



City of Mora  
Kanabec County, Minnesota  
Meeting Agenda  
Public Utilities Commission

Mora City Hall  
101 Lake St. S  
Mora, MN 55051

Monday, September 18, 2023

3:00 PM

Mora City Hall

- 1. Call to Order / Pledge of Allegiance**
- 2. Roll Call**
- 3. Adopt Agenda** *(No item of business shall be considered unless it appears on the agenda for the meeting. Council members may add items to the agenda prior to adoption of the agenda.)*
- 4. Consent Agenda** *(Those items listed under Consent Agenda are considered to be routine by the City Council and will be acted upon by one motion under this agenda item. There will be no separate discussion of these items, unless a Council Member so requests, in which event, the item will be removed from the consent agenda and considered immediately after the adoption of the consent agenda.)*
  - a. Meeting Minutes – August 21, 2023
  - b. Claims
  - c. Offer of Employment – Electric Lineworker I, Dakota Winther
- 5. Open Forum** *(Individuals may address the council about any item not contained on the regular agenda. There is a maximum of fifteen (15) minutes set aside for open forum. A maximum of three (3) minutes is allotted per person. The City Council will take no official action on items discussed at the forum, with the exception of referral to staff for future report.)*
- 6. Special Business**
  - a. None
- 7. New Business**
  - a. Utility Expansion Rollins Road - Recovering Hope Treatment Center – Ray Ludowese
- 8. Old Business**
  - a. Utility Billing Clerks I and II Job Description Updates
- 9. Communications**
  - a. None
- 10. Reports**
  - a. Public Utilities General Manager
  - b. Public Works Director
  - c. Commissioner Heggernes
  - d. Commissioner Chmiel
  - e. Commissioner Christianson
  - f. Commissioner Baldwin
  - g. Chair Ardner
- 11. Adjournment**

Pursuant to due call and notice thereof, Commissioner Chair Ardner called to order the regular meeting of the Mora Public Utilities Commission at 3:00PM on Monday, August 21, 2023, in the City Hall council chambers.

2. **Roll Call:** Present: Commissioners, Greg Ardner, Brett Baldwin, Dave Chmiel, Joe Heggernes and Ryan Christianson  
Staff Present: Public Utilities General Manager Glenn Anderson, Administrative Service Director Natasha Segelstrom, Public Works Director Joe Kohlgraf, Human Resources Director Mandi Yoder and Accountant Kelly Christianson
3. **Adopt Agenda:** PUC Chair requested the addition to item 8b, Power Outage and Storm. MOTION made by Christianson, seconded by Heggernes, and unanimously carried by the PUC to approve the agenda as amended.
4. **Consent Agenda:** MOTION made by Baldwin, seconded by Christianson, and unanimously carried to approve the consent agenda as amended.
  - a. **Work Session Meeting Minutes – July 12, 2023**
  - b. **Meeting Minutes – July 18, 2023**
  - c. **Joint Meeting Minutes – July 18, 2023**
  - d. **Claims - July 2023**
  - e. **Water/Wastewater Operator II Offer of Employment**
5. **Open Forum:** No one spoke at open forum.
6. **Special Business:**
  - a. **Becky Fuhol – 606 W Forest Avenue Sewer Line:** Fuhol requested additional information for a sewer connection issue presented at her residence at 606 W Forest Avenue. Fuhol requested records of the work completed at her home and stated that it must have been subject to inspection and that the city must have a record of it. Kohlgraf explained that the requested information was not available and there had not been work completed in the street as Fuhol had suggested and that the issue was presented at the residence and there was no record of the work completed. Fuhol hoped there
  - b. **East Central Energy Fiber:** Dennis Rice, the Broadband Manager for East Central Fiber provided the PUC an update East Central Energy's new business that would offer fiberoptic internet to residents across Central Minnesota and has created 33 new jobs. 900 miles of fiberoptic line was planned within the first year and 407 miles have been strung overhead in Cambridge, Dalbo, and Ogilvie. Rice further explained ECE Fiber was formulating a construction plan throughout parts of Mora but excluded City limits in 2024. Ardner asked how the fiber lines would impact MMU when the aerial electric lines are placed underground with the utility's planned electrical systems upgrade. Rice explained that ECE's engineers were looking at different scenarios where this may occur and working on a plan to ensure that the fiberoptic lines underground co-incident with underground construction to minimize the fiberoptic line waste through an intelligent design. Anderson explained previous communications with East Central Energy and the possibility of a pole lease agreement if the internet were to come within MMU's territory.

**7. New Business:** None

**8. Old Business:**

- a. **Utility Billing Job Description:** Yoder provided an update on the Utility Billing Job Descriptions. She further explained that the PUC approved the cross training of Utility Billing II with duties completed by the Utility Billing I to allow added time to complete GIS mapping. The cross training had been previously approved, and discussions of updated job descriptions were tabled by the Public Utilities Commission. The Job Descriptions were updated and sent to David Drown & Associates (DDA) for classification. The first recommendation from DDA was that Utility Billing Clerk I remain at a classification paygrade 8. For the Utility Billing Clerk II, Jessica Gravening would move from a paygrade 6 to a paygrade 8 based on the information provided in the job description which would allow added time to complete the GIS mapping by Bliss and Gravening would take on added duties which would typically be completed by Bliss.

Jessica Bliss spoke to the PUC and sought direction and clarification as to her duties January 1, 2024 and asked whether her duties would be absorbed by Gravening indefinitely or would the duties be performed from Gravening as a backup. When discussing her GIS duties, Bliss explained she has had to learn four different software programs to complete the tasks for GIS and in the future. If the PUC were to consider updated mapping for water and sewer maps, it would likely be a full-time position. This was brought to her attention while attending the mPower GIS conference the previous year. She sought clarification as to what duties would be shared and it has been unclear. Ardner asked staff for clarification. Yoder explained that Gravening would encompass the added to the monthly process as needed.

Baldwin asked the number of hours spent on GIS, Bliss stated that during her slow week, she will work with the GIS and it's approximately 40 hours on the electrical map but in the future, that will require the creation of maps.

Bliss asked if she was to maintain her Utility Billing job duties as described in job description on a regular basis. In the job descriptions there were items in both the Utility Billing Clerk I and Utility Billing Clerk II and sought clarification as there was a two-step increase for the Utility Billing Clerk II for a duty that may not be performed regularly. Bliss explained that the larger processes for billing processes, penalty calculations, account closures, month end reconciliation for receivables as she does that independently.

The Commissioners discussed the options presented and directed staff to work with Human Resources and clearly defined what each duty would be included. MOTION made by Christianson, seconded by Chmiel, and unanimously carried to table the Utility Billing Job Description until the September PUC meeting.

- b. **Power Outage:** Derrick Lass provided an update on the damage sustained from the severe thunderstorm. He explained that 4 poles, 13 cross arms and a broken wire had contributed to the power outage throughout parts of the city. It was noted that Minnesota Municipal Utilities Association members Brainerd, Buffalo, and Elk River provided mutual aid assistance along with East Central Energy.

**9. Communications**

- a. **Quarterly Financial report – 2<sup>nd</sup> Quarter 2023:** The Public Utilities Commission reviewed the financial reports.

**10. Reports:**

- a. **Public Utilities General Manager:** MMUA Conference in Duluth. Upcoming tour of the new school. Amy Klobuchar’s visit to the Mora Municipal Airport. 9<sup>th</sup> Street Turn Lane construction.
- b. **Public Works Director:** Full Staffing in water/wastewater department. Upcoming line worker interviews. The upcoming contract ends with ECE and looks at outage dispatch phone system that ties with the GIS.
- c. **Commissioner Heggernes:** Nothing new to report
- d. **Commissioner Chmiel:** Nothing new to report.
- e. **Commissioner Baldwin:** Nothing new to report.
- f. **Commissioner Christianson:** Nothing new to report.
- g. **Chairperson Ardner:** Nothing new to report.

- 11. Adjournment:** MOTION made by Heggernes, seconded by Christianson, and unanimously carried to adjourn at 4:04PM.

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Chair

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Secretary

**CITY OF MORA**  
**CHECK LIST-PUC**

CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
001463 NEXIO - COMPLETE MERCHANT SOLUTIONS						
001463	NEXIO - COMPLETE ME	ELECTRIC FUN	ELECTRIC ADMINIST	Payment Processing E	CREDIT CARD PYMT PROCESSI	\$767.63
001463	NEXIO - COMPLETE ME	WATER FUND	WATER ADMINISTR	Payment Processing E	CREDIT CARD PYMT PROCESSI	\$383.81
001463	NEXIO - COMPLETE ME	SEWER FUND	SEWER ADMINISTR	Payment Processing E	CREDIT CARD PYMT PROCESSI	\$383.81
001463 NEXIO - COMPLETE MERCHANT SOLUTIONS						\$1,535.25
001464 MORA MUNICIPAL UTILITIES						
001464	MORA MUNICIPAL UTILI	ELECTRIC FUN	GENERATION & PO	Storm Water	UTILITIES	\$19.77
001464	MORA MUNICIPAL UTILI	ELECTRIC FUN	GENERATION & PO	Water	UTILITIES	\$146.12
001464	MORA MUNICIPAL UTILI	ELECTRIC FUN	GENERATION & PO	Sewer	UTILITIES	\$33.09
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER SUPPLY	Storm Water	UTILITIES	\$24.52
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER SUPPLY	Electricity	UTILITIES	\$1,305.84
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER TREATMENT	Electricity	UTILITIES	\$1,107.05
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER TREATMENT	Storm Water	UTILITIES	\$12.26
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER DISTRIBUTI	Electricity	UTILITIES	\$49.43
001464	MORA MUNICIPAL UTILI	WATER FUND	WATER DISTRIBUTI	Storm Water	UTILITIES	\$13.69
001464	MORA MUNICIPAL UTILI	SEWER FUND	SEWER LIFT STATIO	Storm Water	UTILITIES	\$12.26
001464	MORA MUNICIPAL UTILI	SEWER FUND	SEWER LIFT STATIO	Electricity	UTILITIES	\$1,218.36
001464	MORA MUNICIPAL UTILI	SEWER FUND	WASTEWATER TREA	Storm Water	UTILITIES	\$25.23
001464	MORA MUNICIPAL UTILI	SEWER FUND	WASTEWATER TREA	Electricity	UTILITIES	\$4,510.28
001464	MORA MUNICIPAL UTILI	SEWER FUND	WASTEWATER TREA	Water	UTILITIES	\$80.96
001464 MORA MUNICIPAL UTILITIES						\$8,558.86
001465 ONLINE COLLECTIONS						
001465	ONLINE COLLECTIONS	ELECTRIC FUN	ELECTRIC ADMINIST	Cust UB/Collection	NEW UB CUSTOMER CREDIT C	\$47.76
001465 ONLINE COLLECTIONS						\$47.76
001467 MN DEPT OF REVENUE						
001467	MN DEPT OF REVENUE	ELECTRIC FUN		Sales Tax Payable	SALES & USE TAX PYMT - JULY	\$29,655.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Garbage Removal	SALES & USE TAX PYMT - JULY	\$6.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	SALES & USE TAX PYMT - JULY	\$1.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	SALES & USE TAX PYMT - JULY	\$27.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Repair/Maint - Bldg &	SALES & USE TAX PYMT - JULY	\$7.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Other Operating Suppl	SALES & USE TAX PYMT - JULY	\$2.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	GENERATION & PO	Small Tools & Equipm	SALES & USE TAX PYMT - JULY	\$4.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of Substation E	SALES & USE TAX PYMT - JULY	\$4.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	ELECTRIC DISTRIBU	Line Transformer Exp	SALES & USE TAX PYMT - JULY	\$3.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	ELECTRIC ADMINIST	Other Operating Suppl	SALES & USE TAX PYMT - JULY	\$4.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	ELECTRIC ADMINIST	Office Supplies	SALES & USE TAX PYMT - JULY	\$3.00
001467	MN DEPT OF REVENUE	ELECTRIC FUN	ELECTRIC ADMINIST	Telephone	SALES & USE TAX PYMT - JULY	\$14.00
001467	MN DEPT OF REVENUE	WATER FUND		Sales Tax Payable	SALES & USE TAX PYMT - JULY	\$1,502.00
001467 MN DEPT OF REVENUE						\$31,232.00
001469 PAYLIANCE						
001469	PAYLIANCE	ELECTRIC FUN	ELECTRIC ADMINIST	Payment Processing E	E-CHECK PYMT PROCESSING F	\$57.54
001469	PAYLIANCE	WATER FUND	WATER ADMINISTR	Payment Processing E	E-CHECK PYMT PROCESSING F	\$28.78
001469	PAYLIANCE	SEWER FUND	SEWER ADMINISTR	Payment Processing E	E-CHECK PYMT PROCESSING F	\$28.78
001469 PAYLIANCE						\$115.10
001470 SMMPA						
001470	SMMPA	ELECTRIC FUN		Accounts Payable	POWER PURCHASED - JULY	\$458,111.07
001470 SMMPA						\$458,111.07
001472 NEIGHBORHOOD NATIONAL BANK						
001472	NEIGHBORHOOD NATIO	ELECTRIC FUN	ELECTRIC ADMINIST	Bad Debts/NSF Check	MONTHLY RETURNED CHECK	\$10.00

**CITY OF MORA  
CHECK LIST-PUC**

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CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
001472	NEIGHBORHOOD NATIONAL BANK					\$10.00
060661	MN ENERGY RESOURCES CORP					
060661	MN ENERGY RESOURCE	ELECTRIC FUN	GENERATION & PO	Generation Exp	JULY NATURAL GAS-GENERATI	\$1,036.73
060661	MN ENERGY RESOURCE	ELECTRIC FUN	GENERATION & PO	Natural Gas - Heat	JULY NATURAL GAS-BOILER	\$495.38
060661	MN ENERGY RESOURCE	WATER FUND	WATER SUPPLY	Natural Gas - Heat	JULY NATURAL GAS	\$26.78
060661	MN ENERGY RESOURCE	WATER FUND	WATER TREATMENT	Natural Gas - Heat	JULY NATURAL GAS	\$26.78
060661	MN ENERGY RESOURCE	SEWER FUND	WASTEWATER TREA	Natural Gas - Heat	JULY NATURAL GAS	\$106.60
060661	MN ENERGY RESOURCES CORP					\$1,692.27
060662	UTILITY LOGIC, LLC					
060662	UTILITY LOGIC, LLC	SEWER FUND	SEWER COLLECTION	Repair/Maint - Bldg &	AIR TESTER REPAIR & PARTS	\$740.00
060662	UTILITY LOGIC, LLC					\$740.00
060664	AMAZON CAPITAL SERVICES					
060664	AMAZON CAPITAL SERV	ELECTRIC FUN	ELECTRIC ADMINIST	Office Supplies	OFFICE SUPPLIES	\$9.15
060664	AMAZON CAPITAL SERV	ELECTRIC FUN	ELECTRIC ADMINIST	Office Supplies	OFFICE SUPPLIES	\$13.89
060664	AMAZON CAPITAL SERVICES					\$23.04
060674	KODIAK POWER SYSTEMS, INC					
060674	KODIAK POWER SYSTE	SEWER FUND	WASTEWATER TREA	Repair/Maint - Bldg &	TRAILER MOUNTED GENERAT	\$2,636.22
060674	KODIAK POWER SYSTEMS, INC					\$2,636.22
060683	VERIZON WIRELESS					
060683	VERIZON WIRELESS	ELECTRIC FUN	ELECTRIC ADMINIST	Telephone	CELL/IPAD	\$191.48
060683	VERIZON WIRELESS	WATER FUND	WATER ADMINISTR	Telephone	CELL/IPAD	\$53.21
060683	VERIZON WIRELESS	SEWER FUND	SEWER ADMINISTR	Telephone	CELL/IPAD	\$84.22
060683	VERIZON WIRELESS					\$328.91
060699	BEAUDRY OIL & PROPANE					
060699	BEAUDRY OIL & PROPA	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	LFG OIL	\$6,144.80
060699	BEAUDRY OIL & PROPANE					\$6,144.80
060709	DGR ENGINEERING					
060709	DGR ENGINEERING	ELECTRIC FUN	ELECTRIC DISTRIBU	Engineering	2021 POLE REPLACEMENT	\$418.00
060709	DGR ENGINEERING	ELECTRIC FUN	ELECTRIC DISTRIBU	Engineering	NE CIRCUIT CONVERSION	\$6,965.42
060709	DGR ENGINEERING					\$7,383.42
060710	EDWARDS, LE					
060710	EDWARDS, LE	ELECTRIC FUN		Undistributed Receipts	REFUND OVERPYMT - 447 BEA	\$117.28
060710	EDWARDS, LE					\$117.28
060711	FELGER, MATT					
060711	FELGER, MATT	ELECTRIC FUN	GENERATION & PO	Uniforms	CLOTHING	\$349.93
060711	FELGER, MATT	ELECTRIC FUN	GENERATION & PO	Uniforms	BOOTS, INSOLES	\$155.87
060711	FELGER, MATT					\$505.80
060713	GRAHEK, LISA					
060713	GRAHEK, LISA	ELECTRIC FUN		Undistributed Receipts	DEPOSIT REFUND - 213 GROV	\$69.25
060713	GRAHEK, LISA					\$69.25
060714	HAMME, KATHLEEN					
060714	HAMME, KATHLEEN	ELECTRIC FUN		Undistributed Receipts	DEPOSIT REFUND - 200 PARK	\$75.17
060714	HAMME, KATHLEEN					\$75.17
060722	PAPENHAUSEN, MIKE					
060722	PAPENHAUSEN, MIKE	ELECTRIC FUN		Undistributed Receipts	REFUND OVERPYMT - 106 4TH	\$13.98

**CITY OF MORA  
CHECK LIST-PUC**

CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
060722	PAPENHAUSEN, MIKE					\$13.98
060725	ROESLER, ROBB					
060725	ROESLER, ROBB	ELECTRIC FUN		Undistributed Receipts	REFUND OVERPYMT - 500 MO	\$279.00
060725	ROESLER, ROBB					\$279.00
060730	THOMPSON, DELIA					
060730	THOMPSON, DELIA	ELECTRIC FUN		Undistributed Receipts	DEPOSIT REFUND - 613 WATK	\$112.96
060730	THOMPSON, DELIA					\$112.96
060731	VANVLEET, DREW					
060731	VANVLEET, DREW	ELECTRIC FUN		Undistributed Receipts	DEPOSIT REFUND - 537 UNIO	\$181.70
060731	VANVLEET, DREW					\$181.70
060746	PRIEBE, RILEY					
060746	PRIEBE, RILEY	WATER FUND	WATER ADMINISTR	Uniforms	BOOTS & CLOTHING	\$139.62
060746	PRIEBE, RILEY	SEWER FUND	SEWER ADMINISTR	Uniforms	BOOTS & CLOTHING	\$227.80
060746	PRIEBE, RILEY					\$367.42
060750	AMAZON CAPITAL SERVICES					
060750	AMAZON CAPITAL SERV	ELECTRIC FUN	ELECTRIC ADMINIST	Other Operating Suppl	PAPER TOWELS	\$55.54
060750	AMAZON CAPITAL SERV	ELECTRIC FUN	ELECTRIC ADMINIST	Office Supplies	OFFICE SUPPLIES	\$4.96
060750	AMAZON CAPITAL SERVICES					\$60.50
060751	CENTURYLINK					
060751	CENTURYLINK	SEWER FUND	SEWER ADMINISTR	Telephone	WWTP PHONE	\$125.05
060751	CENTURYLINK					\$125.05
060752	ELAN FINANCIAL SERVICES					
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	LFG TEST GAS - CAL GAS DIRE	\$169.99
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC DISTRIBU	Miscellaneous	BPU LODGING FOR STORM AS	\$319.56
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC DISTRIBU	Miscellaneous	BPU LODGING FOR STORM AS	\$319.56
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC DISTRIBU	Truck Expense	FUEL DURING STORM OUTAGE	\$149.05
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC ADMINIST	Meetings, Training, &	YODER HR TRAINING - SHRM	\$248.50
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC ADMINIST	Meetings, Training, &	MMUA CONFERENCE HOTEL -	\$340.84
060752	ELAN FINANCIAL SERVI	ELECTRIC FUN	ELECTRIC ADMINIST	Meetings, Training, &	MMUA CONFERENCE HOTEL -	\$340.84
060752	ELAN FINANCIAL SERVI	WATER FUND	WATER ADMINISTR	Meetings, Training, &	YODER HR TRAINING - SHRM	\$124.25
060752	ELAN FINANCIAL SERVI	SEWER FUND	SEWER ADMINISTR	Meetings, Training, &	ANNUAL WW TRNG HOTEL - K	\$249.48
060752	ELAN FINANCIAL SERVI	SEWER FUND	SEWER ADMINISTR	Meetings, Training, &	YODER HR TRAINING - SHRM	\$124.25
060752	ELAN FINANCIAL SERVI	SEWER FUND	SEWER ADMINISTR	Meetings, Training, &	WW SCHOOLING - PRIEBE - M	\$265.00
060752	ELAN FINANCIAL SERVICES					\$2,651.32
060765	MIDCO					
060765	MIDCO	ELECTRIC FUN	ELECTRIC ADMINIST	Telephone	PHONE/INTERNET	\$119.59
060765	MIDCO	WATER FUND	WATER ADMINISTR	Telephone	PHONE/INTERNET	\$183.59
060765	MIDCO	SEWER FUND	SEWER ADMINISTR	Telephone	INTERNET	\$270.39
060765	MIDCO					\$573.57
060767	MN DEPT OF COMMERCE-IND ASSMTS					
060767	MN DEPT OF COMMERC	ELECTRIC FUN	GENERATION & PO	Miscellaneous	2ND QTR FY '24 IND ASSMT-E	\$354.53
060767	MN DEPT OF COMMERC	ELECTRIC FUN	ELECTRIC ADMINIST	Energy Conservation	2ND QTR FY '24 IND ASSMT-CI	\$543.34
060767	MN DEPT OF COMMERCE-IND ASSMTS					\$897.87
060769	NEONLINK LLC					
060769	NEONLINK LLC	ELECTRIC FUN	ELECTRIC ADMINIST	Payment Processing E	PAYMENT PROCESSING	\$167.80
060769	NEONLINK LLC	WATER FUND	WATER ADMINISTR	Payment Processing E	PAYMENT PROCESSING	\$83.90

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CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
060769	NEONLINK LLC	SEWER FUND	SEWER ADMINISTR	Payment Processing E	PAYMENT PROCESSING	\$83.90
060769 NEONLINK LLC						\$335.60
060770 ODP BUSINESS SOLUTIONS LLC						
060770	ODP BUSINESS SOLUTI	ELECTRIC FUN	ELECTRIC ADMINIST	Office Supplies	OFFICE SUPPLIES	\$44.27
060770 ODP BUSINESS SOLUTIONS LLC						\$44.27
060772 VERIZON WIRELESS						
060772	VERIZON WIRELESS	ELECTRIC FUN	ELECTRIC ADMINIST	Telephone	CELL/IPAD	\$191.79
060772	VERIZON WIRELESS	WATER FUND	WATER ADMINISTR	Telephone	CELL/IPAD	\$53.30
060772	VERIZON WIRELESS	SEWER FUND	SEWER ADMINISTR	Telephone	CELL/IPAD	\$84.37
060772 VERIZON WIRELESS						\$329.46
060773 NORTHLAND FIRE PROTECTION LLC						
060773	NORTHLAND FIRE PROT	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	EXTINGUISHER INSPECTION &	\$92.00
060773	NORTHLAND FIRE PROT	ELECTRIC FUN	GENERATION & PO	Repair/Maint - Bldg &	EXTINGUISHER INSPECTION &	\$161.00
060773	NORTHLAND FIRE PROT	ELECTRIC FUN	ELECTRIC DISTRIBU	Truck Expense	EXTINGUISHER INSPECTION &	\$57.00
060773	NORTHLAND FIRE PROT	WATER FUND	WATER SUPPLY	Repair/Maint - Bldg &	EXTINGUISHER INSPECTION &	\$70.76
060773	NORTHLAND FIRE PROT	WATER FUND	WATER TREATMENT	Repair/Maint - Bldg &	EXTINGUISHER INSPECTION &	\$57.24
060773	NORTHLAND FIRE PROT	SEWER FUND	SEWER COLLECTION	Repair/Maint - Bldg &	EXTINGUISHER INSPECTION &	\$12.06
060773	NORTHLAND FIRE PROT	SEWER FUND	WASTEWATER TREA	Repair/Maint - Bldg &	EXTINGUISHER INSPECTION &	\$601.54
060773 NORTHLAND FIRE PROTECTION LLC						\$1,051.60
060774 ACE HARDWARE						
060774	ACE HARDWARE	WATER FUND	WATER TREATMENT	Repair/Maint - Bldg &	CHEMICAL PIPING	\$21.56
060774	ACE HARDWARE	WATER FUND	WATER DISTRIBUTI	Small Tools & Equipm	WATER SHUTOFF HEX SOCKET	\$18.99
060774 ACE HARDWARE						\$40.55
060776 ARAMARK						
060776	ARAMARK	SEWER FUND	WASTEWATER TREA	Other Operating Suppl	WWTP RUGS	\$118.72
060776 ARAMARK						\$118.72
060777 AUTO VALUE MORA						
060777	AUTO VALUE MORA	ELECTRIC FUN	ELECTRIC DISTRIBU	Truck Expense	BUCKET TRUCK HYDRO RPR &	\$216.20
060777	AUTO VALUE MORA	ELECTRIC FUN	ELECTRIC DISTRIBU	Truck Expense	TRUCK BATTERY	\$170.99
060777	AUTO VALUE MORA	SEWER FUND	QUAMBA COLLECTI	Lubricants & Additives	ANTIFREEZE	\$12.99
060777 AUTO VALUE MORA						\$400.18
060779 BORDER STATES ELECTRIC						
060779	BORDER STATES ELECT	ELECTRIC FUN	GENERATION & PO	Maint of Gen Equip	CONTACTOR & RELAYS FOR E	\$386.79
060779	BORDER STATES ELECT	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of Underground	GROUND WIRE	\$229.62
060779	BORDER STATES ELECT	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of Overhead Lin	GROUND WIRE	\$229.62
060779 BORDER STATES ELECTRIC						\$846.03
060781 CINTAS						
060781	CINTAS	ELECTRIC FUN	GENERATION & PO	Other Operating Suppl	MATS, MOPS	\$91.27
060781 CINTAS						\$91.27
060784 EAST CENTRAL ENERGY-ECE SERV						
060784	EAST CENTRAL ENERGY	ELECTRIC FUN	ELECTRIC DISTRIBU	ECE Services	LABOR & EQUIPMENT-AUGUST	\$10,571.19
060784	EAST CENTRAL ENERGY	ELECTRIC FUN	ELECTRIC DISTRIBU	ECE Services	TOLL FREE CHARGES-JULY	\$2.53
060784	EAST CENTRAL ENERGY	ELECTRIC FUN	ELECTRIC DISTRIBU	ECE Services	DISPATCH SERVICES-AUGUST	\$687.54
060784 EAST CENTRAL ENERGY-ECE SERV						\$11,261.26
060785 EAST CENTRAL ENERGY-ELECT						
060785	EAST CENTRAL ENERGY	SEWER FUND	SEWER LIFT STATIO	Electricity	ELECTRICITY	\$109.77

**CITY OF MORA  
CHECK LIST-PUC**

CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
060785	EAST CENTRAL ENERGY-ELECT					\$109.77
060787	FEDERATED COOP					
060787	FEDERATED COOP	SEWER FUND	WASTEWATER TREA	Repair/Maint - Bldg &	SHOP TOWELS	\$31.98
060787	FEDERATED COOP					\$31.98
060788	FERGUSON ENT POLLARDWATER					
060788	FERGUSON ENT POLLAR	SEWER FUND	SEWER LIFT STATIO	Repair/Maint - Bldg &	RUBBER GLOVES	\$246.91
060788	FERGUSON ENT POLLARDWATER					\$246.91
060789	FERGUSON WATERWORKS					
060789	FERGUSON WATERWOR	WATER FUND	WATER DISTRIBUTI	Repair/Maint - Bldg &	HYDRANT PARTS	\$3,319.32
060789	FERGUSON WATERWORKS					\$3,319.32
060790	FREEDOM MAILING SERVICES INC					
060790	FREEDOM MAILING SER	ELECTRIC FUN	ELECTRIC ADMINIST	Cust UB/Collection	BILL PROCESSING	\$515.03
060790	FREEDOM MAILING SER	WATER FUND	WATER ADMINISTR	Cust UB/Collection	BILL PROCESSING	\$257.53
060790	FREEDOM MAILING SER	SEWER FUND	SEWER ADMINISTR	Cust UB/Collection	BILL PROCESSING	\$257.53
060790	FREEDOM MAILING SERVICES INC					\$1,030.09
060791	GLENS TIRE OPERATIONS INC					
060791	GLENS TIRE OPERATIO	SEWER FUND	WASTEWATER TREA	Motor Fuels	WW MOWER TIRES	\$205.50
060791	GLENS TIRE OPERATIONS INC					\$205.50
060792	GOPHER STATE ONE-CALL INC					
060792	GOPHER STATE ONE-CA	ELECTRIC FUN	ELECTRIC DISTRIBU	Professional Services -	AUGUST LOCATES	\$109.62
060792	GOPHER STATE ONE-CA	WATER FUND	WATER DISTRIBUTI	Professional Services -	AUGUST LOCATES	\$109.62
060792	GOPHER STATE ONE-CA	SEWER FUND	SEWER COLLECTION	Professional Services -	AUGUST LOCATES	\$109.62
060792	GOPHER STATE ONE-CALL INC					\$328.86
060794	GRANITE WATER WORKS INC					
060794	GRANITE WATER WORK	WATER FUND	WATER DISTRIBUTI	Repair/Maint - Bldg &	ADJUSTING VALVE BOX	\$211.90
060794	GRANITE WATER WORK	SEWER FUND	SEWER COLLECTION	Repair/Maint - Bldg &	SEWER LIDS & ADJ RINGS	\$1,385.50
060794	GRANITE WATER WORKS INC					\$1,597.40
060796	HAWKINS INC					
060796	HAWKINS INC	WATER FUND	WATER TREATMENT	Chemicals	CHEMICALS	\$10.00
060796	HAWKINS INC					\$10.00
060797	HOME SERVE USA					
060797	HOME SERVE USA	WATER FUND		Leak Protection Premi	AUGUST SERVLIN PREMIUM	\$860.00
060797	HOME SERVE USA	SEWER FUND		Leak Protection Premi	AUGUST SERVLIN PREMIUM	\$913.00
060797	HOME SERVE USA					\$1,773.00
060798	JOHNSONS HARDWARE & RENTAL					
060798	JOHNSONS HARDWARE	ELECTRIC FUN	ELECTRIC DISTRIBU	Misc Distribution Exp	BEE FOAM	\$19.98
060798	JOHNSONS HARDWARE	ELECTRIC FUN	ELECTRIC DISTRIBU	Small Tools & Equipm	PLIERS W/ PULLER	\$28.99
060798	JOHNSONS HARDWARE & RENTAL					\$48.97
060800	KODIAK POWER SYSTEMS, INC					
060800	KODIAK POWER SYSTE	WATER FUND	WATER SUPPLY	Repair/Maint - Bldg &	WELL #5 GENERATOR STARTE	\$1,123.25
060800	KODIAK POWER SYSTEMS, INC					\$1,123.25
060801	KWIK TRIP - GAS PURCHASES					
060801	KWIK TRIP - GAS PURC	ELECTRIC FUN	ELECTRIC DISTRIBU	Truck Expense	FUEL	\$937.93
060801	KWIK TRIP - GAS PURC	WATER FUND	WATER DISTRIBUTI	Motor Fuels	FUEL	\$191.36
060801	KWIK TRIP - GAS PURC	SEWER FUND	SEWER COLLECTION	Motor Fuels	FUEL	\$717.56

**CITY OF MORA  
CHECK LIST-PUC**

CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
060801	KWIK TRIP - GAS PURC	SEWER FUND	WASTEWATER TREA	Motor Fuels	FUEL	\$247.70
060801	KWIK TRIP - GAS PURCHASES					\$2,094.55
060803	MCMASTER-CARR SUPPLY CO.					
060803	MCMASTER-CARR SUPP	ELECTRIC FUN	GENERATION & PO	Repair/Maint - Bldg &	POWER PLANT LIGHTBULBS	\$803.49
060803	MCMASTER-CARR SUPPLY CO.					\$803.49
060806	MN ENERGY RESOURCES CORP					
060806	MN ENERGY RESOURCE	ELECTRIC FUN	GENERATION & PO	Generation Exp	NATURAL GAS-GENERATION	\$661.10
060806	MN ENERGY RESOURCE	ELECTRIC FUN	GENERATION & PO	Natural Gas - Heat	NATURAL GAS-BOILER	\$573.64
060806	MN ENERGY RESOURCE	WATER FUND	WATER SUPPLY	Natural Gas - Heat	NATURAL GAS	\$26.78
060806	MN ENERGY RESOURCE	WATER FUND	WATER TREATMENT	Natural Gas - Heat	NATURAL GAS	\$26.78
060806	MN ENERGY RESOURCE	SEWER FUND	WASTEWATER TREA	Natural Gas - Heat	NATURAL GAS	\$69.95
060806	MN ENERGY RESOURCES CORP					\$1,358.25
060807	MTI DISTRIBUTING, INC					
060807	MTI DISTRIBUTING, IN	SEWER FUND	WASTEWATER TREA	Repair/Maint - Bldg &	MOWER TIRES	\$405.00
060807	MTI DISTRIBUTING, INC					\$405.00
060808	NORTHERN BALANCE & SCALE, INC					
060808	NORTHERN BALANCE &	SEWER FUND	WASTEWATER TREA	Professional Services -	SCALE & MICROSCOPE CALIB	\$308.00
060808	NORTHERN BALANCE & SCALE, INC					\$308.00
060809	OAK GALLERY & FRAME SHOP					
060809	OAK GALLERY & FRAME	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	LFG OIL SAMPLE SHIPPING	\$17.28
060809	OAK GALLERY & FRAME	WATER FUND	WATER DISTRIBUTI	Postage	LEAD & COPPER WATER SAMP	\$18.41
060809	OAK GALLERY & FRAME	SEWER FUND	SEWER ADMINISTR	Postage	ROOTSAW SHIPPING	\$16.79
060809	OAK GALLERY & FRAME SHOP					\$52.48
060810	OSLIN LUMBER					
060810	OSLIN LUMBER	SEWER FUND	WASTEWATER TREA	Repair/Maint - Bldg &	BLDG SCREWS	\$16.00
060810	OSLIN LUMBER					\$16.00
060811	OXYGEN SERVICE CO, INC					
060811	OXYGEN SERVICE CO, I	ELECTRIC FUN	GENERATION & PO	Repair/Maint - Bldg &	OXYGEN CYLINDER RENTAL	\$32.24
060811	OXYGEN SERVICE CO, I	ELECTRIC FUN	GENERATION & PO	Landfill Gen Exp	LFG NITROGEN CYLINDER REN	\$13.82
060811	OXYGEN SERVICE CO, I	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of Substation E	SUBST CYLINDER RENTAL	\$55.31
060811	OXYGEN SERVICE CO, I	WATER FUND	WATER DISTRIBUTI	Repair/Maint - Bldg &	CARB DIOX CYLINDER RENTAL	\$18.98
060811	OXYGEN SERVICE CO, INC					\$120.35
060813	QUALITY DISPOSAL					
060813	QUALITY DISPOSAL	ELECTRIC FUN	GENERATION & PO	Garbage Removal	GARBAGE	\$86.23
060813	QUALITY DISPOSAL	SEWER FUND	WASTEWATER TREA	Garbage Removal	GARBAGE	\$209.78
060813	QUALITY DISPOSAL					\$296.01
060815	RESCO					
060815	RESCO	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of Overhead Lin	OH LINE CONNECTORS	\$1,352.50
060815	RESCO					\$1,352.50
060816	RMB ENVIRONMENTAL LABS INC					
060816	RMB ENVIRONMENTAL	SEWER FUND	WASTEWATER TREA	Professional Services -	LAB TESTING	\$1,531.13
060816	RMB ENVIRONMENTAL LABS INC					\$1,531.13
060819	STAR QUALITY GLASS CORP					
060819	STAR QUALITY GLASS C	WATER FUND	WATER SUPPLY	Repair/Maint - Bldg &	WELL HOUSE #6 DOOR REPAI	\$200.00
060819	STAR QUALITY GLASS CORP					\$200.00

**CITY OF MORA  
CHECK LIST-PUC**

CHECK #	Search Name	Fund Descr	Dept Descr	Last Dim Descr	Comments	Amount
060820 TOTAL CONTROL SYSTEMS, INC.						
060820	TOTAL CONTROL SYSTE	WATER FUND	WATER TREATMENT	Repair/Maint - Bldg &	WTP POWER PACKS	\$639.39
060820	TOTAL CONTROL SYSTE	SEWER FUND	SEWER LIFT STATIO	Repair/Maint - Bldg &	LIFT STATION LEVEL INDICAT	\$1,101.43
060820 TOTAL CONTROL SYSTEMS, INC.						\$1,740.82
060821 USABLUEBOOK						
060821	USABLUEBOOK	ELECTRIC FUN	ELECTRIC ADMINIST	Cust UB/Collection	CUSTOMER DOOR KNOB CARD	\$98.38
060821	USABLUEBOOK	WATER FUND	WATER ADMINISTR	Cust UB/Collection	CUSTOMER DOOR KNOB CARD	\$98.39
060821 USABLUEBOOK						\$196.77
060823 VIKING ELECTRIC SUPPLY						
060823	VIKING ELECTRIC SUPP	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of St. Lights & S	UNION STR LIGHT BULBS	\$789.70
060823	VIKING ELECTRIC SUPP	ELECTRIC FUN	ELECTRIC DISTRIBU	Maint of St. Lights & S	UNION STR LIGHT BULBS RET	-\$315.88
060823 VIKING ELECTRIC SUPPLY						\$473.82
						\$559,882.73



MORA MUNICIPAL UTILITIES  
PUBLIC UTILITIES COMMISSION CHECK LIST

THE AUGUST - SEPTEMBER 2023 CLAIMS HAVE BEEN APPROVED FOR PAYMENT BY:

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CHAIRMAN

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COMMISSION MEMBER

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COMMISSION MEMBER

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COMMISSION MEMBER

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COMMISSION MEMBER

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SECRETARY



# MEMORANDUM

Date September 12, 2023  
To Public Utilities Commission  
From Joseph Kohlgraf- Public Work Director  
RE Hiring consideration of Journeyman Lineman

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## SUMMARY

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The PUC will review a recommendation to hire from the PUC Chair and members from the August 31<sup>st</sup>, 2023, interviews to fill the advertised position of Journeyman Lineman position.

## BACKGROUND INFORMATION

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Interviews for the position of Journeyman Lineman were completed on August 31<sup>st</sup>, 2023, to interview a candidate for the added position of Journeyman Lineman. The interview committee completed interviews and has made the recommendation to hire Dakota Winther as a Journeyman Lineman, to start at the scheduled salary Grade 12, Step G: \$87,256.00 with a start date of September 25<sup>th</sup>, 2023. Additional terms, conditions, and employment data may be found on the attached Conditional Offer of Employment Letter.

## OPTIONS & IMPACTS

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This is a position that will help the current staff to increase the efficiency and quantity of maintenance performed and help current staff achieve apprenticeship hours moving forward. This position will benefit the utilities moving forward toward on-call needs. This is a budgeted position.

## RECOMMENDATIONS

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Staff recommends the hire of Dakota Winther for the Journeyman Lineman Position, Grade 12, Step G.

*Attachments/* Conditional Offer of Employment Letter



**M E M O R A N D U M**

Date 9/18/2013  
To Public Utilities Commission  
From Glenn Anderson, Public Utilities General Manager  
Natasha Segelstrom, Administrative Services Director  
RE Utility Extension – Recovering Hope Treatment Center

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**SUMMARY**

Ray Ludowese, Chief Executive Officer of Recovering Hope Treatment Center speak to the Public Utilities Commission and discuss upcoming project and the PUC will discuss the impact to the utility.

*Attachments*  
None



# MEMORANDUM

Date: September 19, 2023  
To: Public Utilities Commission  
From: Mandi Yoder, Human Resource Director  
RE: Utility Billing Clerk I & II Duties Clarification

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## SUMMARY

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Staff asks for the Public Utilities Commission (PUC) to review the updated job descriptions and classifications for Jessica Bliss, Utility Billing Clerk I, and Jessica Gravening, Utility Billing Clerk II.

## BACKGROUND

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On August 21, the PUC tabled approval of the job descriptions of Utility Billing Clerk I, (Jessica Bliss) and Utility Billing Clerk II, (Jessica Gravening), to allow staff to review overlapping duties, clarify which duties Bliss and Gravening would perform regularly, and answer staff questions.

On September 8, 2023, Natasha Segelstrom, Jessica Bliss, Jessica Gravening, and Mandi Yoder met to review both job descriptions with the finance department coming to a general consensus of what would work for the department.

With no substantial changes made to UBC I job description, and two additions to the UBC II job description after the staff meeting, the original David Drown & Associates (DDA) response with the recommendation of UBC I (Bliss) to remain at the current classification of pay grade 8 and UBC II (Gravening) to move from a grade 6 to a grade 8, still holds true based on the scoring process practiced by DDA.

The UBC II position recommendation from grade 6, current step E at \$50,690, (2023 salary schedule) to a grade 8-A \$55,141 of the 2024 salary schedule, will be an approximate increase of \$4,451 or total increase of 9% which includes 3% COLA.

## OPTIONS & IMPACTS

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1. Approve both updated job descriptions and classifications as presented, to be effective January 2024, which would allow J. Bliss to spend more time in GIS.
2. Approve the updated UBC I (J. Bliss) job description and classification but maintain the existing UBC II (J. Gravening) classification and only update the job description per current duties, not absorbing UBC I duties. This would update both job descriptions to current status, however it would not make added time for Bliss to work on GIS.

**RECOMMENDATIONS**

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Option #1: For the Public Utilities Commission to consider making a MOTION to approve the updated job descriptions and classifications as presented for the Utility Billing Clerk I and Utility Billing Clerk II.

*Attachments*

*David Drown Associates Company Memo*

*Utility Billing Clerk I Job Description*

*Utility Billing Clerk II Job Description*

# Mora Municipal Utilities

## Position Description

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### UTILITY BILLING CLERK I

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Department:	Administration/Finance
Grade/Points Classification:	8/116
Reports to:	Administrative Services Director
FLSA Status:	Non-Exempt/Paid Hourly
Union or Non-union Position:	Non-union

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### OBJECTIVE

To perform accounting and clerical functions in support of Mora Municipal Utilities (MMU); including but not limited to customer service, utility billing, inventory, infrastructure recordkeeping using geospatial information systems (GIS), and coordination of field work.

### SUPERVISION RECEIVED

Employees working in this position usually work under general supervision and receive some instruction with respect to details of most assignments but are free to develop their own work sequences within established procedures, methods, and policies. They are often physically removed from their supervisor and are only subject to periodic supervisory checks.

### SUPERVISION EXERCISED

Position has no supervisory responsibilities. However, work direction is provided to the Utility Billing Clerk II position.

### ESSENTIAL FUNCTIONS

To perform this job successfully, the employee must report to work on a timely and regular basis and be able to perform each essential function satisfactorily. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be assigned.

1. Enter meter readings into software systems, performs a variety of calculations and adjustments, and prepares utility bills for mailing.
2. Sets up budget billing agreements, calculates, monitors, and evaluates regularly.
3. Process the shared duty of POS batch settlements, balances cash drawer, and makes deposits.
4. Post journal entries, process internet billing, point-of-sale (POS) and accounts receivables batches. Enter and post various entries into the accounting system.
5. Compile data and prepare reports on utility billing activity.
6. Serve as backup to set up payment agreements, collect on delinquent accounts, and perform additional steps required in the past-due utility collections process.
7. Establish new utility accounts and terminate utility accounts.
8. Work with field staff, dispatch crews to respond to requests for service and to perform service disconnects.
9. Maintain records of accounting transactions, compile data and prepare reports.
10. Provide clerical support to the City Administrator and Public Works Director, including typing, filing, organizing, returning calls, gathering data, mailing correspondence, performing research, handling special projects, and other general clerical duties as assigned.
11. Work with the public regarding municipal services, programs, regulations, and procedures, providing information as applicable via computer, mail, or facsimile.
12. Answer incoming telephone calls, transfer, or take messages as necessary.

# Mora Municipal Utilities

## Position Description

13. Process service applications and work orders for tracking new and changed utility services in geospatial information systems (GIS) software application and future outage management.
  14. Provide applications, forms, permits, and other documents according to standard procedures and City Code.
  15. Serve as backup to receive payments, review invoices or accounts, and process receipt entries in POS.
  16. File and maintain records according to the retention schedule.
  17. Record, compile, enter, and retrieve information, by hand or using computer.
  18. Using excellent customer service skills, establish and maintain effective working relationships with other employees and all members of the general public.
  19. Represent the City and department in a positive manner while on and off duty.
  20. Attend advisory committee, commission, public utility commission, and city council meetings as scheduled or requested.
  21. Reconcile monthly accounts receivable and bank statement for utility entries.
  22. Provide consumption and billing data to energy assistance agencies.
  23. Prepare and submit State, Federal, and various annual reports for utilities.
  24. Work with GIS to create and update graphics/visual representations in utility maps.
  25. Enter outages, edit and update database information in GIS.
  26. Document technical specifications or requirements, compile data, run queries, and prepare reports in GIS.
  27. Collaborate with others to resolve GIS technology issues.
  28. Train others in GIS computer interface and software use.
  29. Attend various committees, commission, public utility commission, and city council meetings as scheduled or requested.
  30. Attend workshops, seminars, or organization meetings to build upon own knowledge and skills to maintain compliance with Federal and State laws, rules, and regulations.
- Performs other related duties as assigned or apparent.

## MINIMUM QUALIFICATIONS

Two-year degree or certificate from college or technical school in accounting or other business-related field, plus three (3) years or more of related work experience; or

High school diploma or GED, with some additional training, plus six (6) or more years related experience; or

An equivalent combination of education and experience sufficient to perform the essential functions of the position.

Considerable experience with personal computers, including Microsoft Word and Excel, internet-based applications, e-mail, and point of sale software.

Valid Minnesota Class D driver's license required.

## PREFERRED QUALIFICATIONS

Experience with utility billing software, outage management system software, and geospatial information systems (GIS) software applications.

Customer service experience, preferably in a public sector setting.

## EQUIPMENT

# Mora Municipal Utilities

## Position Description

Computer, Microsoft Office software, printer, telephone, copier, fax, vehicle, and other job-related software and equipment.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **Knowledge of:**

- Department, building, and City/MMU policies, procedures, and practices.
- Microsoft Office software including Word, Excel, Publisher, and Outlook.
- Geospatial Information Systems software applications.
- General accounting principles and practices.
- General office procedures and basic bookkeeping and recordkeeping principles and practices.
- Modern office methods, procedures, and equipment.
- Alphabetizing, indexing, and filing methods.
- Collection techniques and processes.
- Problem solving and negotiation techniques.
- Accepted business letter writing formats.

#### **Skill in:**

- Reading, writing, and speaking English, clearly and persuasively in positive or negative situations, responding well to questions, and participating in meetings.
- Good interpersonal skills, including the ability to focus on solving conflict, not blaming; listening to others without interrupting, keeping emotions under control, and remaining open to others' ideas.
- Working as a team and contributing to building a positive team spirit.
- Typing at a rate of at least 40 words per minute and in using a 10-key calculator.
- Comparing and proofreading names, numbers, and other data accurately and rapidly.
- Computing charges, counting money, making change, and issuing receipts.
- Making accurate computations.
- Interviewing customers and negotiating payment arrangements.

#### **Ability to:**

- Develop and maintain effective working relationships with supervisors, staff, and members of the public. Ability to approach others in a tactful manner, react well under pressure, treat others with respect, keep commitments, work with integrity, and uphold organizational values.
- Adhere to the organization's management structure by respecting authority figures and conforming to the chain of command.
- Respond promptly and courteously to public requests for service and assistance, including dealing effectively with delinquent account holders.
- Complete utility billing tasks in a timely manner according to established policies and schedules.
- Show respect and sensitivity for cultural differences.
- To handle private and confidential information in an appropriate manner.
- Interpret questions from the public, provide satisfactory explanations, and resolve complaints.
- Write legibly.
- Organize, maintain, and update manual and electronic files and records.

# Mora Municipal Utilities

## Position Description

- Successfully operate utility billing and other essential software.
- Follow safety procedures, report potentially unsafe conditions, and use equipment and materials properly.
- Read and interpret written instructions and to carry-out oral and written directives.
- Prioritize responsibilities, use good judgment, and make independent decisions.
- Continuously build upon own knowledge and skills and share expertise with others.
- Demonstrate accuracy and thoroughness and to look for ways to continuously improve and promote quality. Ability to work in a timely manner and strive to increase productivity.
- Adapt to changes in the work environment, manage competing demands, delays, or unexpected events.
- Follow instructions, respond to management direction, and take responsibility for own actions.
- Accurately complete duties in a timely manner with constant daily interruptions.
- Work in/for other departments or divisions as needed, in addition to assigned department. This requires the ability to understand and maintain moderate knowledge of other department's operations.
- Work in stressful situations dealing with angry and upset customers.
- Make arithmetic computations and prepare statistical reports.
- Keep accurate financial records and accounts.

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The noise level in the work environment is usually moderate. Employees working in this position are subject to constant interruptions. Minimal travel is required. See the physical activity requirements sheet, attached.

## ADA CONSIDERATIONS

The City of Mora is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with a representative of the Human Resources Department.

10/22/19, 10/2021, 09/2023

The duties listed above are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## ACKNOWLEDGMENT

I have read the requirements for this position and am able to perform all essential functions and physical demands associated with this position.

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Print Name

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Date

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Signature

# City of Mora/Mora Municipal Utilities

## Position Description

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### UTILITY BILLING CLERK II

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Department:	Administration/Finance
Grade/Points Classification:	8.0/116
Reports to:	Administrative Services Director
FLSA Status	Non-Exempt/Paid Hourly
Union or Non-Union Position	Non-Union

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#### OBJECTIVE

This position will provide skilled support for city and utility services, which includes billing and payment receipt, customer service and general office duties, assisting and providing backup to the Utility Billing Clerk I.

#### SUPERVISION RECEIVED

The employee working in this position usually works under close supervision and receives instruction with respect to details of most assignments but is free to develop his/her own work sequences within established procedures, methods, and policies. The employee is often physically removed from his/her supervisor and is subject to periodic supervisory checks. Work direction may be provided by the Utility Billing Clerk I, in addition to supervisor.

#### SUPERVISION EXERCISED

Position has no supervisory responsibilities.

#### ESSENTIAL FUNCTIONS

To perform this job successfully, the employee must report to work on a timely and regular basis and be able to perform each essential function satisfactorily. The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be assigned.

1. Greets persons entering city hall, determines nature and purpose of visit, and directs visitor to specific destination, or answers questions and provides information.
2. Works with the public regarding municipal services, programs, regulations, and procedures, providing information as applicable via computer, mail, or facsimile.
3. Answers all incoming telephone calls, transfers or takes messages, as necessary.
4. Process service applications and work orders for tracking new and changed utility services for GIS mapping and future outage management.
5. Establish new utility accounts and terminates utility accounts.
6. Sets up payment agreements, calculates and collects on delinquent accounts, and performs additional steps required in past due utility collections process.
7. Verify and process receivable payments and enters data into accounting system, prepares reports, and maintains records in point-of-sale, fund accounting, and utility billing software on customers.
8. Transfers all utility receipt batches to fund accounting software in the correlating files.
9. Prepares file imports to the utility billing software for online bill pay processes.
10. Serves as backup to enter meter readings, calculate, and prepare utility bills for mailing.
11. Provides applications, forms, permits, and other documents according to standard procedures and City Code; creates invoices for, files, and maintains Right-of-Way and Street Opening Permit applications.

# City of Mora/Mora Municipal Utilities

## Position Description

12. Creates the city newsletter and prepares for publication.
  13. Performs duties such as taking care of bulletin board and managing the lobby area.
  14. Assists in ordering office and operating supplies.
  15. Assists in maintaining or arranging for maintenance of office equipment.
  16. Receives, sorts, and distributes incoming mail, packages, and other deliveries.
  17. Works with field staff, dispatches crews to requests for service and to perform service disconnects.
  18. Prepares reports on utility billing activity as needed.
  19. Reconcile monthly accounts receivable and bank statement for utility services.
  20. Reconcile monthly Minnesota Lottery bank statement, perform weekly audit of MN Lottery inventory, sales and ticket returns, balance weekly audits to monthly statements.
  21. Provide consumption and billing data to energy assistance agencies.
  22. Prepares and submits State, Federal, and various annual reports.
  23. Files and maintains records according to the retention schedule.
  24. Records, compiles, enters, and retrieves information, by hand or using computer.
  25. Performs general office support services and clerical support to the City Administrator and Public Works Director, including typing, filing, organizing, returning calls, gathering data, mailing correspondence, performing research, handling special projects, and other duties as requested.
  26. Enters outages into the GIS software.
  27. Manages the electric rebate program.
  28. Invoice for bulk water sales.
  29. Performs special assessment searches, compiles data, and prepares invoices accordingly.
  30. Uses excellent customer service skills, establishes and maintains effective working relationships with other employees and all members of the general public.
  31. Updates the website as needed.
  32. Creates notifications for Facebook publications as directed.
  33. Represents the City and department in a positive manner while on and off duty.
  34. Attends various committee, commission, public utility commission, and city council meetings as scheduled or requested.
- Performs other related duties as assigned or apparent.

### **MINIMUM QUALIFICATIONS**

Two-year degree or certificate from college or technical school in accounting or other business-related field, plus one (1) year or more of related work experience; or

High school diploma or GED, with some additional training, plus six (6) or more years related experience; or

An equivalent combination of education and experience sufficient to perform the essential functions of the position.

Considerable experience with personal computers, including Microsoft Word and Excel, internet-based applications, email, and point of sale software.

Valid Minnesota Class D driver's license required.

### **PREFERRED QUALIFICATIONS**

Experience with Banyon Data Systems utility billing software or other utility billing software.

Customer service experience, preferably in a public sector setting.

# City of Mora/Mora Municipal Utilities

## Position Description

### **EQUIPMENT**

Computer, Microsoft Office software, printer, telephone, copier, fax, digital camera, vehicle, and other job-related software and equipment.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

The requirements listed below are representative of the knowledge, skill, and/or ability required.

#### **Knowledge of:**

- Department, building, and City/Utility policies, procedures, and practices.
- Microsoft Office software including Word, Excel, Publisher, and Outlook.
- General accounting principles and practices.
- General office procedures and basic bookkeeping and recordkeeping principles and practices.
- Modern office methods, procedures, and equipment.
- Alphabetizing, indexing, and filing methods.

#### **Skill in:**

- Reading, writing, and speaking English, clearly and persuasively in positive or negative situations, responding well to questions, and participating in meetings.
- Excellent interpersonal skills, including the ability to focus on solving conflict, not blaming; listening to others without interrupting, keeping emotions under control, and remaining open to others' ideas.
- Working as a team and contributing to building a positive team spirit.
- Typing at a rate of at least 40 words per minute and in using a 10-key calculator.
- Comparing and proofreading names, numbers, and other data accurately and rapidly.
- Computing charges, counting money, making change, and issuing receipts.

#### **Ability to:**

- Develop and maintain effective working relationships with supervisors, staff, and members of the public. Ability to approach others in a tactful manner, maintain composure in stressful situations, treat others with respect, keep commitments, meet deadlines, work with integrity, and uphold organizational values.
- Adhere to the organization's management structure by respecting authority figures and conforming to the chain of command.
- Respond promptly and courteously to public requests for service and assistance, including dealing effectively with delinquent account holders.
- Show respect and sensitivity for cultural differences.
- Handle private and confidential information in an appropriate manner.
- Interpret questions from the public, provide satisfactory explanations, and resolve complaints.
- Organize, maintain, and update manual and electronic files and records.
- Successfully operate utility billing and other essential software.
- Follow safety procedures, report potentially unsafe conditions, and use equipment and materials properly.
- Read and interpret written instructions and carry-out oral and written directives.
- Prioritize responsibilities, use good judgment, and make independent decisions.
- Continuously build upon own knowledge and skills and share expertise with others.
- Demonstrate accuracy and thoroughness and to look for ways to continuously improve and promote quality. Ability to work in a timely manner and strive to increase productivity.

# City of Mora/Mora Municipal Utilities

## Position Description

- Adapt to changes in the work environment, manage competing demands, delays, or unexpected events.
- Communicate effectively, both orally and in writing, and resolve disagreements and concerns.
- Follow instructions, respond to management direction, and take responsibility for own actions.
- Accurately complete duties in a timely manner with constant daily interruptions.
- Work under stressful situations dealing with angry and upset customers.
- Work in/for other departments or divisions as needed, in addition to assigned department. This requires the ability to understand and maintain moderate knowledge of other department's operations.

## WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

The noise level in the work environment is usually moderate. Employees working in this position are subject to constant interruptions. Minimal travel is required. See the physical activity requirements sheet, attached.

## ADA CONSIDERATIONS

The City of Mora is an equal opportunity employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with a representative of the Human Resources Department.

Updated: 12/09/19, 09/16/20, 10/2021, 04/26/2023, 09/08/2023

The duties listed above are intended as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment of the position. The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

## ACKNOWLEDGMENT

I have read the requirements for this position and am able to perform all essential functions and physical demands associated with this position.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Date

\_\_\_\_\_  
Signature



**DDA**

**Human Resources, Inc.**  
*a David Drown Associates Company*

**TO: MANDI YODER, HUMAN RESOURCES DIRECTOR**

**FROM: DR. TESSIA MELVIN, DDA MANAGEMENT CONSULTANT**

**DATE: AUGUST 14, 2023**

**SUBJECT: CLASSIFICATIONS OF UBC I AND UBC II**

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After review of the current job descriptions and the proposed job description changes, the City's classification system, I would evaluate the positions to be both a Grade 8. While the UBC I essential duties shifted with more GIS map updating, the UBC II increased with more monthly account balancing.

Dr. Tessia Melvin, DDA Management Consultant

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