIAL VOLUMETRIC RATE DESIGN

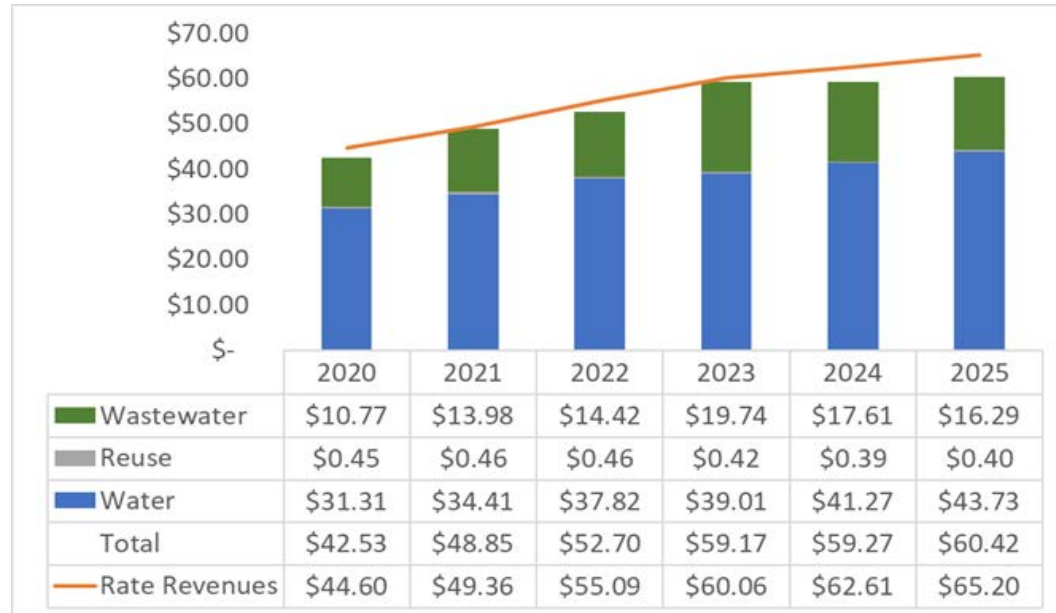
## CUMULATIVE BILLED USAGE FREQUENCY DISTRIBUTION



# SCENARIO 1:

## REVISED RESIDENTIAL TIER DESIGN

FIRST TIER (0–5,000 GALLONS); FOURTH TIER (25,000+ GALLONS)



- Revenue adjustments driven by first debt payment for San Gabriel Interceptor (\$32.5M) in **FY 2023**; wastewater increases smoothed out over 3 years.
- Water Base rate adjustments targeting Fixed COS metric and volumetric adjustments to residential to achieve cost of service and conservation objectives.
- **75% Tier Differential between top two revised Residential rate tiers**

FY (Targets)	2021	2022	2023	2024	2025
DSC (1.50x)	<b>4.34</b>	<b>4.07</b>	<b>3.56</b>	<b>3.34</b>	<b>3.10</b>
Days Cash (90 Days)*	<b>220</b>	<b>224</b>	<b>224</b>	<b>245</b>	<b>274</b>
Fixed COS (75%)	<b>75%</b>	<b>77%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>

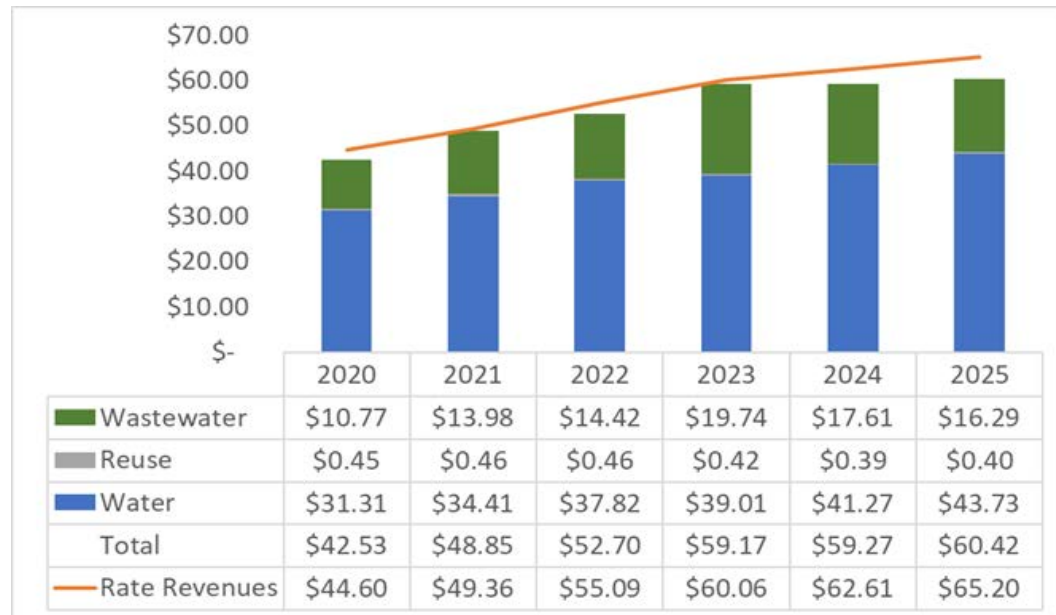
Rate Adjustments	2021	2022	2023	2024	2025
Water (Base \$ Only)	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>	-	-
Water (Volumetric)	<b>Varies</b>	-	-	-	-
Wastewater (All %)	<b>8.89%</b>	<b>8.89%</b>	<b>8.89%</b>	-	-

\*Excludes \$10M Annual Non-Operating Contingency

## SCENARIO 2:

### REVISED RESIDENTIAL TIER DESIGN

FIRST TIER (0 – 7,000 GALLONS); FOURTH TIER (25,000+ GALLONS)



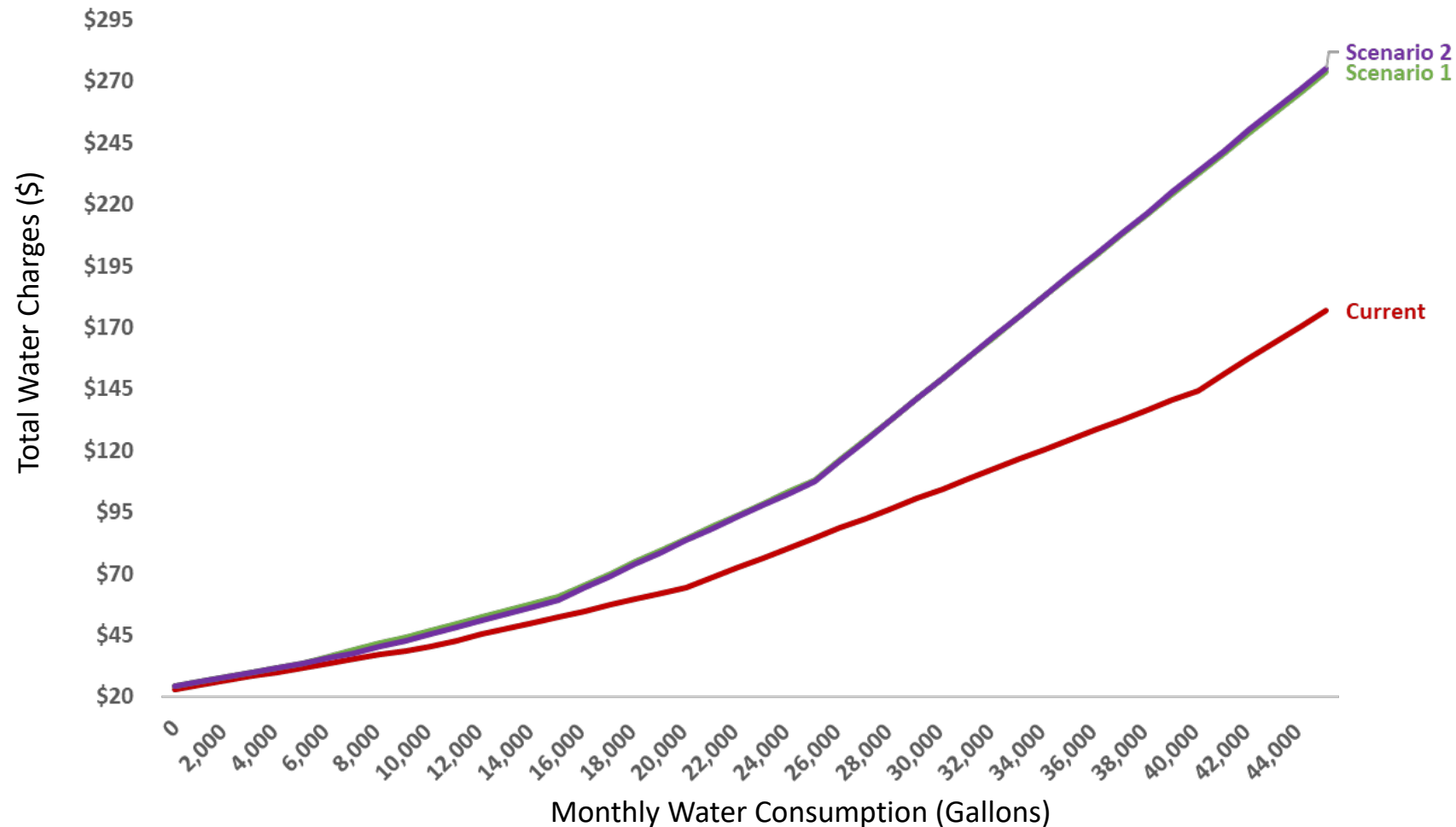
- Revenue adjustments driven by first debt payment for San Gabriel Interceptor (\$32.5M) in **FY 2023**; wastewater increases smoothed out over 3 years.
- Water Base rate adjustments targeting Fixed COS metric and volumetric adjustments to residential to achieve cost of service and conservation objectives.
- 75% Tier Differential between top two revised Residential rate tiers**

FY (Targets)	2021	2022	2023	2024	2025
DSC (1.50x)	<b>4.34</b>	<b>4.07</b>	<b>3.56</b>	<b>3.34</b>	<b>3.10</b>
Days Cash (90 Days)*	<b>220</b>	<b>224</b>	<b>224</b>	<b>245</b>	<b>274</b>
Fixed COS (75%)	<b>75%</b>	<b>77%</b>	<b>83%</b>	<b>82%</b>	<b>81%</b>

Rate Adjustments	2021	2022	2023	2024	2025
Water (Base \$ Only)	<b>\$1.50</b>	<b>\$1.50</b>	<b>\$1.50</b>	-	-
Water (Volumetric)	<b>Varies</b>	-	-	-	-
Wastewater (All %)	<b>8.89%</b>	<b>8.89%</b>	<b>8.89%</b>	-	-

\*Excludes \$10M Annual Non-Operating Contingency

# SAMPLE OF RESIDENTIAL WATER CHARGES FOR RANGE OF USAGE FROM 0-45,000 GALLONS



# RESIDENTIAL WATER BILL COMPARISON

Based on ¾" meter.

Variances are from  
the current rates.

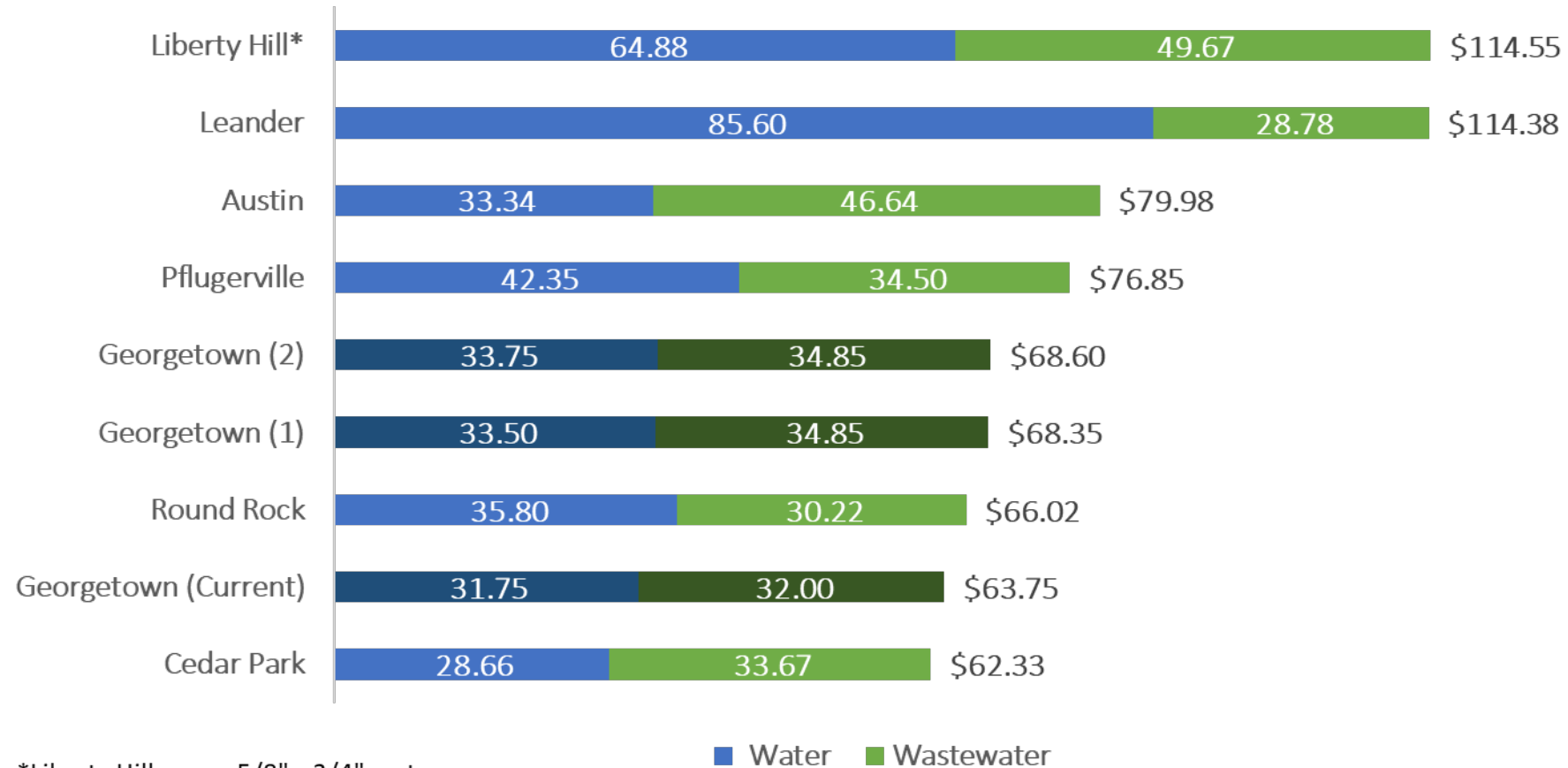
	Current	Scenario 1	Scenario 2
5,000 Gallons	\$ 31.75	\$ 33.50	\$ 33.75
<i>Variance, \$</i>		\$ 1.75	\$ 2.00
<i>Variance %</i>		5.51%	6.30%
15,000 Gallons	\$ 52.50	\$ 60.50	\$ 59.45
<i>Variance, \$</i>		\$ 8.00	\$ 6.95
<i>Variance %</i>		15.24%	13.24%
25,000 Gallons	\$ 84.50	\$ 108.00	\$ 107.45
<i>Variance, \$</i>		\$ 23.50	\$ 22.95
<i>Variance %</i>		27.81%	27.16%
35,000 Gallons	\$ 124.50	\$ 191.00	\$ 191.45
<i>Variance, \$</i>		\$ 66.50	\$ 66.95
<i>Variance %</i>		53.41%	53.78%

# COMMUNITY RATE COMPARISONS

- Comparisons between communities are very common, but may not tell the whole story.
- Each system is unique in geography, age of infrastructure, capital maintenance efforts, and typical usage patterns.

## REGIONAL BILL COMPARISON

### RESIDENTIAL USER BILL (5,000 GALS – WATER; FLAT SEWER\*)

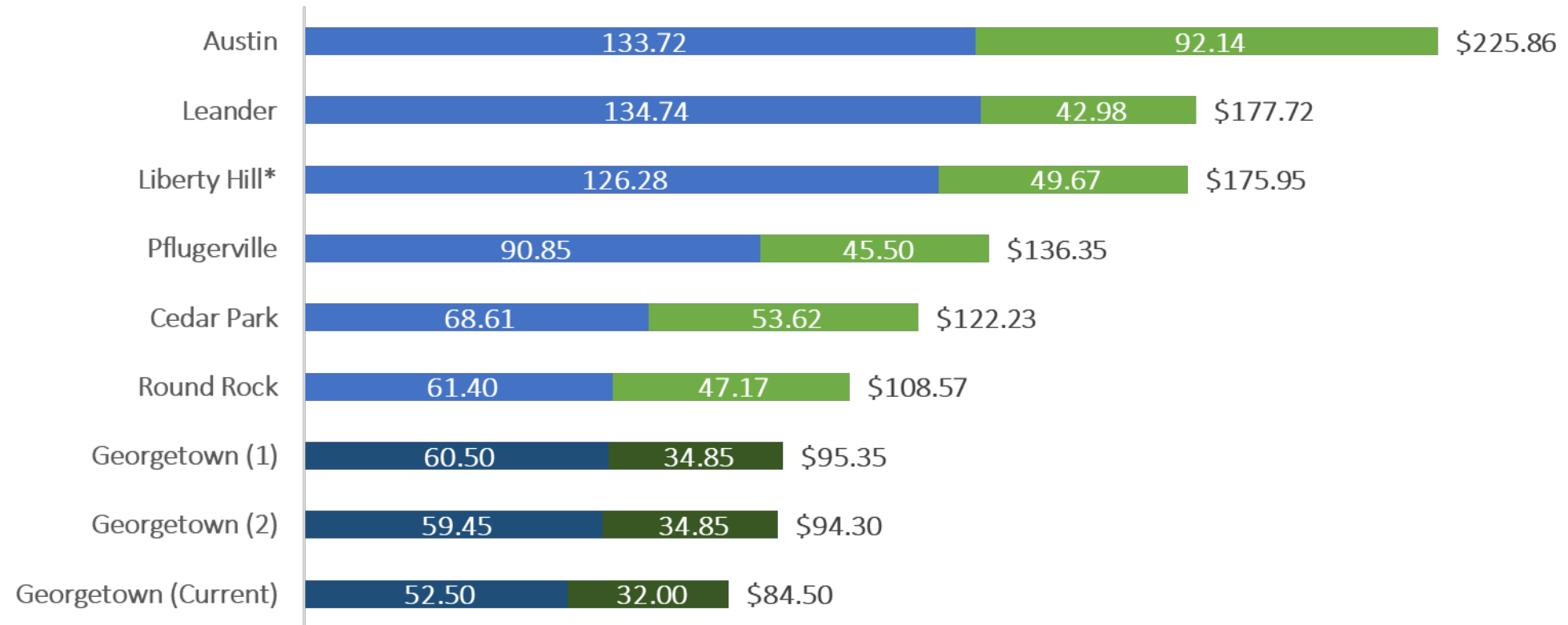


\*Liberty Hill uses a 5/8" x 3/4" meter.

*\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 5,000 gals in Sewer flows assumed for surrounding cities*

## REGIONAL BILL COMPARISON

### RESIDENTIAL USER BILL (15,000 GALS – WATER; FLAT SEWER\*)



\*Liberty Hill uses a 5/8" x 3/4" meter.

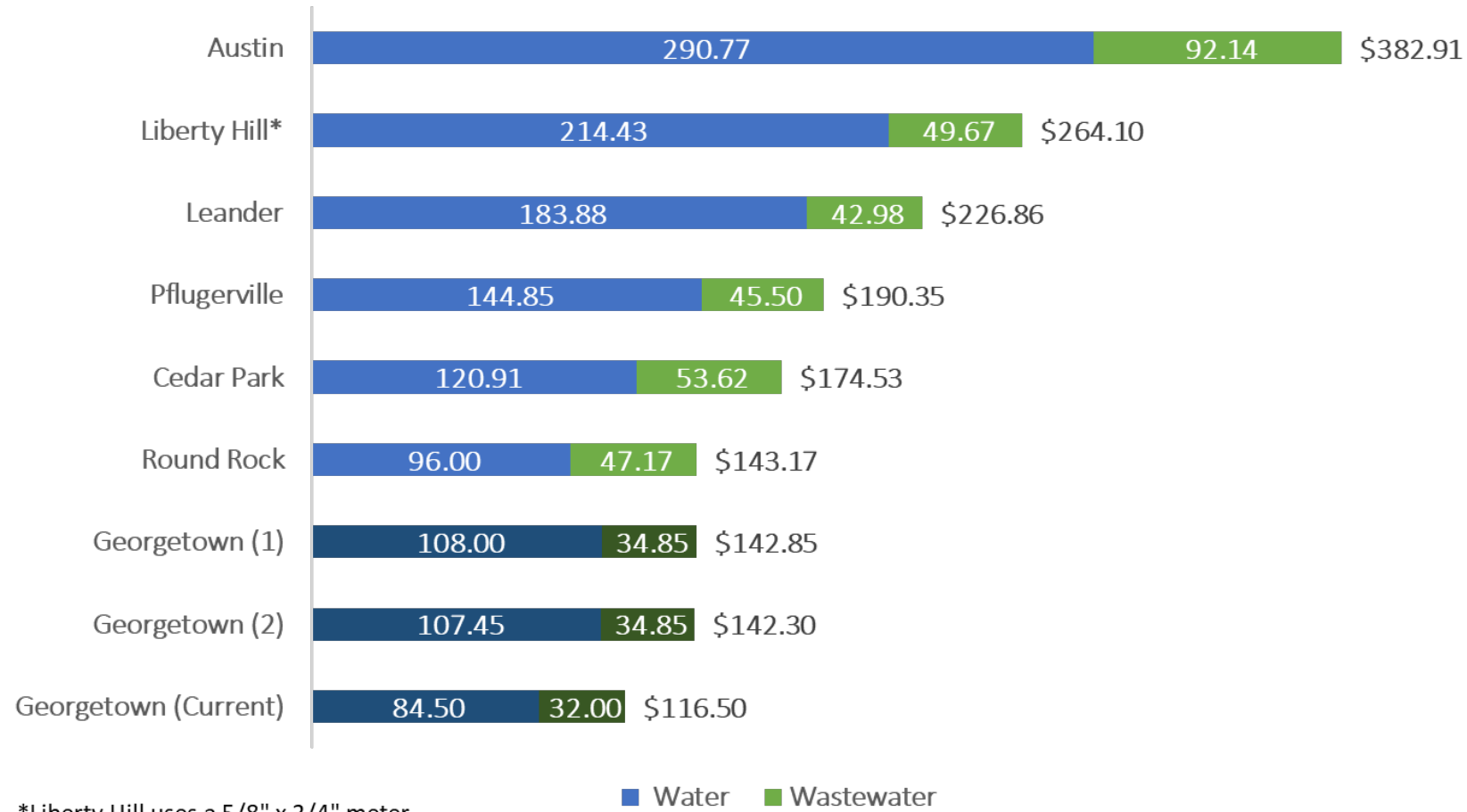
■ Water ■ Wastewater

*\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 10,000 gals in Sewer flows assumed for surrounding cities*



## REGIONAL BILL COMPARISON

### RESIDENTIAL USER BILL (25,000 GALS – WATER; FLAT SEWER\*)

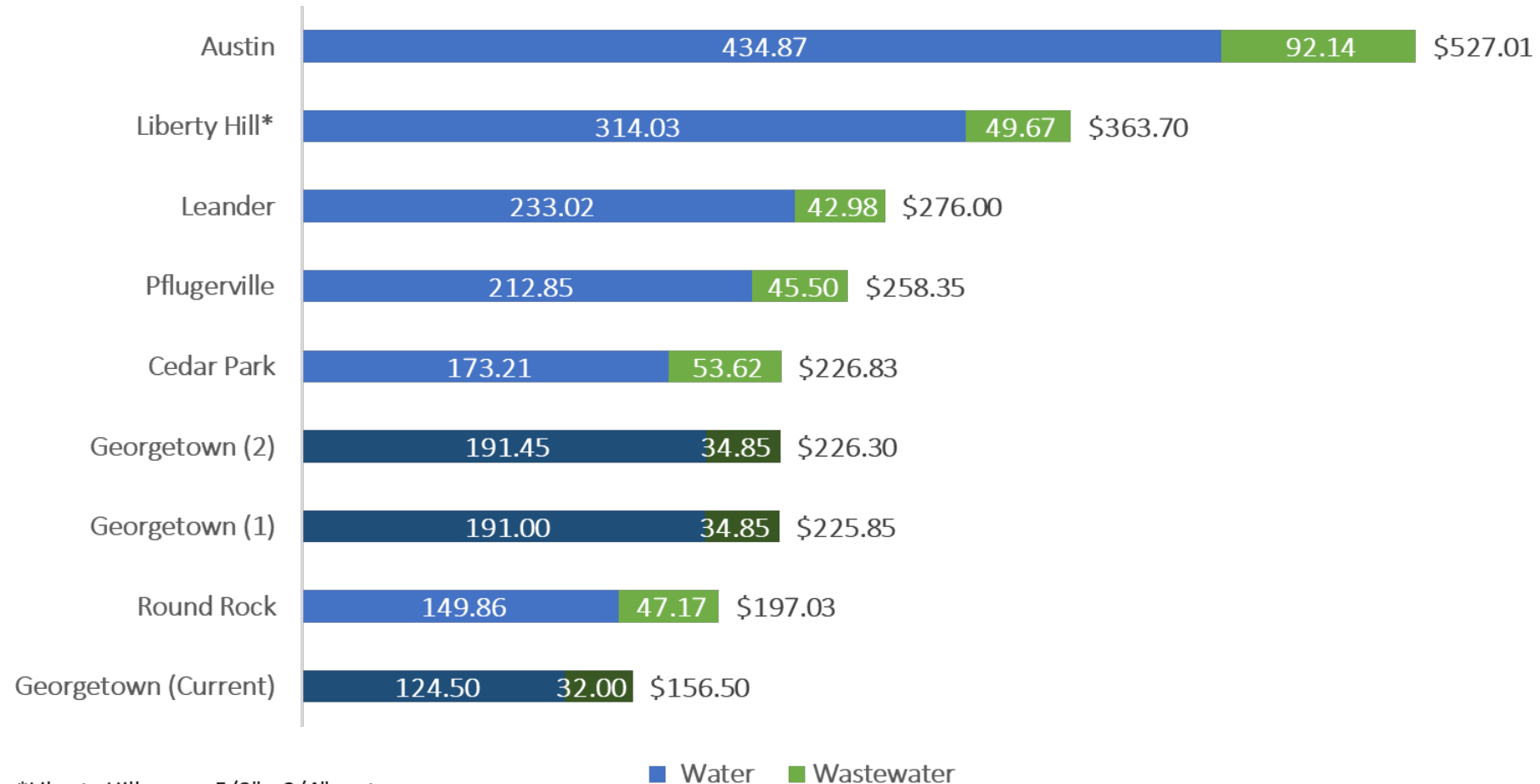


\*Liberty Hill uses a 5/8" x 3/4" meter.

\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 10,000 gals in Sewer flows assumed for surrounding cities

## REGIONAL BILL COMPARISON

### RESIDENTIAL USER BILL (35,000 GALS – WATER; FLAT SEWER\*)

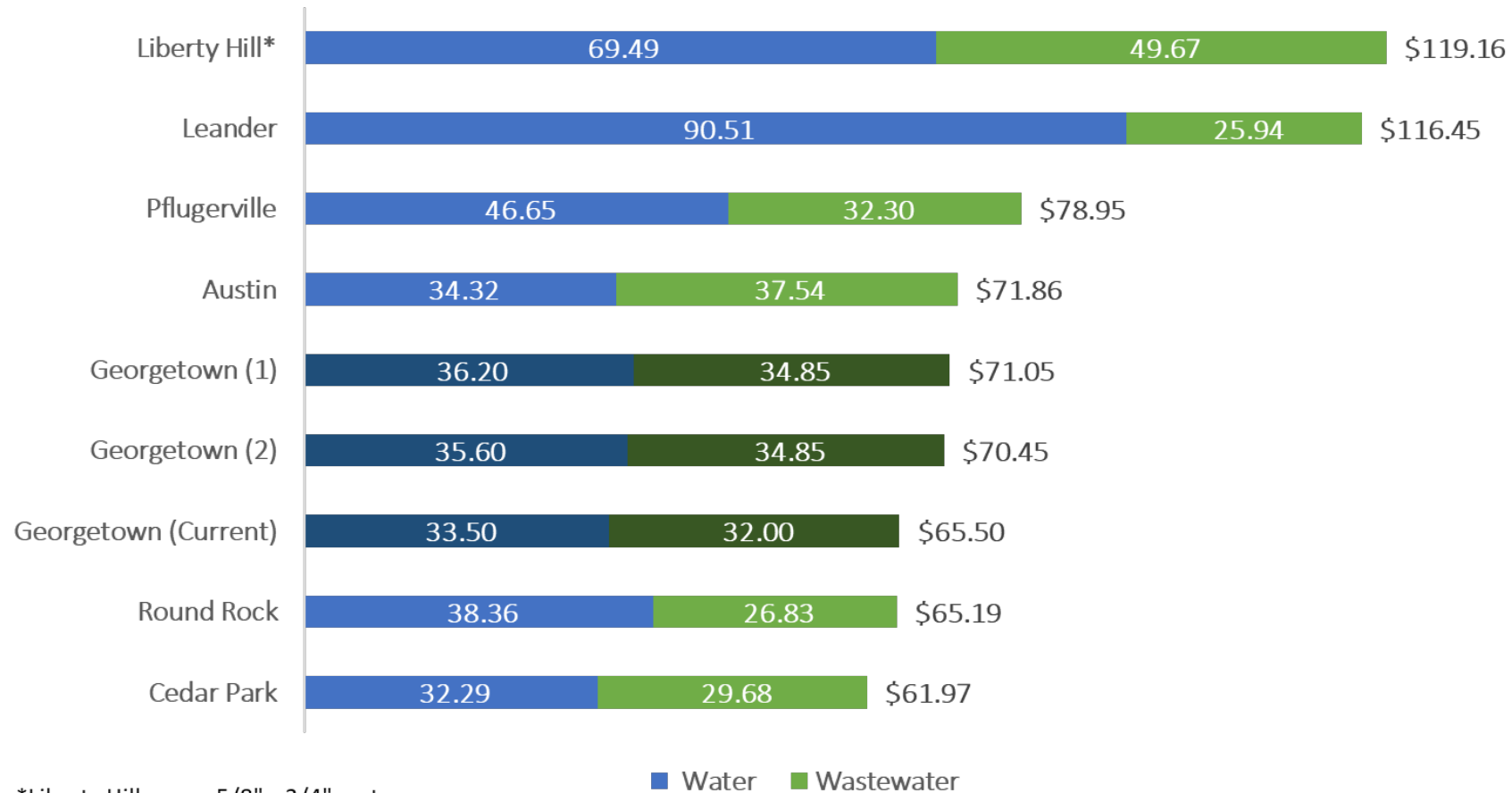


\*Liberty Hill uses a 5/8" x 3/4" meter.

\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 10,000 gals in Sewer flows assumed for surrounding cities

## REGIONAL BILL COMPARISON

### RESIDENTIAL MEDIAN USER BILL (6,000 GALS – WATER; FLAT SEWER\*)

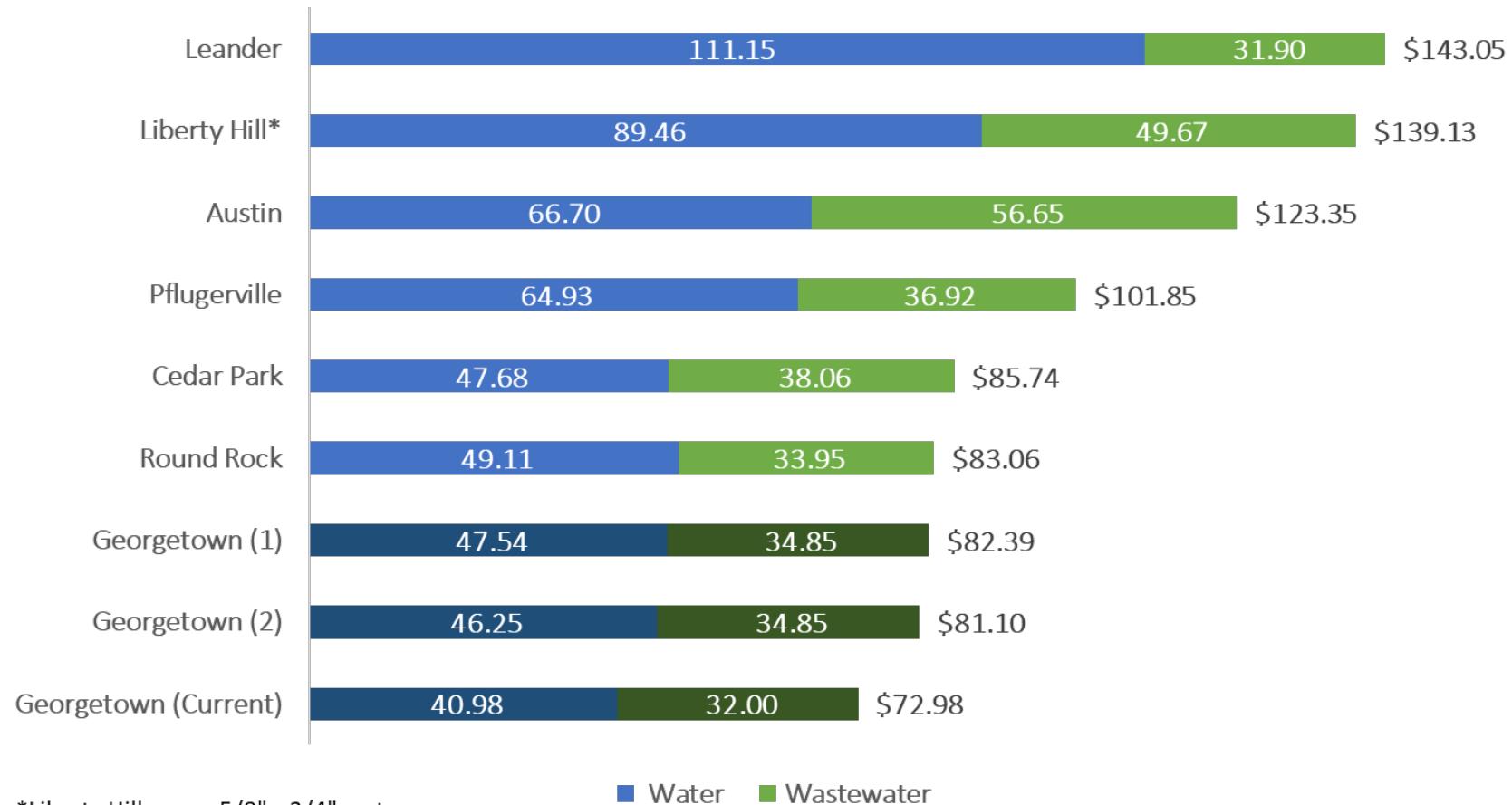


\*Liberty Hill uses a 5/8" x 3/4" meter.

\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 4,000 gals in Sewer flows assumed for surrounding cities

## REGIONAL BILL COMPARISON

### RESIDENTIAL AVERAGE USER BILL (10,200 GALS – WATER; FLAT SEWER\*)



\*Liberty Hill uses a 5/8" x 3/4" meter.

\*Georgetown currently does not charge a variable rate based on billed Sewer flows. 6,100 gals in Sewer flows assumed for surrounding cities

# CONCLUSIONS & COUNCIL FEEDBACK

---

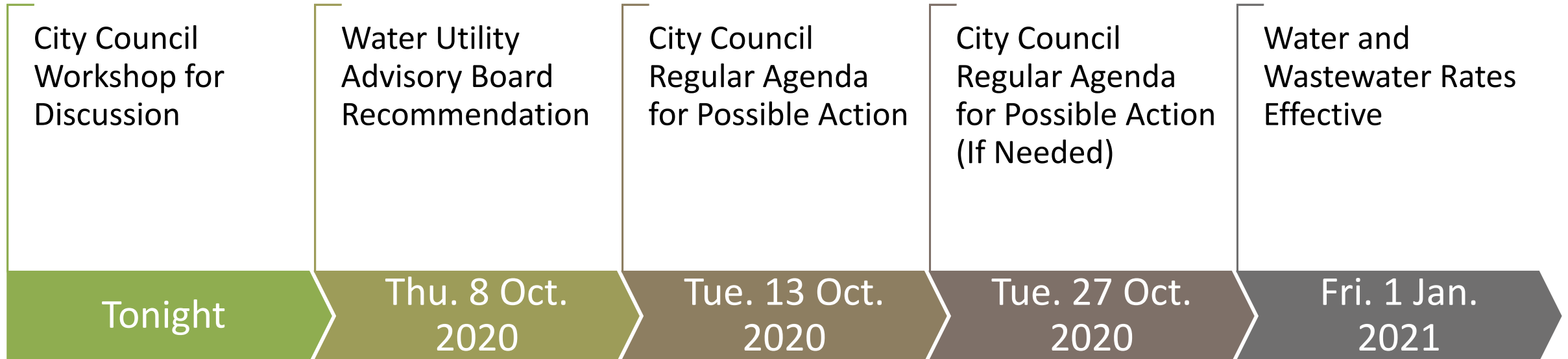
## CONCLUSIONS AND COUNCIL FEEDBACK

---

- NewGen's proposed rate Scenario 1 (0-5k) and Scenario 2 (0-7k) both fully meet the Board's and City Council's requested objectives.
  - ✔ Financial Policy Compliance
  - ✔ Equitable Cost of Service
  - ✔ Conservation Plan
- What (if any) other analysis or discussion is needed to inform the Council's future decision?

# NEXT STEPS

---





# THANK YOU! ANY QUESTIONS?

**NEWGEN STRATEGIES AND SOLUTIONS**  
**275 W. CAMPBELL ROAD, SUITE 440**  
**RICHARDSON, TEXAS 75080**

Page 80 of 121

**MATTHEW GARRETT, DIRECTOR**

(972) 675-7699

[MGARRETT@NEWGENSTRATEGIES.NET](mailto:MGARRETT@NEWGENSTRATEGIES.NET)

**MICHAEL SOMMERDORF, SENIOR CONSULTANT**

(972) 704-1655

[MSOMMERDORF@NEWGENSTRATEGIES.NET](mailto:MSOMMERDORF@NEWGENSTRATEGIES.NET)



City of Georgetown, Texas  
City Council Workshop  
September 22, 2020

**SUBJECT:**

Presentation and discussion regarding Distributed Generation Interconnection and Net Energy Metering Updates --  
Daniel Bethapudi, General Manager of the Electric Utility

**ITEM SUMMARY:**

Presenting an overview of the Net Energy Metering changes being proposed.

**FINANCIAL IMPACT:**

N/A

**SUBMITTED BY:**

Daniel N. Bethapudi - General Manager, Electric Utility (LJW)

**ATTACHMENTS:**

Distributed Generation presentation

# Distributed Generation Interconnect & Net Metering Updates

By

Daniel N Bethapudi

GM – Electric

09/22/2020

# Presentation Outline

1. Overview of Net-Metering Regulatory Requirements
2. Review of Net Energy Metering (NEM) Program at Georgetown
3. Findings from the review
4. Recommended changes to the NEM Program
5. How does the NEM Program help the Electric Utility?

# Net-Metering Regulatory Requirements

- Is the City of Georgetown/Electric Utility required to offer a Net Metering Program?
  - The Energy Policy Act of 2005 amended Public Utility Regulatory Policies Act ( PURPA) to require that state regulatory commissions, Public Utility Commission of Texas, and non-regulated electric utilities (Municipally Owned Utilities and Electric Coops)**consider** adopting net metering policies and interconnection procedures.
  - No Federal law mandates that states or utilities adopt net metering.

# Net-Metering Regulatory Requirements

Since Texas began deregulating its electric industry, electric utilities now fall into two categories with regard to net metering and interconnection:

1. integrated IOUs outside the Electric Reliability Council of Texas (ERCOT) with a clear regulatory obligation to interconnect and net meter, and
2. electric cooperatives, municipal utilities, and river authorities with no obligation to interconnect and net meter.

While electric cooperatives(coops) and municipally owned utilities (MOUs) are not required to interconnect and offer net-metering programs, multiple coops (Pedernales Electric Coop )and MOUs (New Braunfels Utilities)offer net-metering program as an industry best practice.

# Review of the Net Energy Metering Program

- Net metering critics claim two major problems:
  - Revenue shortfalls for utilities
  - Subsidization among customer classes
- New Gen Strategies was engaged March 2020 to review the NEM Program.

# Findings from the NEM program review

- The review identified multiple issues with the NEM program.
  - Renewable Energy Credit (\$/kWh) at \$0.09580 exceeds avoided energy costs (industry standard)
    - Results in cost shifting from NEM to Non-NEM customers. Approx.\$118,000/year.
  - No floor on credit (\$)
    - Reduces fixed cost recovery
    - Allows for zero utility bill (E, W, W/W, Garbage)
    - Allows potential bypass of Base Rate Charge and Power Cost Adjustment (PCA)
  - Poor compliance with the system requirements
    - 10 kW limit not enforced

# Recommended Changes

- Reduce Renewable Energy Credit to Market Based Energy Credit.
  - Reduce from \$0.09580/kWh to \$0.04976/kWh(for 2020)
- Establish a “floor” on the Renewable Energy Credit .
  - The credit cannot exceed Volumetric charge.
- Grandfather provision to help existing NEM customers transition to the market based credit.
- Enforce size compliance
  - PV systems less than 10 kW
  - Limited to Residential / Small Commercial classes
- Simplify Ordinance language for clarity.



## Changes Adopted by Council on 1<sup>st</sup> Reading

- Grandfather Existing NEM customers at the existing renewable energy credit of \$0.09580/kWh for a period of 2 years starting 10/1/2020.
  - After the 2 year period, the renewable energy credit will be based on the market based formula identified in the ordinance.
- Establish a “floor” on the Renewable Energy Credit . The credit cannot exceed Volumetric charge.
- Renewable energy credit for new NEM customers set at \$0.00.

# Adopted Changes – Issues Addressed

By moving to a market based rate for renewable energy received credit for the existing customers(after the 2 year period) the following issues will be addressed:

- Helps reduce cost shift from NEM to non-NEM classes.
- Aligns with original intent of avoided costs (2006)
- Acceptable practice in industry

By establishing a “floor” on the Renewable Energy Credit the following issues will be addressed:

- Prevents revenue losses for other funds(W,WW, Garbage)
- Improves utility fixed cost recovery.
- Eliminates the potential bypass of Base Rate Charge and Power Cost Adjustment (PCA).

By setting the renewable energy received credit for new customers at \$0.00,the following are the outcomes:

- Technically the Net Energy Metering program is no longer available for new customers.

# Proposed NEM Program

- NEM program can be a strategic benefit the electric utility as a whole.
  - Behind the meter, customer owned PV systems can be positively leveraged to be part of our energy portfolio.
- A NEM Program can help our overall Utility as long as:
  - Prevent/avoid cost shifting.
  - Adopt a market based approach to renewable energy credit.
  - Ensure that the NEM program aligns with the overall objective of the electric utility to provide safe, reliable and affordable electric service to all customers.
- The 2nd reading of the NEM ordinance is on today's legislative agenda.

# Questions?

# City of Georgetown, Texas

## City Council Workshop

### September 22, 2020

#### SUBJECT:

Presentation, discussion, and direction regarding the proposed Right-of-Way Permit Program and Regulations -- Ray Miller, Public Works Director

#### ITEM SUMMARY:

The purpose of this item is to provide an introductory overview of a Right-of-Way Permit Program (Regulations). We will go over the "Need or the Why"; Benefits of the program to the City; some of the basics to the program/regulations; What would not need a permit; application process; and other items.

Why a Right-of-Way (ROW) Permit Ordinance & Regulations? Currently the City of Georgetown does not have a ROW Permit Program which limits our ability to answer several questions from citizens, other departments or other local agencies:

- Who is working in our ROW?
- What type of work (storage, maintenance, and construction) is appropriate to be performed in ROW?
- When are maintenance and construction activities occurring in our collector and arterial ROWs?
- When and where can storage activities occur in our ROW?
- Are entities establishing safe work zones, considering impacts to peak traffic hours?
- Are repairs being performed to maintain quality of roads and that meet City standards?
- Are construction activities occurring to newly sealed and paved street surfaces that would reduce quality of new assets?
- Who permits/approves work in the ROW? Currently no defined area of responsibility or process within the City.

Benefits to the City, Citizens, Commercial Businesses, Contractors, etc..

- Safe work zones for workers and for traveling public
- Quality repairs to pavement surface to protect life of City's asset and minimize cost to maintain
- Ability to inspect work sites and ensure safety, quality, and impact
- Emergency contact and responsiveness in case of an accident or emergency

Basics to the Regulations

- Establishes administrator of the ROW permits and regulations to be PW Director
- Explains who is subject to ROW regulations and the permit process
- Defines Storage Activities, Maintenance Activities, and Construction Activities
- Provides for a prohibition on construction activities in ROW for recently resurfaced/paved streets and provides criteria and defines process to consider requests for exceptions by PW Director
- Application Process
  - \* Required information with Application: sketch showing extent of work area, construction plans when appropriate, GESC information, traffic control plan, and emergency contract information
- Duration of permits.
- Establishes Standard for Work
- Allowed work hours, traffic control and variable message boards; GESC; daily clean-up; traffic control, pavement cutting, backfill and compaction, and permanent patching; temporary patching; site restoration;
- Requires contractors to be insured for construction and maintenance activities
- Processing turnaround time, issuance, and effectiveness
- Recognizes emergency repairs will occur and provides a special process for these instances. Example: Atmos Energy's gas leak, etc....
- Inspections of work performed in the ROW and acceptance process for construction activities
- Establishes warranty period for work

What wouldn't need a ROW permit

1. New Residential Driveways
2. Repairing existing residential driveways
3. Work within the ROW related to City approved commercial and residential subdivisions and site development plans[JK1].

Appeal Process: To the City Manager's Office

Enforcement: Would be through inspections, warnings and a Notice of Violation process

City will work with My Permits Now (MPN) to create an on-line portal to allow applicants to submit and process on-line

Permit Fees to cover City's expense to administer program and inspect maintenance, storage, and construction activity sites

**FINANCIAL IMPACT:**

Establishing the ROW Permit Module in MPN. Staff time to accept applications, review applications, issue permits, conduct inspections and finalize/close out permits. There could also be additional staff time needed for enforcement.

**SUBMITTED BY:**

Ray Miller, Jr., Director of Public Works

**ATTACHMENTS:**

ROW Permit Process Presentation

# Right of Way Permits & Regulations

City Council Workshop  
September 22, 2020

Presented by Ray Miller, Public Works Director



# Council Direction

- Does Council support the creation of a ROW Permit Program?
- Does Council support the prohibition of Construction Activity on newly constructed, milled/overlay, and sealed streets as presented?
- Does Council support the proposed fee schedules?



# Presentation Overview

- Purpose & Need of ROW Permits & Regulations
- Basic Regulations
- Exemption from ROW Permit
- Appeal process
- Enforcement – Inspections & NOV
- MPN / On-Line Portal / City Web-Site
- Questions / Direction from Council

# Purpose and Need

# Why a ROW Permit Ordinance & Regulations?

- Know who is working in our ROW
- Clarify what type of work (storage, maintenance, and construction) is appropriate to be performed in ROW
- Define when and how maintenance and construction activities can occur in our collector and arterial ROWs
- Define when and how storage activities may occur in our ROW
- Establish safe work zones
- Consider impacts to traffic flow (peak traffic hours)

# Why a ROW Permit Ordinance & Regulations?

- Ensure repairs to roads meet City standards to maintain quality of asset
- Protect newly paved or sealed street surfaces from unplanned construction activities that would reduce quality of new assets
- Formal process to approve activities in City ROW for storage, maintenance, and construction activities through a permit process

# Real World Example

- Unsafe work area on Williams Drive
- Improper flagging, barricades, traffic control, and driver notification



# Benefits

(to City, Citizens, Commercial Businesses, Contractors, etc..)

- Safe work zones for workers and for traveling public
- Quality repairs to pavement surface to protect life of City's asset and minimize cost to maintain
- Ability to inspect work sites and ensure safety, quality, and impact
- Emergency contact and responsiveness in case of an accident or emergency

# Basic Regulations

# Basic Regulations

- a) Establishes an administrator of the ROW permits and regulations to be the PW Director.
- b) Explains who is subject to ROW regulations and the permit process.
- c) Defines Storage Activities, Maintenance Activities, and Construction Activities.
- d) Provides for a prohibition on construction activities in ROW for recently resurfaced/paved streets (5 years new/cutlered – 2 years for sealed) and provides criteria and defines process to consider requests for exceptions by PW Director.



# Basic Regulations – Define Activities

(Storage Activities, Maintenance Activities and Construction Activities)

**Storage Activities: (not allowed on collector or arterial streets – Local Only)**



# Basic Regulations – Define Activities

(Storage Activities, Maintenance Activities and Construction Activities)

## Maintenance Activities:

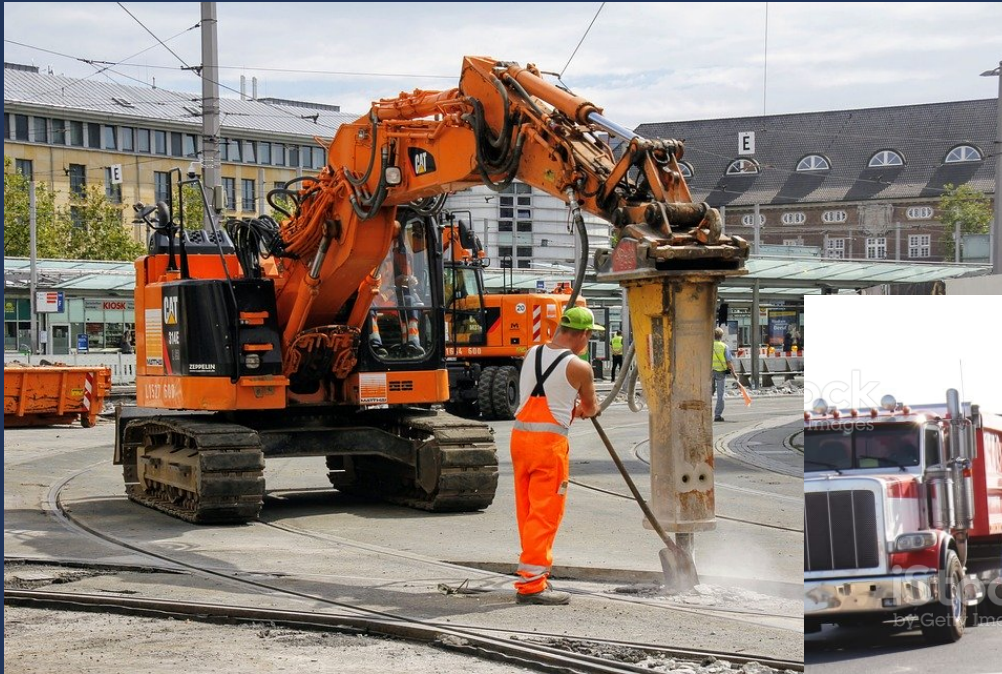




# Basic Regulations – Define Activities

(Storage Activities, Maintenance Activities and Construction Activities)

Construction Activities (larger projects):



# Basic Regulations

## e) Application Process

- Required information with Application: sketch showing extent of work area, construction plans when appropriate, traffic control plan, and emergency contract information

## f) Duration of permits.

- Maintenance permits can be issued on an annual basis and requires annual renewal.
- Construction activities shall effective for 120 days from issuance at which point an Entity would have to reapply.
- Storage activities will typically be 7 days but can be up to 120 days (not allowed on collector and arterial streets).

# When are ROW Permits Not Required?

# ROW Permit not Required

- New Residential Driveways (New Home Construction).
- Repairing / Replacing existing residential driveways.
- Work within the ROW related to City approved commercial site development plans and residential subdivision development plans.

# Applying

- Can be done in person
- Will create new “On-Line” process
- City Web Site / Portal

# Fee Examples

## Surrounding Cities:

### **Pflugerville**

- Construction of Public Infrastructure
  - \$500 application fee
  - Permit Fee is 3.5% of estimated construction costs
- Other work in the ROW
  - \$50
  - \$15 technology fee



# Fee Examples

## Surrounding Cities:

### **Cedar Park**

- Right of Way Use Permit
  - \$100
  - Insurance, 1-year maintenance bond\*

\* Not required for work performed directly by Franchise Utility Company

# Fee Examples

## Surrounding Cities:

### San Marcos

- ROW Permit Application
  - Filing / Application Fee – 5% of project value (\$55 min / \$2,200 max)
  - \$11 Technology Fee

# Fee Examples

## Surrounding Cities:

### Round Rock

- Construction of Public Infrastructure (Utility)
  - \$400 application fee
  - Insurance and Bond

*Civil enforcement.* The director shall report violations to the city manager to determine what action is deemed proper, and the city attorney is hereby authorized, without further authorization from city council, to file suit in district court, in addition to any criminal penalties to enjoin the violation of any provision of this article.

# Fee Examples

## Surrounding Cities:

### **Bastrop**

- Work within the ROW Permit
  - \$125

# Fee Proposal

- Work in the ROW – Maintenance Activities other minor work: \$100-\$125 plus a \$15 technology fee (\$115 - \$140)
- Franchise Utilities would be required to obtain a permit but would not have to pay the fee.
- Construction Activities: Could be a flat fee such as \$400-\$500 or it could be based on the estimated cost of construction such as 3%-4% of the cost of construction. This is due to the additional time for review, permitting, inspections and closing out the permit.

# Appeal Process

- If there is a conflict and cannot be resolved with the Director of Public Works or Designee.
- Then matter would be forwarded to the City Manager or Designee.

# Enforcement

- Through Inspections
- Warning notice(s)
- Issuance of a Notice of Violation (NOV)

# Feedback

- Does Council support the creation of a ROW Permit Program?
- Does Council support the prohibition of Construction Activity on newly constructed, milled/overlay, and sealed streets as presented?
- Does Council support the fee and fine schedules?



# Questions?