

Message

From: John Brown [/O=TOC/OU=EXCHANGE ADMINISTRATIVE GROUP (FYDIBOHF23SPDLT)/CN=RECIPIENTS/CN=JBROWN]
Sent: 4/21/2016 1:39:20 PM
To: 'Carolyn Young' [carolyn.young@powerstream.ca]; Marjory Leonard [/O=TOC/OU=First Administrative Group/cn=Recipients/cn=mleonard]
CC: Dianne Petrucci [dianne.petrucci@powerstream.ca]; Vinay Mehta [vinay.mehta@powerstream.ca]; Brian Bentz [brian.bentz@powerstream.ca]
Subject: RE: Shared services and Collus Solutions

Carolyn,

Can you be the direct contact please on these matters please.

Thanks ,

John.

From: Carolyn Young [mailto:carolyn.young@powerstream.ca]
Sent: Thursday, April 21, 2016 12:29 PM
To: Marjory Leonard
Cc: John Brown; Dianne Petrucci; Vinay Mehta; Brian Bentz
Subject: RE: Shared services and Collus Solutions

Dianne Petrucci is helping me from a financial standpoint and we will discuss the issues you mentioned below with Vinay and Cindy and either her or I will get back to you.

Thx,
Carolyn

From: Marjory Leonard [mailto:mleonard@collingwood.ca]
Sent: April-20-16 4:18 PM
To: Carolyn Young
Cc: John Brown; Dianne Petrucci; Vinay Mehta; Brian Bentz
Subject: RE: Shared services and Collus Solutions

Carolyn, I have no problem receiving an invoice from PowerStream for 1/12th of \$260,000 with a catch up however the basis for the \$260,000 figure included both GIS and IT services so there is no need to invoice us separately.

Also we have received additional shared services invoices for January which I have reviewed, questioned and received satisfactory replies to all but one item that Solutions is billing us for. The item in question is Glen McAllister's cell phone charge. The response I received from Cindy when we asked was:

Glen McAllister is the supervisor for billing and collections. He deals with escalated collection calls. I removed 100% of my cell phone already and I do continue to handle escalated calls, which includes collections of water and wastewater. Billing and collecting issues often extend well outside of normal business hours and while we are out of office attending to other matters or away from our desk. For \$23.14 you are receiving good value to ensure appropriate handling of calls.

First, I believe that the increase in "burden" from 1.45 to 1.48 should be sufficient to cover this cost; second, I do not believe that they continue to deal with customers "well outside of normal business hours"; and, finally, there should be absolutely no problem dealing with the collection of water/wastewater accounts since they can be added directly to taxes. If there are problems collecting from tenants it would be appreciated if the Town was informed so we could take appropriate action at the Council level.

The next item I feel that we have been overcharged for is the Sensus Monitoring (I have attached the most recent invoice). Please note that they have included an “overhead allocation” charge. I would also note that, while the Town does use the TGB installation on the Collingwood Terminals building and the Water Tower for reading 861 water meters, Collus does not pay any rent to the Town nor do they make any contribution toward the upkeep or operation of these facilities.

I realize these are small dollar amounts but we have never been privy to any of this information in the past and we have no idea how many items would have or should have been questioned.

From: Carolyn Young [<mailto:carolyn.young@powerstream.ca>]

Sent: Wednesday, April 20, 2016 2:24 PM

To: Marjory Leonard

Cc: John Brown; Dianne Petrucci; Vinay Mehta; Brian Bentz

Subject: FW: Shared services and Collus Solutions

Hi Marjory,

Sorry I am so late getting back to you but I needed to coordinate with both Vinay and Brian. I have spoken to Brian Bentz about the invoicing issue you raised below. I believe John Brown and Brian have agreed that the start date of full water/waste water billing services will start Jan 1, 2016. PowerStream will be sending an invoice on a monthly basis (with a catch-up bill to date) for 1/12th of the \$260,000 contract price. This would keep the cash flow going to Collus/PS until such time as a contract is in place and a final true up is done by the independent audit firm.

The issue of how “other services” would be charged that show up on the invoice as I understand they are not part of the \$260,000 negotiated. The other services would be IT and GIS services (and a few months of Service centre expenses which I believe from discussion with Cindy have now been discontinued).

We are suggesting that we bill separately for the “other services– Service Centre, GIS and IT” that are not related to water/waste water billing and collection activities at the current hourly rate indicated on the Collus solutions invoices until such time as the agreement covers all these services appropriately.

Let me know if you have any concerns, otherwise we will prepare an invoice from PowerStream to the City of Collingwood to cover these costs.

Thanks,
Carolyn Young

From: Marjory Leonard [<mailto:mleonard@collingwood.ca>]

Sent: April-01-16 10:20 AM

To: Carolyn Young

Cc: John Brown

Subject: Shared services and Collus Solutions

Hi Carolyn,

I have attached the invoices we received from Collus Solutions for the months of February and March.

I will repeat my concerns as noted in my email of March 16th. The “backup” information we received is not sufficient for me to authorize paying the invoice and it is not sufficient verification for audit proof nor will it be of any help when we provide information to the nationally recognized accounting firm to prepare the “Service Fee Recommendation Report”.

I would suggest that the following information be requested from Cindy for this and all subsequent invoices. This information should be shared with PowerStream and the Town:

1. QTY:

Solutions is using a QTY rate of 1.48 for 2016. This was 1.45 in 2015. I believe this to be the “burden” amount that is continually referenced.

 - What is included in this rate?
 - Why has this rate increased 3% when the Canadian inflation rate was 1.6 for 2015 and the Provincial rate was 1.9?
 - Does this rate include:
 - o OMERS premiums - I don't think this would be considered as part of the “market conditions” in the Town of Collingwood
 - o Payment for the home internet services for Cindy Shuttleworth, Pam Hogg and Larry Irwin?
2. Billing Expense:
 - Who/how many people are involved in billing?
 - Is the 130.56 hrs the actual hours worked on water/wastewater?
 - If so, then what were the total number of hours the people who charged time to this account worked in the month of January?
 - An explanation/description of the work done/service provided by employee?
3. Collecting Expense:
 - Who/how many people are involved in collecting?
 - Is the 36.80 hrs the actual hours worked on water/wastewater?
 - If so, then what were the total number of hours the people who charged time to this account worked in the month of January?
 - How many of the “collection” services were for tenants as opposed to property owners?
4. Management Expense:
 - Who/how many people are involved?
 - Why did “Management” continue to work or charge time to water when the shared services agreement expired at December 31st without first checking with the client to see if those services were required?
 - We need an explanation/description of the work done/service provided by employee.
5. Supervision, Accounting & Reporting:
 - Who/how many people are involved?
 - Is the 138.88 hrs the actual hours worked on water/wastewater?
 - If so, then what were the total number of hours the people who charged time to this account worked in the month of January?
 - Why did the staff or why did management direct the staff to continue to work or charge time to water when the shared services agreement expired at December 31st without first checking with the client to see if those services were required?
 - We need an explanation/description of the work done/service provided by employee.
 - We need copies of the reports that were prepared.
6. Service Centre:
 - Who or what is this?
 - We need an explanation/description of the work done/service provided by employee.

In addition to the above backup information the Town requires, on a monthly basis, the “Statistics Report” from the Harris billing system for Water Charges and for Wastewater Charges. This is in order to verify our revenues.

Thank you

**Marjory Leonard**

Treasurer

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