AGENDA ITEM SUMMARY FORM

MEETING DATE: 1/9/2024

PREPARED BY: Phill Conner

AGENDA CONTENT: Discussion and possible action on extending the due date on water bills to 30 days.

AGENDA ITEM SECTION: Regular Agenda

BUDGETED AMOUNT: N/A   **FUNDS REQUESTED:** N/A

FUND: N/A

EXECUTIVE SUMMARY:

CURRENT MONTHLY PROCEDURES

All water bills are due by the 20th of the month.

Late penalties are posted, late notices are printed and mailed on the 21st of the month.

The Late bills along with the late penalties are due by the 5th of the following month. If that balance is not paid, cutoff fees are added on the 6th and the accounts are put of the cutoff list.

The Utility Billing techs will work the cutoff list starting the 6th through the 13th. During this time, they turn off between 150-200 accounts. About 70% of those customers turned off will be turned back on during this same period because of customers paying their past due balance. The Utility Billing staff runs a follow up list after the cutoff list is completed. Any customers who turned themselves back on without payment will have their meter locked or pulled. A fee is charged for locking or pulling a meter. The customers usually come in and pay. The techs go back out to unlock or reinstall those meters. This is done while doing meter reading and rereads. Routine service orders such as connections and disconnections and handled each day.

The meter readers start reading meters for billing between the 14th and 15th of the month depending on how the days in the month fall. At this time Utility Billing cannot complete service orders since it can mess up the reading the techs are pulling in. After all the meter readers have completed their readings, Utility Billing will process the readings. Staff will generate a re-read list. This list is given back out to the meter readers to go out and re-read the meters on the list. This billing process takes about a week to a week and a half to complete. After readings are

posted, Utility Billing goes in and finishes the bills. They are posted around the 27th or 29th of the month. The bills get mailed out by the 1st of the next month, again then the bill is due on the 20th.

The bills will be finished processing around the 27th. The Utility Billing techs have from then till the 5th to complete any meter change outs or meter malfunctions, that have been backing up during the reading time plus any new ones that come through until cutoffs start again on the 5th.

30 DAY PROCEDURE

Bills will be due on the 30th with late penalties posting on the 1st of the month and being mailed out that same day.

The late bills along with the penalties will be due by the 15th of the month. If the bill is not paid, the account will be put on the cutoff list on the 16th and the cutoff fee will be added to those accounts. This will have the Utility Billing techs working cutoffs at the same time as they will also be reading meters for the billing process. This will give the customers longer to pay their bills but shortens the time for the meter readers to do the cutoff list, read the meters for the billing process and complete service orders.

Cas reads 4 books takes 1 ½ -2 days 321 meters in between doing service orders and getting calls from city hall & public works. Mike reads 4 books takes 1 day 238 meters in between doing service orders and getting calls from City Hall.

RECOMMENDATION:

Staff recommends the Council provide direction on extending the due date on utility bills.