

Divisions of Water and Water Pollution Control

Request for Legislation

An emergency ordinance authorizing the Director of Public Utilities to employ one or more professional consultants to provide a residential service contract and protection plan program for the Divisions of Water and Water Pollution Control, for a period of three years, with two options to renew for additional one year periods, the first of which is exercisable through additional legislative authority.

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 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 No. 988-14 the department also added an additional service, Water Heater Repair or Replacement, to the existing program.

Scope of Work/Commodities/Services:

Administrator to 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, 2020.

Anticipated Costs and funding source:

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

Schedule or Term of Contract:

A contract for a period of three years, with two options to renew for additional one year periods.

Current Contract(s):

Vendor	Services/Work performed (current contract)	Contract Info	CSB Participation Goal – 10%
HomeServe (Dominion Products and Services, LLC.) 120 Tredegar Street Richmond, VA 23219 Mr. Russell Hinton	Residential Service Contract and Protection Plan Program	CT PS 69444 Award	Dominion was 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.