

Divisions of Water and Water Pollution Control

Request for Legislation

A request for the additional legislative authority required under Ordinance No. 988-14 for the option to renew the program with Dominion Products and Services Residential Service Contract and Protection Plan Program for the Department of Public Utilities for a two year period.

Background/Purpose:

In June of 2008, City Council passed Ordinance No. 500-08 that authorized the creation of a Residential Service Contract and Protection Plan Program for the Department of Public Utilities (DPU). The program includes emergency repairs to residential customer's service lines, sewer service lines and internal plumbing. This same ordinance also authorized the hiring of a professional Program Administrator to develop, market, implement and manage the program on behalf of DPU. The professional services contract that was authorized was to be for a period of five years, with the City having one option to renew the contract.

As the result of an extensive RFP process, in August of 2009, DPU entered into a contract with Dominion Products and Services (DPS) to be the Program Administrator for this program. In this role they have provided all of the services necessary to develop, market, implement and manage the program on our behalf, including providing all required emergency services and the payment of all valid claims filed by DPU customers who purchased the optional warranty services.

The program became operational on April 1, 2010. Since that time, the program has proven to be highly successful, both in terms of number of customers that have signed up for the various product offerings, as well as the enhanced level of customer service that has been provided to those customers who have filed and ultimately had their a claim satisfied as a result of their participation in the program.

Under Ordinance 988-14, DPU was authorized to enter into an additional three-year period with an option to renew for an additional two-year period, with additional legislative authority required. The department also added an additional service, Water Heater Repair or Replacement Program, to the existing program.

Scope of Work/Commodities/Services:

DPS would continue in its role of Program Administrator and will provide all services necessary to develop, market, implement and manage the program on our behalf, including providing all required emergency services and the payment of all valid claims filed by DPU customers who have purchased the optional warranty services.

Justification/Urgency:

The current contract will expire on March 31, 2018 unless renewed.

Anticipated Costs and funding source:

Cleveland earns 25 cents per month for core services (water line, sewer line, in home plumbing), and earns 10 cents per month if the customer also chooses an enhanced restoration option.

Schedule or Term of Contract:

A two year extension of the existing contract from 4/1/2018 to 3/31/2020.

Current Contract(s):

Vendor	Services/Work performed (current contract)	Contract Info	CSB Participation Goal – 10%
Dominion Products and Services, LLC. 120 Tredegar Street Richmond, VA 23219 Mr. Russell Hinton	Residential Service Contract and Protection Plan Program	CT PS 69444	Dominion is still maintaining at least a 22% CSB participation.

Dominion Products had committed to a target of 22% CSB participation. Of the five subcontractors being utilized on the contract, three out of five are CSB's.