INDIANOLA MUNICIPAL UTILITIES

IMU

Electric • Communications • Water

IMU Board of Trustees of the
Electric, Water and Communications Utilities
October 12, 2020
City Hall Council Chambers
5:30 p.m.

Agenda

1. Call to Order

2. Roll Call

3. Public Comments

4. Consent Agenda

   A. Claims for September 30 and October 12, 2020.

   B. September 28, 2020 Minutes.

5. Electric Utility Informational Items

6. Water Utility Informational Items

7. Communications Utility Informational Items

8. Combined Electric, Water and Communications Utilities Action Items

   A. Resolution approving the purchase of a telecommunications system for Indianola Municipal Utilities.

9. Combined Electric, Water and Communications Utilities Informational Items

10. Other Business

A. Enter into closed session in accordance with Iowa Code Section 21.5 (1)(c) to discuss strategy with legal counsel in matters that are presently in litigation or where litigation is imminent and where its disclosure would be likely to prejudice or disadvantage the government.

B. Enter into closed session in accordance with Iowa Code Section 21.5 (1)(i) to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

11. Adjourn

IMU Regular Downstairs **4. A.**

Meeting Date: 10/12/2020

Information

Subject

Claims for September 30 and October 12, 2020.

Information

Fiscal Impact

Attachments

Claims 0930
Customer Refunds
Claims 1012

AP Check Preview

Date Range: All Dates

Indianola Municipal Utilities

Wednesday, September 30, 2020
8:36:23 AM

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
Account To Be Paid From	**0000-10120-999**								
Avesis Third Party Administrators Inc - VEND-1108									
10/1/2020	0920 Premiums	Net 30	251.38	0.00	15.00	251.38	251.38	2539352	BL-3748
						251.38	**251.38**		
Brick Gentry P.C. - VEND-1004									
10/25/2020	Legal service fees	Net 30	1,560.00	0.00	15.00	1,560.00	1,560.00	335978	BL-3750
						1,560.00	**1,560.00**		
Iowa Dept Of Revenue - VEND-1117									
10/23/2020	EFT Taxes	Net 30	42,466.86	0.00	15.00	42,466.86	42,466.86	1-19-000582	BL-3749
						42,466.86	**42,466.86**		
Metlife - Group Benefits - VEND-1109									
10/28/2020	Acct #5945869	Net 30	1,862.72	0.00	15.00	1,862.72	1,862.72	0920 Premiums	BL-3746
						1,862.72	**1,862.72**		
Mutual Of Omaha - VEND-1107									
9/20/2020	0920 Premiums	Net 30	1,359.22	0.00	15.00	1,359.22	1,359.22	001116454146	BL-3747
						1,359.22	**1,359.22**		
		Check Count: **5**			Totals:	**$47,500.18**	**$47,500.18**		

Accounts Payable Check Register

Indianola Municipal Utilities

Date Range: 10/01/2020 to 10/09/2020

Friday, October 9, 2020
9:40:45 AM

Date	Check Number	Payee	Memo	Status	Method	Payment
0000-10120-999 - Cash - IMU Checking						
10/08/2020	211369	G&L Real Estate - VEND-1141 - BL-3779		Outstanding	Check	25.46
10/08/2020	211370	Wendy Scharlau - VEND-1141 - BL-3857		Outstanding	Check	3,618.06
Count from Cash - IMU Checking			**2**	**Total Payments made from Cash - IMU Checking**		**3,643.52**

AP Check Preview

Date Range: All Dates

Indianola Municipal Utilities

Friday, October 9, 2020
9:24:18 AM

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
Account To Be Paid From	**0000-10120-999**								
AGRILAND FS INC - VEND-48228									
10/2/2020	GY Deluxe	Open Terms	159.92	0.00	0.00	159.92	159.92	91015184	BL-3808
						159.92	**159.92**		
AUTOMATIC SYSTEMS CO. - VEND-51495									
9/23/2020	Work on equipment	Open Terms	1,565.00	0.00	0.00	1,565.00	1,565.00	34569S	BL-3809
						1,565.00	**1,565.00**		
Bear Communications - VEND-1098									
10/6/2020	Service installs	Net 30	3,680.29	0.00	15.00	3,680.29	3,680.29	09122020	BL-3824
10/13/2020	Service installs	Net 30	11,855.50	0.00	15.00	11,855.50	11,855.50	09192020	BL-3825
10/20/2020	Service installs	Net 30	15,251.46	0.00	15.00	15,251.46	15,251.46	09262020	BL-3826
9/2/2020	Bore work	Net 30	3,000.00	0.00	15.00	3,000.00	3,000.00	IMU02	BL-3827
10/5/2020	Service installs	Net 30	4,223.50	0.00	15.00	4,223.50	4,223.50	09052020	BL-3822
						38,010.75	**38,010.75**		
Big Ten Network - VEND-1096									
10/17/2020	Exp basic	Net 30	1,640.25	0.00	15.00	1,640.25	1,640.25	S11474	BL-3823
						1,640.25	**1,640.25**		
Border States Industries Inc - VEND-1070									
11/4/2020	Capacitor Bank Oil Switches	Net 30	1,291.81	0.00	15.00	1,291.81	1,291.81	920806722	BL-3859
10/23/2020	Annual Meter Testing	Net 30	6,690.00	0.00	15.00	6,690.00	6,690.00	70691777	BL-3766
						7,981.81	**7,981.81**		
Casual Rags - VEND-1006									
10/25/2020	FR Shirts	Net 30	508.25	0.00	15.00	508.25	508.25	153638	BL-3767
						508.25	**508.25**		
Cedar Falls Utilities - VEND-1045 - BL-3828									
10/31/2020	Labor and rack space	Net 30	6,227.81	0.00	15.00	6,227.81	6,227.81	90990	BL-3828
						6,227.81	**6,227.81**		
CHEMTREAT INC - VEND-8300									
9/23/2020	P8141E.55	Open Terms	4,154.69	0.00	0.00	4,154.69	4,154.69	CIN010034458	BL-3876
						4,154.69	**4,154.69**		
Cintas Corporation - VEND-1007									

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
11/5/2020	First aid supplies	Net 30	74.43	0.00	15.00	74.43	74.43	5034093719	BL-3868
9/26/2020	First aid supplies	Net 30	43.02	0.00	15.00	43.02	43.02	5027857335	BL-3829
10/18/2020	First aid supplies	Net 30	153.75	0.00	15.00	153.75	153.75	8404813348	BL-3768
						271.20	**271.20**		
City Of Indianola - VEND-1008 - BL-3769									
10/31/2020	Shared services	Net 30	90,189.83	0.00	15.00	90,189.83	90,189.83	2643 Oct 2020	BL-3769
						90,189.83	**90,189.83**		
City Of Indianola - VEND-1008 - BL-3872									
11/5/2020	3rd Qtr20 Franchise Fees	Net 30	12,151.57	0.00	15.00	12,151.57	12,151.57	3rd Qtr20 Franchise Fees	BL-3872
						12,151.57	**12,151.57**		
CROSSROADS MOBILE MAINTENANCE - VEND-102507									
9/26/2020	Unit 28 Repair	Open Terms	1,033.72	0.00	0.00	1,033.72	1,033.72	202S2175	BL-3770
						1,033.72	**1,033.72**		
DES PLANQUES, CHRIS - VEND-101766									
10/11/2020	1020 Mobile Device	Open Terms	75.00	0.00	0.00	75.00	75.00	1020 Mobile Device	BL-3763
						75.00	**75.00**		
DNR - VEND-1167									
11/4/2020	Annual water use fee	Net 30	95.00	0.00	15.00	95.00	95.00	1515	BL-3810
						95.00	**95.00**		
Dust Pros Janitorial - VEND-1011									
10/20/2020	0920 Cleaning fiber dept	Net 30	856.00	0.00	15.00	856.00	856.00	2274	BL-3831
10/20/2020	0920 Cleaning	Net 30	1,305.40	0.00	15.00	1,305.40	1,305.40	2276	BL-3771
10/20/2020	Cleaning supplies	Net 30	153.54	0.00	15.00	153.54	153.54	2277	BL-3772
11/4/2020	0920 Cleaning water plant	Net 30	180.00	0.00	15.00	180.00	180.00	2281	BL-3875
						2,494.94	**2,494.94**		
Dylan Michelsen - VEND-1180									
11/9/2020	1020 Mobile Device	Net 30	75.00	0.00	15.00	75.00	75.00	1020 Mobile Device	BL-3760
						75.00	**75.00**		
Fox Sports Midwest - VEND-1097									
10/29/2020	Exp basic	Net 30	3,936.60	0.00	15.00	3,936.60	3,936.60	S09493	BL-3867

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
						3,936.60	**3,936.60**		
Fuse Technic LLC - VEND-1012									
10/31/2020	Consulting	Net 30	1,950.00	0.00	15.00	1,950.00	1,950.00	FT20201001002	BL-3832
						1,950.00	**1,950.00**		
G & G Lawn Care - VEND-1135									
10/24/2020	Burn down/razor burn	Net 30	48.15	0.00	15.00	48.15	48.15	16789	BL-3773
10/24/2020	Spraying W IA Substation	Net 30	96.30	0.00	15.00	96.30	96.30	16791	BL-3774
10/24/2020	Spray west side substation	Net 30	144.45	0.00	15.00	144.45	144.45	16790	BL-3775
10/24/2020	Spraying E IA facility	Net 30	192.60	0.00	15.00	192.60	192.60	16788	BL-3776
10/24/2020	Spraying plant area	Net 30	48.15	0.00	15.00	48.15	48.15	16787	BL-3777
						529.65	**529.65**		
GRAYMONT WESTERN LIME INC - VEND-101387									
10/7/2020	High calcium quicklime	Open Terms	4,506.60	0.00	0.00	4,506.60	4,506.60	156899	BL-3878
						4,506.60	**4,506.60**		
Hearst Television Inc - VEND-1131									
11/5/2020	KCCI	Net 30	4,673.76	0.00	15.00	4,673.76	4,673.76	351626	BL-3838
						4,673.76	**4,673.76**		
Hubbell Homes - VEND-1141 - BL-3879									
11/7/2020	CreditRefund	Net 30	168.32	0.00	15.00	168.32	168.32	00039788-2	BL-3879
						168.32	**168.32**		
ImOn Communications LLC - VEND-1072									
10/30/2020	Regulatory and billing notes	Net 30	6,806.72	0.00	15.00	6,806.72	6,806.72	INV0033321	BL-3833
						6,806.72	**6,806.72**		
IMU - VEND-8629									
10/2/2020	2 months utilities	Open Terms	785.64	0.00	0.00	785.64	785.64	10055669	BL-3778
						785.64	**785.64**		
Infomax Office Systems Inc - VEND-1013									
10/25/2020	Copier contract	Net 30	835.50	0.00	15.00	835.50	835.50	27872456	BL-3765
						835.50	**835.50**		
Innovative Systems - VEND-1048 - BL-3811									
11/4/2020	Deferred utility billing and financials use softwa	Net 30	8,680.56	0.00	15.00	8,680.56	8,680.56	51040	BL-3811

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
						8,680.56	**8,680.56**		
Innovative Systems - VEND-1048 - BL-3812									
11/4/2020	Software and October maintanance fee	Net 30	13,755.00	0.00	15.00	13,755.00	13,755.00	51039	BL-3812
						13,755.00	**13,755.00**		
Innovative Systems - VEND-1048 - BL-3813									
11/1/2020	0920 Utility bills	Net 30	5,013.31	0.00	15.00	5,013.31	5,013.31	50964	BL-3813
						5,013.31	**5,013.31**		
Innovative Systems - VEND-1048 - BL-3834									
11/4/2020	4th Qtr 2020 ACS Fees	Net 30	1,500.00	0.00	15.00	1,500.00	1,500.00	51088	BL-3834
						1,500.00	**1,500.00**		
Iowa Dept Of Revenue - VEND-1117									
11/4/2020	3rd Qtr 2020 EL use tax	Net 30	222.72	0.00	15.00	222.72	222.72	3rd Qtr 2020 EL Use Tax	BL-3814
						222.72	**222.72**		
Iowa One Call - VEND-1015									
10/18/2020	Locates	Net 30	313.20	0.00	15.00	313.20	313.20	225515	BL-3835
10/18/2020	Locates	Net 30	606.60	0.00	15.00	606.60	606.60	225516	BL-3780
10/18/2020	Locates	Net 30	597.60	0.00	15.00	597.60	597.60	224876	BL-3781
						1,517.40	**1,517.40**		
Iowa Utilities Board - VEND-1016									
3/8/2020	IUB/OCA 2020 2nd Qtr Assessment	Net 30	120.00	0.00	15.00	120.00	120.00	50850	BL-3785
						120.00	**120.00**		
JMK LAWNCARE - VEND-102101									
7/31/2020	0720 Mowing-IMU Office	Open Terms	105.00	0.00	0.00	105.00	105.00	0720 Mowing-IMU Office	BL-3788
						105.00	**105.00**		
John Deere Financial - VEND-1106									
10/24/2020	Multi use acct #36105-20385	Net 30	7.29	0.00	15.00	7.29	7.29	2993808	BL-3787
11/1/2020	Multi use acct #36105-20385	Net 30	16.98	0.00	15.00	16.98	16.98	2998510	BL-3815
						24.27	**24.27**		
KELLER'S GARAGE - VEND-102525									
10/1/2020	Work on 2008 Ford F150	Open Terms	304.62	0.00	0.00	304.62	304.62	18839	BL-3816

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
7/28/2020	2013 Ford F150 brake repairs	Open Terms	262.89	0.00	0.00	262.89	262.89	18466	BL-3789
						567.51	**567.51**		
KNIA/KRLS - VEND-1090									
10/27/2020	Package	Net 30	81.75	0.00	15.00	81.75	81.75	20090401	BL-3843
10/27/2020	:30 Spots	Net 30	550.80	0.00	15.00	550.80	550.80	20090400	BL-3844
						632.55	**632.55**		
Kurt Gocken - VEND-1023									
11/9/2020	1020 Mobile Device	Net 30	75.00	0.00	15.00	75.00	75.00	1020 Mobile Device	BL-3757
						75.00	**75.00**		
Kurt Ripperger - VEND-1025									
11/9/2020	1020 Mobile Device	Net 30	75.00	0.00	15.00	75.00	75.00	1020 Mobile Device	BL-3758
						75.00	**75.00**		
LONGER, CHRIS - VEND-34025									
10/11/2020	1020 Mobile Device	Open Terms	75.00	0.00	0.00	75.00	75.00	1020 Mobile Device	BL-3761
						75.00	**75.00**		
Marquee Sports Network - VEND-1165									
11/5/2020	0920 Expanded Basic	Net 30	2,332.07	0.00	15.00	2,332.07	2,332.07	0920 Expanded Basic	BL-3836
						2,332.07	**2,332.07**		
Mason & Flo Ouderkirk Rental - VEND-1141 - BL-3880									
11/7/2020	CreditRefund	Net 30	53.11	0.00	15.00	53.11	53.11	00021554-3	BL-3880
						53.11	**53.11**		
McCoy Hardware Inc - VEND-1035									
10/28/2020	Battery	Net 30	9.89	0.00	15.00	9.89	9.89	A459874	BL-3817
						9.89	**9.89**		
METCALF, MIKE - VEND-34230									
10/11/2020	1020 Mobile Device	Open Terms	75.00	0.00	0.00	75.00	75.00	1020 Mobile Device	BL-3762
						75.00	**75.00**		
MH EQUIPMENT - VEND-103149									

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
9/24/2020	Service on small forklift	Open Terms	167.33	0.00	0.00	167.33	167.33	21DI73	BL-3862
9/24/2020	Service on large forklift	Open Terms	367.25	0.00	0.00	367.25	367.25	21DH70	BL-3863
						534.58	**534.58**		
Mid American Energy Co - VEND-1018									
10/18/2020	Gas at 1300 E Iowa Bldg B	Net 30	12.13	0.00	15.00	12.13	12.13	504026292	BL-3821
10/18/2020	Gas at 110 S B St	Net 30	12.13	0.00	15.00	12.13	12.13	504047421	BL-3845
10/21/2020	Gas at 111 S Buxton	Net 30	12.13	0.00	15.00	12.13	12.13	504119489	BL-3846
10/18/2020	Gas at 210 W 2nd	Net 30	15.32	0.00	15.00	15.32	15.32	504065149	BL-3790
10/18/2020	Gas at municipal plant	Net 30	225.86	0.00	15.00	225.86	225.86	504047534	BL-3791
10/18/2020	Gas at 1300 E Iowa Bldg A	Net 30	12.89	0.00	15.00	12.89	12.89	504033957	BL-3792
						290.46	**290.46**		
Midwest Alarm Services - VEND-1116									
10/21/2020	Service call travel and labor	Net 30	1,947.94	0.00	15.00	1,947.94	1,947.94	331839	BL-3847
						1,947.94	**1,947.94**		
MUNICIPAL SUPPLY INC - VEND-35810									
9/29/2020	Macro coup and repair clamp	Open Terms	804.35	0.00	0.00	804.35	804.35	0776281-IN	BL-3818
9/29/2020	Omni 20'	Open Terms	325.00	0.00	0.00	325.00	325.00	0776280-IN	BL-3819
9/22/2020	4" Macro coup	Open Terms	227.50	0.00	0.00	227.50	227.50	0775517-IN	BL-3794
						1,356.85	**1,356.85**		
National Cable Television Cooperative, Inc. - VEND-1095									
10/29/2020	October 2020	Net 30	37,048.47	0.00	15.00	37,048.47	37,048.47	20090737	BL-3837
						37,048.47	**37,048.47**		
Nexstar Broadcasting, Inc - VEND-1092									
11/5/2020	WHO	Net 30	4,119.50	0.00	15.00	4,119.50	4,119.50	351124	BL-3839
11/5/2020	WGN	Net 30	269.73	0.00	15.00	269.73	269.73	350489	BL-3840
						4,389.23	**4,389.23**		
Nyhart - VEND-1198									
10/30/2020	GASB 75 OPEB report FYE 063020	Net 30	1,225.00	0.00	15.00	1,225.00	1,225.00	0162713	BL-3870
						1,225.00	**1,225.00**		
P & E ENGINEERING CO. - VEND-41540									
9/29/2020	Engineering-underground conversion project	Open Terms	66,929.13	0.00	0.00	66,929.13	66,929.13	5545	BL-3795
						66,929.13	**66,929.13**		

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
PALMER JOHNSON POWER SYSTEMS - VEND-101635									
9/24/2020	Turbine rachet repair	Open Terms	12,414.57	0.00	0.00	12,414.57	12,414.57	5471961	BL-3796
						12,414.57	**12,414.57**		
PEOPLES BANK - VEND-100272									
10/8/2020	2015 Electric Note, Interest	Open Terms	43,456.40	0.00	0.00	43,456.40	43,456.40	2015 Electric Note, Int	BL-3873
						43,456.40	**43,456.40**		
PITNEY BOWES - VEND-42424									
9/9/2020	Lease postage machine	Open Terms	733.08	0.00	0.00	733.08	733.08	3311945685	BL-3797
						733.08	**733.08**		
Power & Tel - VEND-1037									
10/30/2020	Jumpers	Net 30	1,971.13	0.00	15.00	1,971.13	1,971.13	7056770-00	BL-3848
10/18/2020	Remotes	Net 30	1,677.13	0.00	15.00	1,677.13	1,677.13	7061967-00	BL-3849
						3,648.26	**3,648.26**		
Quality Pest Control - VEND-1087									
11/1/2020	Pest control service	Net 30	76.62	0.00	15.00	76.62	76.62	65655	BL-3799
						76.62	**76.62**		
RESCO - VEND-47234									
10/1/2020	Connectors	Open Terms	553.73	0.00	0.00	553.73	553.73	799575-00	BL-3864
						553.73	**553.73**		
SHRED IT USA - VEND-103010									
9/18/2020	Shred service	Open Terms	107.00	0.00	0.00	107.00	107.00	8180451768	BL-3850
						107.00	**107.00**		
SHULL, DOUG - VEND-50199									
10/3/2020	1020 Treasury Contract	Open Terms	83.34	0.00	0.00	83.34	83.34	1020 Treasury Contract	BL-3764
						83.34	**83.34**		
Skye McBroom - VEND-1026									
11/9/2020	1020 Mobile Device	Net 30	75.00	0.00	15.00	75.00	75.00	1020 Mobile Device	BL-3759
						75.00	**75.00**		
SPEE-DEE DELIVERY SERVICE INC - VEND-102273									

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
9/22/2020	Shipping HU Gloves	Open Terms	41.14	0.00	0.00	41.14	41.14	4081091	BL-3800
						41.14	**41.14**		
STATE HYGIENIC LABORATORY - VEND-23245									
10/1/2020	Testing	Open Terms	260.00	0.00	0.00	260.00	260.00	195856	BL-3877
						260.00	**260.00**		
T & R SERVICE COMPANY - VEND-52009									
10/3/2020	PCB testing	Open Terms	30.00	0.00	0.00	30.00	30.00	81324	BL-3861
						30.00	**30.00**		
T.R.M. DISPOSAL LLC - VEND-101016									
8/25/2020	0920 Garbage service	Open Terms	40.00	0.00	0.00	40.00	40.00	17496	BL-3801
						40.00	**40.00**		
TEGNA - VEND-1148									
11/5/2020	WOI and KCCI	Net 30	1,099.60	0.00	15.00	1,099.60	1,099.60	352696	BL-3851
						1,099.60	**1,099.60**		
Terry-Durin Co - VEND-1038									
10/21/2020	LED Street Lights	Net 30	2,568.00	0.00	15.00	2,568.00	2,568.00	65356-00	BL-3802
10/21/2020	2" Morris clamps	Net 30	205.44	0.00	15.00	205.44	205.44	65310-00	BL-3803
						2,773.44	**2,773.44**		
The Extinguisher Company - VEND-1071									
11/5/2020	Service call and inspection	Net 30	14.98	0.00	15.00	14.98	14.98	000454	BL-3852
						14.98	**14.98**		
UMB BANK N.A. - VEND-103242									
9/3/2020	Series 2017 C	Open Terms	135,275.00	0.00	0.00	135,275.00	135,275.00	0185415213	BL-3804
						135,275.00	**135,275.00**		
Unite Private Networks - VEND-1054									
10/31/2020	Dark Fiber	Net 30	3,055.39	0.00	15.00	3,055.39	3,055.39	SI-20-013687	BL-3841
						3,055.39	**3,055.39**		
VERMEER SALES & SERVICE - VEND-57608									
10/2/2020	Keys to skid steer	Open Terms	18.00	0.00	0.00	18.00	18.00	01171735	BL-3865
						18.00	**18.00**		
VISION METERING LLC - VEND-103244									

Vendor / Due Date	Notes	Terms	Bill Total	Discount	Interest	Amount Due	Payment	Invoice Number	Bill Number
9/17/2020	Meters and batteries	Open Terms	796.00	0.00	0.00	796.00	796.00	193708	BL-3805
						796.00	**796.00**		
Warren County 911 - VEND-1132									
11/6/2020	3rd Qtr 2020 E911 Fees	Net 30	1,936.44	0.00	15.00	1,936.44	1,936.44	3rd Qtr 2020 E911 Fees	BL-3874
						1,936.44	**1,936.44**		
Waste Management - VEND-1086									
10/28/2020	4 Yard dumpster service	Net 30	58.58	0.00	15.00	58.58	58.58	6769605-0516-9	BL-3853
10/28/2020	2 Yard dumpster service	Net 30	111.72	0.00	15.00	111.72	111.72	6769603-0516-4	BL-3820
						170.30	**170.30**		
WESCO - VEND-60220									
9/26/2020	Street Light Poles	Open Terms	2,931.13	0.00	0.00	2,931.13	2,931.13	383663	BL-3806
9/26/2020	Street Light Poles	Open Terms	2,046.59	0.00	0.00	2,046.59	2,046.59	383664	BL-3807
9/29/2020	Oil absorbents	Open Terms	113.24	0.00	0.00	113.24	113.24	385813	BL-3860
						5,090.96	**5,090.96**		
Wiegert Disposal Inc - VEND-1081									
10/31/2020	0920 Dumpster Service	Net 30	110.00	0.00	15.00	110.00	110.00	0920 Dumpster Service	BL-3854
						110.00	**110.00**		
Wisconsin Independent Network, LLC - VEND-1067									
10/31/2020	Ethernet and internet	Net 30	4,838.00	0.00	15.00	4,838.00	4,838.00	WIN007369	BL-3842
						4,838.00	**4,838.00**		
		Check Count: **76**			Totals:	**$556,079.83**	**$556,079.83**		

IMU Regular Downstairs **4. B.**

Meeting Date: 10/12/2020

Information

Subject

September 28, 2020 Minutes.

Information

Fiscal Impact

Attachments

Minutes

BOARD OF TRUSTEES MINUTES - REGULAR SESSION – September 28, 2020

The Board of Trustees met in regular session on September 28, 2020, in the City Hall Council Chambers. Chairperson Mike Rozga called the meeting to order at 5:30 pm and on roll call the following members were present: Mike Rozga, Adam Voigts, Jim McClymond and via phone, Deb Richardson, and Lesley Forbush. Absent: None.

The consent agenda consisting of the following was approved on a motion by Voigts and seconded by Richardson. Question was called for and on voice vote the Chairperson declared the motion carried unanimously.

Claims list for September 28, 2020.
Minutes from September 14, 2020.

Mike Metcalf, Electric Superintendent, led a conversation about the underground conversion project. Metcalf suggested that IMU focus on the square underground conversion instead of the south side due to the Square Streetscape Project. The Board directed staff to have P&E do engineering work on the Square and Simpson area. They also directed staff to do long-term projections on the project, focusing on the cost of the project and a timeline of projected electrical rate increases.

Lou Elbert reported the Water Department has been flushing hydrants and repairing or replacing older hydrants.

Chris Des Planques, General Manager, reported on communications informational items.

A Resolution approving the purchase of a telecommunications system for IMU was postponed to another meeting so that Board members can send questions about the new phone system to IMU staff. Forbush requested to have a representative of the telecommunications system available for questions at the next meeting.

Des Planques led a discussion on sewer rates not being billed correctly to business customers. He is working with City staff on correcting the issue. Chris Longer, Finance and HR Director, updated the Board on bank reconciliation, the conversion, and the upcoming audit.

Meeting adjourned at 6:30 p.m. on a motion by McClymond and seconded by Voigts.

_____
Mike Rozga, Chairperson

ATTEST:

_____
Jackie Raffety, Deputy City Clerk

IMU Regular Downstairs **8. A.**

Meeting Date: 10/12/2020

Information

Subject

Resolution approving the purchase of a telecommunications system for Indianola Municipal Utilities.

Information

The Fiscal Year 2021 budget includes a transfer of funds to the City of Indianola to purchase a new phone system for Indianola Municipal Utilities Administration, Electric, Water and Fiber departments.

In the packet is a brochure, the memorandum Alex Fowler, Director of Information Technologies for the City of Indianola, provided to the City Council and the quote for the new system.

A vendor representative will be available during the meeting to answer any questions.

Roll call is in order.

Fiscal Impact

Attachments

Memorandum
Brochure
Resolution Approving Purchase
Proposal

IT's Office

To: Mayor and City Council
From: Alex Fowler, Director of IT
CC: Ryan Waller, City Manager
Date: September 15, 2020
Re: New Phone System

Our current phone system has reached the end of available support. For the 20/21 budget year, a $60,000 budget was provided to replace our current phone system. Since the beginning of the year I have narrowed down the search to five potential providers based on these criteria:

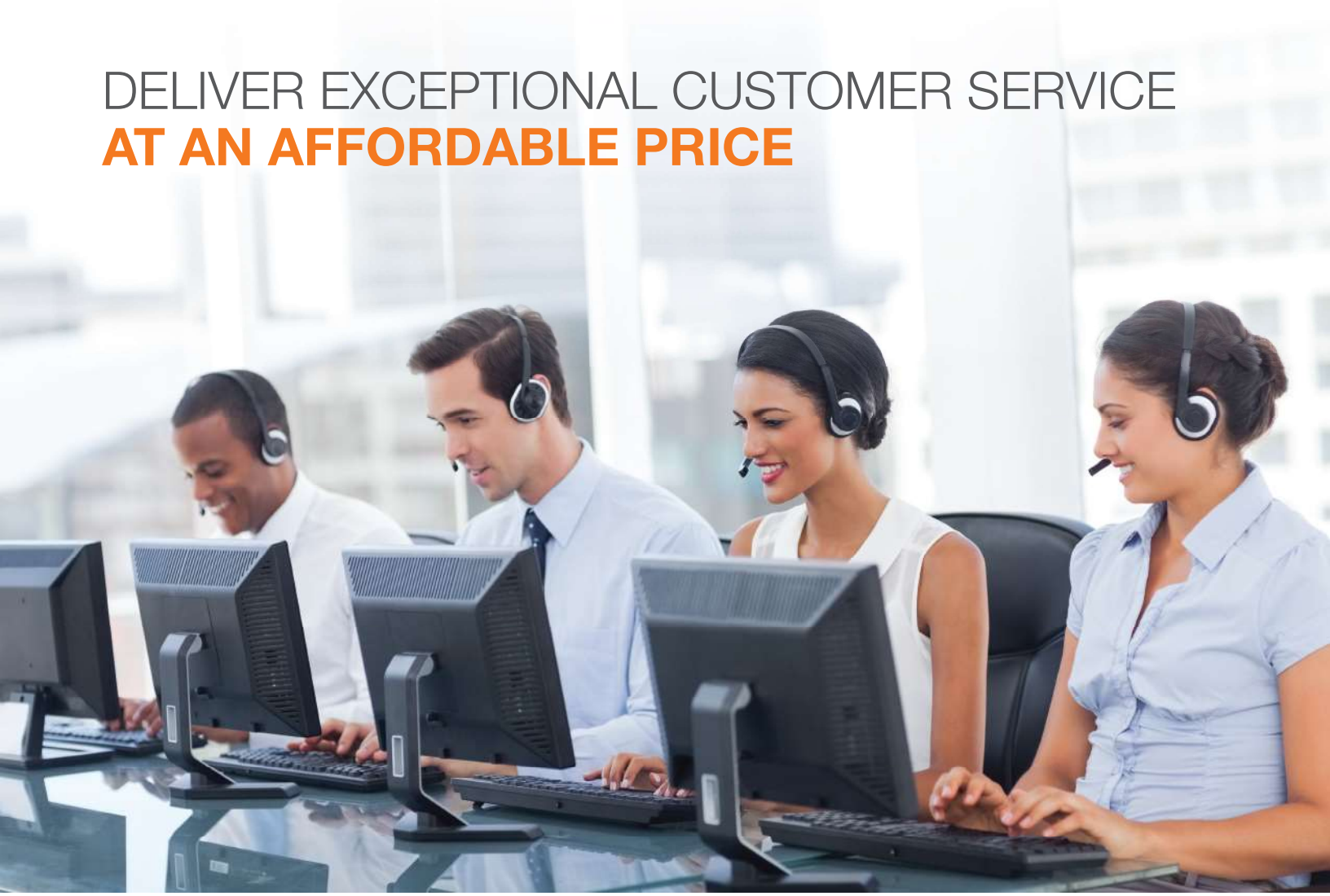
- Support 20 SIP lines
- 120 Handsets
- Voicemail
- Call Routing, Call Queues, & Mutli-call Groups
- Automatic & Manual Call Recording
- Call Reporting & Live Call Status Monitoring
- 5 Years of Full Support

The five providers demonstrated their proposed system in front of staff invited from both City and IMU departments. From this selection, the Digium Switchvox system from American Business Phones has the most features departments were interested in and fits within the budget at $57,490.

Other systems reviewed include Avaya, Mitel, Ring Central, and 8x8.

Switchvox
for Contact Centers

DELIVER EXCEPTIONAL CUSTOMER SERVICE **AT AN AFFORDABLE PRICE**



Organizations that receive inbound phone calls for sales and customer service need to deliver excellent customer experience. Customers are placing more weight on their experience with a vendor instead of focusing solely on the quality of products and services, so your business's ability to communicate has more of an effect on your bottom line.

Delivering exceptional customer service doesn't necessarily require extensive investment into a large-scale contact center platform. The goal is to utilize advanced contact center features within a typical communication system.

That's where Switchvox comes in. Switchvox offers built-in contact center features that help businesses provide the best customer experience, improve staff and operational efficiency, and stay within budget.

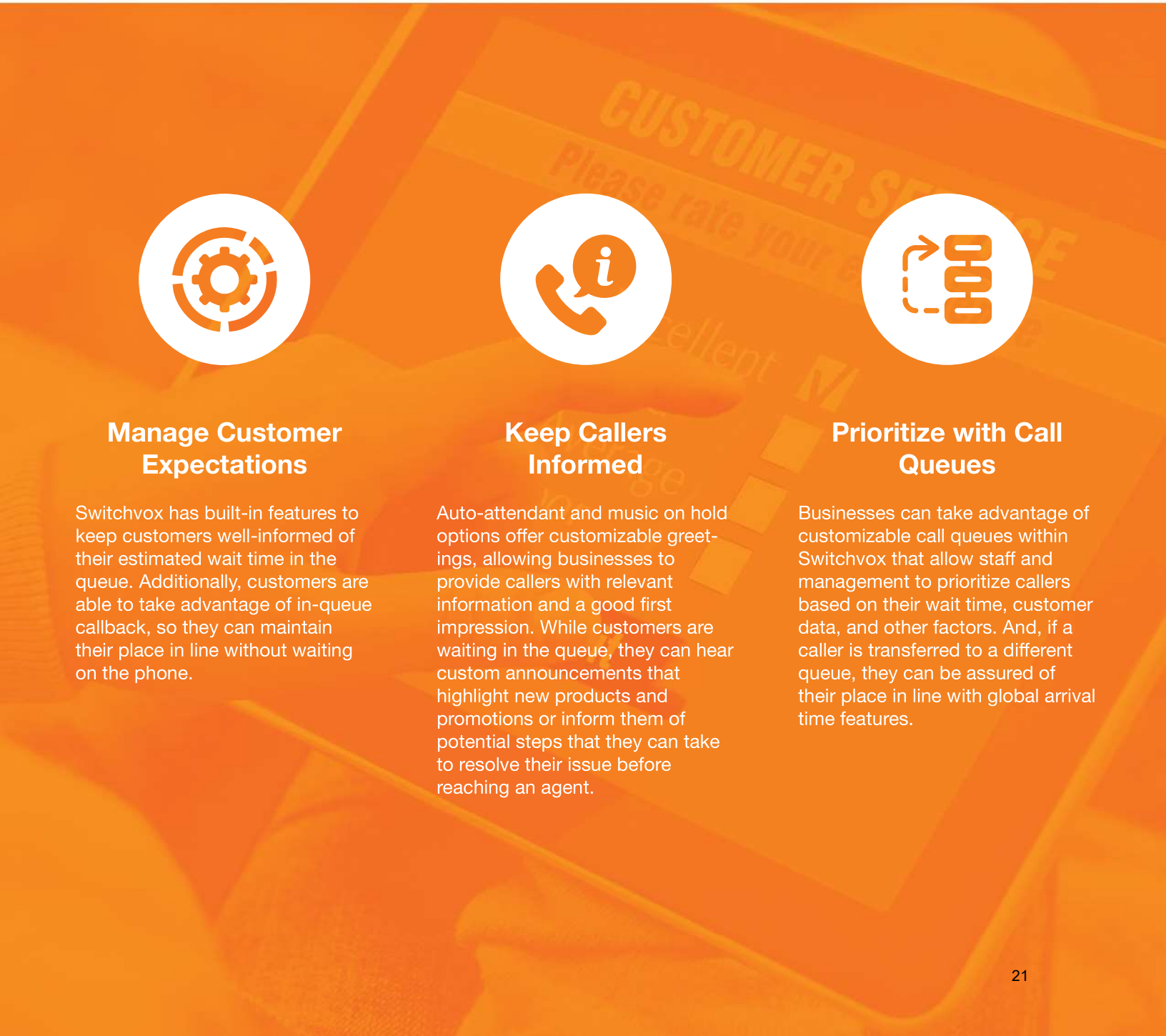
Switchvox can help businesses improve:

- Customer Experience
- Agent Productivity
- Call Processing Operations
- Management, Monitoring, and Reporting

CUSTOMER **EXPERIENCE**

One of the most challenging tasks for a contact center is handling high call volumes, while maintaining short response times and providing great customer service. Today's busy consumers expect to reach an agent quickly, and this can affect a business's bottom line.

Switchvox provides advanced call center features that enrich caller experience as they interact with sales and service teams.



Manage Customer Expectations

Switchvox has built-in features to keep customers well-informed of their estimated wait time in the queue. Additionally, customers are able to take advantage of in-queue callback, so they can maintain their place in line without waiting on the phone.

Keep Callers Informed

Auto-attendant and music on hold options offer customizable greetings, allowing businesses to provide callers with relevant information and a good first impression. While customers are waiting in the queue, they can hear custom announcements that highlight new products and promotions or inform them of potential steps that they can take to resolve their issue before reaching an agent.

Prioritize with Call Queues

Businesses can take advantage of customizable call queues within Switchvox that allow staff and management to prioritize callers based on their wait time, customer data, and other factors. And, if a caller is transferred to a different queue, they can be assured of their place in line with global arrival time features.

AGENT AND CONTACT CENTER **PERFORMANCE**

Contact centers must operate at peak efficiency for their customers and organizations. Any obstacles can increase caller wait times or overload staff, which doesn't help in maintaining a professional reputation.

Let Agents Customize Queues

Switchvox offers advanced call queuing that helps agents answer calls with minimal friction. The queue priority capability allows agents to be assigned to multiple queues at once, where they can identify high-priority callers and respond to their needs first. Additionally, if a specific agent is better on sales calls, or just happens to be available, call queue flexibility allows a specific queue member to be assigned to an available agent.

Utilize Customer Data

If a business has had previous contact with a caller, those past interactions can help an agent provide better customer service or close a deal. Switchvox offers seamless integration with customer relationship management (CRM) systems, which can present agents with customer data as a call arrives.

Distribute Calls More Evenly

Overflow agents can be assigned to handle additional calls during high call volumes. This keeps sales and support teams from being overwhelmed with calls and increases response times to boost customer experience.

Improve Call Quality

Switchvox offers integrated chat that allows agents to communicate with their colleagues or management in real-time. So, if a team member needs assistance on a call, they can chat with another agent to receive product information, advice, and more.

CONTACT CENTER **MANAGEMENT**

A successful business must continuously evaluate its operation to ensure quality customer service and optimized call times. Making sure every call counts is not just a matter of efficient call processing, but also strong monitoring and reporting capabilities.

Control Calls and Queues with a Click

The award-winning Switchboard is the perfect tool for both supervisors and agents. The web browser-based Switchboard can be customized with widgets to show all of the stats and metrics needed to manage a call, including which agents are logged in, on a call, and more.

Supervise Queue Status

Building exceptional customer relationships starts with a phone call. Queue status oversight tools allow management to see queue activity, members, and daily statistics, such as the number of completed and abandoned calls, pause time, and missed calls.

Create Useful Training Resources

Switchvox offers permitted users the ability to utilize monitor, whisper, or barge features on active calls. Supervisors can monitor calls for improved customer experience, coach an agent on a call without the third party hearing, or barge in to help a caller or agent. Call recording allows management to document daily calls and utilize recordings for training purposes.

SWITCHVOX CONTACT CENTER
FEATURES

IVR and Auto-attendant

- Self-serve
- Dial out of queue
- Call back
- Language options
- Timeframes

Routing

- Priority queue
- Overflow
- Ring strategy options
- Caller ID prefix
- Global wait time
- In-queue messaging

Agent Productivity

- Multi-queue agent
- Overflow agents
- Team chat
- CRM integration
- Presence control
- Softphone
- Remote agents
- Screen pop
- Click-to-call

Customer Experience

- Queue callback
- Custom music on-hold
- Custom announcements
- Status message

Reporting and Monitoring

- Real-time queue dashboard
- Agent status
- On-demand and scheduled reports
- Call recording
- Barge, whisper, monitor
- Drag and drop agents

Integration

- Salesforce
- Zendesk
- Chrome
- Firefox

24/7 US Support

EVERYTHING CONNECTS
CONNECT WITH SANGOMA

Sangoma is the leading provider of enterprise grade, value-based communications solutions. With Sangoma, businesses of all sizes can find affordable cloud and on-premise Unified Communications (UC) systems with advanced functionality.

Sangoma offers a complete portfolio of next-generation UC solutions, including IP PBXs, gateways, IP phones, session border controllers, and cloud services ranging from hosted UC to SIP trunking and Fax over IP, all delivering industry-leading quality at price points that maximize customers' return on investment.

Sangoma's global footprint extends to millions of customers using our products and services in leading PBX, IVR, contact center, carrier networks, and data communication applications. Enterprises, SMBs, Service Providers, and Carriers in over 150 countries rely on Sangoma's technology for their mission critical communications infrastructure.

Sangoma products and services are developed by some of the best engineers in the industry and backed by a professional services team that is second to none, offering as much support and assistance as any business needs, up to a fully managed solution. If you're looking for a business phone system that delivers advanced UC features, flexibility, and performance, you'll find it with Sangoma.

To learn more about Sangoma products and services, visit us at www.sangoma.com.

We're here to help.
Talk with a UC specialist.

Toll-free in North America	North America Sales	International Direct
+1 800 344 4861	**+1 256 428 6262**	**+1 905 474 1990**

PROOF OF CAPABILITIES

When it comes to validating performance, reliability, and value of a Sangoma solution, we have the stamp of approval from industry analysts. Sangoma has consistently been recognized for being the best value in Unified Communications for SMBs, and we have received numerous awards for product innovation.

For true validation of our products and services, it is our customers who can best testify to Sangoma's credibility.

Recent Awards

Insights Success Top 10
2019 Most Innovative Unified Communication Solution Providers

SimCon Awards 2019
Open Source Guardians

CANTECH Award
2018 Canadian Technology Stock of the Year

TSX Venture Exchange
2019 TSX Venture 50

SANGOMA

www.sangoma.com

100 Renfrew Drive, Suite 100
Markham ON L3R 9R6 Canada

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RESOLUTION NO. _____

RESOLUTION APPROVING THE PURCHASE OF A TELECOMMUNICATIONS SYSTEM FOR INDIANOLA MUNICIPAL UTILITIES

WHEREAS, under the FY2021 budget the Board of Trustees approved the transfer of funds to the City of Indianola to purchase a new telecommunications system for Indianola Municipal Utilities (IMU); and

WHEREAS, several systems were researched by the City Information Technology (IT) staff along with personnel from the City and IMU; and

WHEREAS, the IT staff recommends the purchase of the telecommunications system described in the attached proposal.

NOW THEREFORE, BE IT RESOLVED by the Board of Trustees of Indianola Municipal Utilities, that

1. The purchase and installation of the telecommunications equipment as described on the attached page is approved, and

2. The City Manager and Director of Information Technology are authorized to proceed with the execution of documents for said purchase and installation.

Adopted this 12th day of October 2020.

_____
Mike Rozga, Chairperson

Attest:

_____
Jackie Raffety, Deputy City Clerk

October 1, 2020

City of Indianola Utilities

110 North 1st St.
Indianola, IA 50125

Many thanks for the opportunity to provide you with this telecommunications system proposal. American Business Phones has been a leader in the telecommunications industry in Iowa since 1982, serving businesses state-wide.

At American Business Phones service is more than just a promise. We provide:

1. **State-of-the-Art VOIP and Digital Telecommunications Systems**
2. **Trained and certified installation and service professionals to install and maintain your telephone system**
3. **Best warranty in the industry with "TOTAL SUPPORT"**
4. **Convenient financing options to lease or own**

I am recommending the Digium Telephone System for your company. Digium designs and manufactures innovative business telephone systems for workplaces like yours. These exceptional systems are easy to use and packed with advanced capabilities to enhance your competitive edge!

I have carefully prepared this system proposal for your evaluation.

Sincerely,

Scott Ebert
Senoir Account Executive

digium Switchvox
Authorized Dealer

Digium System Proposal

Scope of work:
We will be installing a vitual Digium phone system on the city's Hyper V certified server with 20 – D65 phones, 5 - D62 phones.

This system will use 20 IMU SIP trunks to provide talk paths.

ABP will provide programming for applications: voicemail, voicemail forwarding, outgoing calls, conference calls, transfers, voicemail to email, park, hold, and intercom between phones.

Program auto-attendants for each department.

Program one company-wide template and login credentials for Digium Switchboard for user.

Set up 1 mobile app and train user. Provide documentation for programming of additional users. Set up 1 mobile app and train user. Provide documentation for programming of additional users.
NOTE: Mobile app is dependent on proper network configuration and will be an extra charge of $150 for the first instance and $10 for each additional application. The mobile application is not supported without a Dual Resolvable Fully Qualified Domain Name. This proposal assumes Blue Pearl and the IT department can provide an FQDN. ABP will provide the customers' IT company all configuration details and assist with IT issues for one hour. Additional help can be provided at a rate of $98/hr.

ABP will provide the customers' IT company all configuration details and assist with IT issues for one hour. Additional help can be provided at a rate of $98/hr.

Follow-up service requests after installation for one year will include remote system fine-tuning and additional training requests **(Must have remote access)**

The City of Indianola's RESPONSIBILITIES

All phones will be powered by The City of Indianola's PoE switchgear

Provide all The City of Indianola's contacts including emails and cell numbers.

Provide ABP with a list of all phone numbers and phone bills (lines and DIDs).

Provide list of users and extensions (ABP will send 'cheat sheet')

Cancellation of service providers lines or circuits no longer in use after system implementation.

Provide full cooperation of the City of Indianola's IT staff during installation including but not limited to phone support, network support and port forwarding.

All network connectivity (WAN/LAN) in place and operational.

QoS configuration for voice on The City of Indianola's network.

Provide a Static IP address.

Provide remote access to ABP for system administration.

The City of Indianola is solely responsible for the functionality of the network.

Phone Features

20 – D65 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 6 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator
- Bluetooth Enabled

5 – D62 IP Phones

- 4.3 inch, 480 x 272 pixel full-color LCD display
- 2 line appearance keys
- 4 feature keys
- 4 context-sensitive soft keys
- 4-way navigation controller
- Headset, speaker and mute keys
- 2-color LED Message Waiting Indicator

WARRANTY

- ***1 Year Parts Warranty*** on Digium Phones
- ***5 Year Titanium Digium Support and Maintenance***
- ***1 Year Coverage*** on labor (see attached Total Support)

TERMS & CONDITIONS:

STATEMENT OF WORK – Anything outside the "Statement of Work" section of this proposal is not included.

BUDGETARY – This proposal, marked "budgetary", has been quoted with the best information we had at the time. Parts and labor charges may change due to additional requests, unknown requirements, or added features or programming not known beforehand.

INCLUDED IN THIS PROPOSAL: Connection to customer network (if required) and programming of our phone system; installation of server and phones, initial programming of phone buttons, lines, ringing, caller ID, DND, NT and operator mailbox, DSS keys, park and page, direct transfer to VM and voicemail record. Any network issues including compatibility and operation should be referred to the IT company or person responsible for the network management.

SYSTEM REQUIREMENTS – Well lit room with 120vac 20amp grounded power receptacles, climate-controlled with temperature not less than 32F nor greater than 104F, humidity below the point of condensation, and free of obstructions within 3 feet every direction of phone equipment.

WARRANTY DISCLAIMER – The warranty does not include lightning, water, fire, abuse, or the like, or other acts of God not the fault of the equipment and is void if equipment is serviced by a third party not authorized by American Business Phones.

CABLING – This proposal does not include installation of any additional jacks or cabling, including feed cable, station cable, network cable, fax cable, DSL jacks, or backboards unless stated above. This proposal assumes that all phones to be installed will connect to existing jacks unless otherwise stated.

NETWORK CAPACITY – This proposal assumes sufficient port capacity on customer's network (if applicable).

PROGRAMMING – Additions or changes to initial programming will result in additional charges.

OBLIGATION – American Business Phones (ABP) shall be temporarily relieved of its obligation in the event of circumstances beyond ABP's control such as labor disturbances, weather, unavailability of parts, problems due to software changes made by Microsoft, Lenox, or other software manufacturers, lack of telephone company facilities, inability of the telephone company to provide services such as lines, T1s, etc.

_____ **INITIAL HERE THAT YOU HAVE READ AND UNDERSTAND THE FOLLOWING INDENTED SECTIONS:**

- **LINES, CIRCUITS & INTERNET SERVICES** – The performance of ABP 's systems depend upon services provided by third parties such as phone companies, long distance companies, internet service providers and many others. Though ABP may recommend any of these services and may even place the order for a third party service, the operation and reliability of these services are beyond ABP's control. ABP cannot guarantee the performance of third party services which may include WAN (Wide Area Network) Services, SIP (Session Initiation Protocol), VOIP (Voice Over Internet Protocol), DSL (Digital Subscriber Line), Cable, Satellite, and a host of others. Also, customer must keep in mind that poor voice quality may be due to a poor connection at the other side of your communication link and not your side.
- **MANUFACTURER SOFTWARE REVISIONS AND UPGRADES –** ABP cannot guarantee that any changes, upgrades or revisions of any software program will not affect its compatibility with ABP's systems or system features. This includes printed information in sales and advertising brochures which may have been printed prior to software being revised.

PROJECT RELATED SERVICE – There are generally three phases pertaining to "Project Related Service" requests. These phases are:

1) Consultation and Discovery

2) Implementation Strategy and Estimate

3) Installation and Testing.

All phases of Project Related Service are billable. Customer may decide at any time to stop the project and thus incur only billable labor hours to that point. The minimum charge for a technician on site is one hour plus trip.

SECURITY AND HACKING – ABP shall not be liable for service issues, lost data, damaged software or hardware, incidental damages or loss of business due to lack of proper system security or hacking (theft or damage to software from a remote location) of your network and/or voicemail or communication server. The customer assumes sole responsibility for maintaining security protocols, firewalls, anti-virus, anti-adware software and any other defensive measures necessary for protection of software and hardware.

EMERGENCY 911 SERVICE – You are advised that the E911 service from your **IP Phone:** may not function with the loss of electrical power, including the loss of power to telephone equipment or other equipment necessary to route E911 calls to the appropriate emergency call center; will not function if the broadband/internet connection is not operational; will not function at a remote location or may transmit incorrect physical location information for the caller if internal users are allowed to use their IP-based phones remotely; may not transmit the correct physical address for the E911 call due to incorrect information provided by you, use of a non-native telephone number or delays in loading or updating automatic number identification and location information into the E911 databases; may not be capable of being received and/or processed by an emergency call center due to the center's technical limitations; and may be affected by other factors or force majeure events, such as the quality of the broadband connection and network congestion.

TERMS – The terms on this document constitute the entire agreement between the purchaser and the seller. No other representation, statements, or warranties no contained herein shall be relied upon by the purchasers (or sellers) unless made by mutually agreed upon written amendment to this agreement. This is a binding contract, not subject to cancellation.

PAYMENT TERMS – A 40% down payment is due when ABP's proposed solution is accepted and authorized by the customer. The balance will be due upon completion of the installation. In the event installation occurs over a several week period, ABP may require periodic payments.

ATTORNEY'S FEES – Customer shall pay all of ABP's costs in the collection of any amount due hereunder in the recovery of any property pursuant hereto or in the enforcement of its right against the Customer, including reasonable attorney's fees, whether or not suit be brought.

TAXES – Applicable taxes shall be added to the purchase price unless the customer has supplied a tax exemption certificate acceptable to the proper taxing authorities.

Total Price: $13,052.64

X

Authorized Signature for Customer **Date**

IMU Regular Downstairs **10. A.**

Meeting Date: 10/12/2020

Information

Subject

Enter into closed session in accordance with Iowa Code Section 21.5 (1)(c) to discuss strategy with legal counsel in matters that are presently in litigation or where litigation is imminent and where its disclosure would be likely to prejudice or disadvantage the government.

Information

Fiscal Impact

Attachments

No file(s) attached.

IMU Regular Downstairs **10. B.**

Meeting Date: 10/12/2020

Information

Subject

Enter into closed session in accordance with Iowa Code Section 21.5 (1)(i) to evaluate the professional competency of an individual whose appointment, hiring, performance, or discharge is being considered when necessary to prevent needless and irreparable injury to that individual's reputation and that individual requests a closed session.

Information

Fiscal Impact

Attachments

No file(s) attached.