

MONDAY, FEBRUARY 7, 2022 CITY COUNCIL WORK SESSION, 6:00PM
HOME SERVE
SCAPPOOSE BAY WATERSHED COUNCIL PRESENTATION

Mayor Burge opened the work session at 6:00pm.

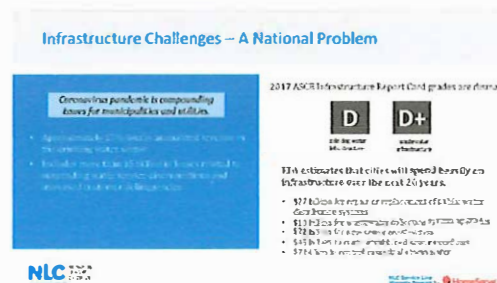
Present: Mayor Scott Burge; Council President Megan Greisen; Councilor Josh Poling; Councilor Pete McHugh; Councilor Tyler Miller; City Manager Alexandra Rains; City Recorder Susan Reeves; Public Works Director Dave Sukau; Legal Counsel Peter Watts; Dennis Lyon with HomeServe; Scappoose Bay Watershed Council Restoration Projects Manager Emily Martin; Scappoose Bay Watershed Council Coordinator Andy Maggi, and Lower Columbia Estuary Partnership Restoration Ecologist, Marcy Cross.

Remote: Councilor Brandon Lesowske and Paul Fidrych.

Excused: Councilor Joel Haugen

Public Works Director Dave Sukau explained in January 2020 we started what would be part one of this discussion about this service line warranty program from HomeServe. He explained the purpose behind having these discussions is per municipal code laterals for sewer from the main to the homes and water services from the meters to the homes are the responsibility of the property owner, not the City. He explained what we offered to you in January of 2020 was this program that the City would endorse. It is a warranty program that the property owner could buy into. He explained Dennis Lyon with HomeServe is here this evening to explain the process.

Dennis Lyon went over the presentation.



• **SLC Service Line**
Monthly Program Fee


800 Service Line

NLE Service Line

80.8 Service Line

Customer Complaints

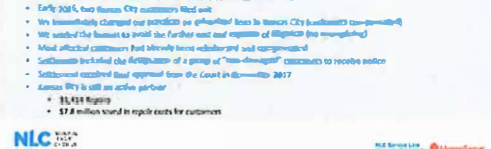
- Over 1,000 Municipal & Utility partners
- HomeServe has 4.7 million customers
 - Millions of customer interactions per year (phone, web, in person)
 - 3.5 million calls each year
 - Questions on coverage, billing, fire claims, etc.
- 539 888 complaints (past 3 years)
 - Average 0.0115% of customers
 - Take very seriously
 - Dedicated CAT team
 - We risk even "perceived" ratings
 - "Checkfield, UT 'wrong pipe' - gravel for backfill"



Kansas City, MO (partner since 2013)

Response from Senior Legal Council:

- During 2015 the city changed its plumbing code
- HomeServe services didn't align correctly with new code
- Period of around three months we didn't cover (approx. 25 customers)
- Early 2016, two Kansas City customers filed suit
- We immediately changed our policies on grandfathered lines to Kansas City (grandfathered lines are not covered)
- We wanted the lawsuit to avoid the further cost and expense of litigation (no negotiating)
- Most affected customers had already been notified and compensated
- Settlement included the reimbursement of a group of "non-affected" customers to receive notice
- Settlement occurred and approval from the Court in December 2017
 - \$1,418 Relying
 - \$7.8 million toward to repair costs for customers





Our Promise:

We will be a trusted steward of your brand and reputation.

Questions?

For more information contact:

Dennis Lyon
Regional Director
dennis.lyon@homeserveusa.com
412.666.9345 (cell)

Councilor Miller stated to Dennis Lyon that he would assume his company reserves the right to cancel a policy at any time.

Dennis Lyon replied he would have to look into the specific terms of the agreement for that.

Public Works Director Dave Sukau explained the reason why he thought it would be worth our time to bring this back around is because three to four times a year he gets a phone call about somebody who is preparing to sell their home and they had their home inspected when they try to the line they will find a flaw in the sewer lateral, whether it is a broken pipe, root intrusion, etc., and when they find out it is on them they are not excited to hear that. He explained this program would take care of that issue. He explained the other thing that happens frequently is people have water leaks on their side of the line and with these new meters we will probably see a larger surge of people finding this information out. Once again, this program would help those folks take care of these issues, that they don't currently know they have.

Mayor Burge asked if there are other companies that provide this service.

Council President Greisen mentioned whether the City goes with this company or not, it is important that we educate the public in some fashion.

Councilor Miller talked about if the City were to endorse this program, could the City be party to a lawsuit if there were an issue. He asked how would that be handled?

Dennis Lyon replied no, a city has never been named in any type of legal issues that have been brought forward.

Legal Counsel Peter Watts stated he thinks there are a couple of questions for Council. The first is, do you want to endorse certain products that are being offered to consumers and to allow your logo to be used as part of that. He thinks that the question then becomes, in what instances would you want to do that. He stated kind of a secondary issue would be, if the City's logo is being utilized, then what steps do we need to take to make sure consumers really understand that this isn't the City offering the product.

Councilor Poling is concerned about the use of the City's logo because if there are issues, it might not fall on the City legally, but could on image.

Councilor McHugh stated he is in favor of doing this program.

Councilor Miller explained as long as the marketing message was very clear regarding the separation between the City and a private company, he would be okay with that, if it was done correctly.

Council President Greisen is in favor of seeing what the next step offers before there is any sort of a full commitment.

Councilor McHugh replied, he agrees.

Council thanked Dennis for his time.

Public Works Director Dave Sukau explained a year ago Scappoose Bay Watershed Council presented an update to Council. He explained through the Intergovernmental Agreement (IGA) they have been working on several projects and they are here tonight to update Council.

Scappoose Bay Watershed Council Coordinator Emily Martin; Scappoose Bay Watershed Council Coordinator Andy Maggi; and Lower Columbia Estuary Partnership Restoration Ecologist Marcy Cross. They went over their presentation.

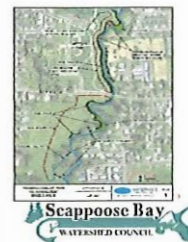
South Scappoose Creek Restoration Planting Project



City of Scappoose
February, 7th, 2022

South Scappoose Creek Restoration Project: 2018-2019

- Project Goal: restore and improve critical fish and wildlife habitat, while addressing erosion and flooding concerns.
- Constructed 2018, after over 10 years of stream studies, analysis and restorative designs.
- Completed 0.7 mile of bank lay-back, added floodplain benches, and side-channel reconnections.
- Planted over 7500 native plants.



Pre Construction



Post Construction

Benefits of the Project and Partnership

- City of Scappoose
 - Green Infrastructure Design and construction
 - Protecting property and infrastructure
 - Increased Public Safety
 - Partnering with the SBWC via the City of Scappoose Intergovernmental Agreement



Benefits of the Project and partnership

- Community Benefits
 - Natural beauty
 - Recreation
 - Better conditions during high-water events
- SBWC Watershed Benefits
 - Healthier habitat for the community
 - Improved stream conditions for salmon and other wildlife
 - Achieves Strategic Action Plan Goals for the Watershed.



2022 Interplanting Project at Veterans Park : Why replant?

Benefits of Replanting

1. Increase existing vegetation coverage
2. Continue supporting water quality management
3. Provide an educational opportunity for the public
 1. Landowner cutting to station workshop
 2. Volunteer opportunities for students and local residents
 3. Foster connection to place



Increase Vegetation Coverage and Density

High Density Vegetation coverage will:

- Increase Erosion Control
- Increase shade
- Require less maintenance and fewer weeds

Goal: To achieve 75 to 100 % successful vegetation coverage

Total Plants being planted

- 250 trees
- 1,000 shrubs
- 500 stakes



Assist in Water Quality Management

Water Quality Issues that can be addressed via Restoration Projects

1. TMDL requirement issued by EPA and DEQ
 - a. Mercury levels
1. Increase public health
 - a. Erosion, sediment and pollutants from run-off
1. Providing collaboration, convening, and technical guidance and support for water quality and stormwater management issues.



Educational and Volunteer Opportunities

- Volunteering can foster a "deep and abiding connection to place"
 - provide opportunities for outdoor education and environmental education
 - Project can be utilized for future volunteer and public outreach events
 - City of Scappoose Events



Lower Columbia Estuary Partnership

- Overarching strategic Initiatives
 - Engagement and representation
 - Authentic collaboration
 - Build the capacity
 - Create resilience



Project Plan

- Project will begin in January 2022
 - LCEP Crew will install stakes and cutripinal poles into the bench
 - February 1st
 - Volunteer Day and Landowner Workshop
 - February 28th, 2022
 - Landowner Workshop and Volunteer Planting
 - 9 a.m. to 12 p.m.
 - Reinstalling plants
 - Planted by LCEP and SBWC staff



Planting Map



