



April 28, 2026  
Regular Town Council Meeting  
**Billing & Collections Update**  
Return to Standard Procedures Plan





## Purpose



Discuss current utility billing operations and consider plan to return to standard operations.

## Guiding Principles

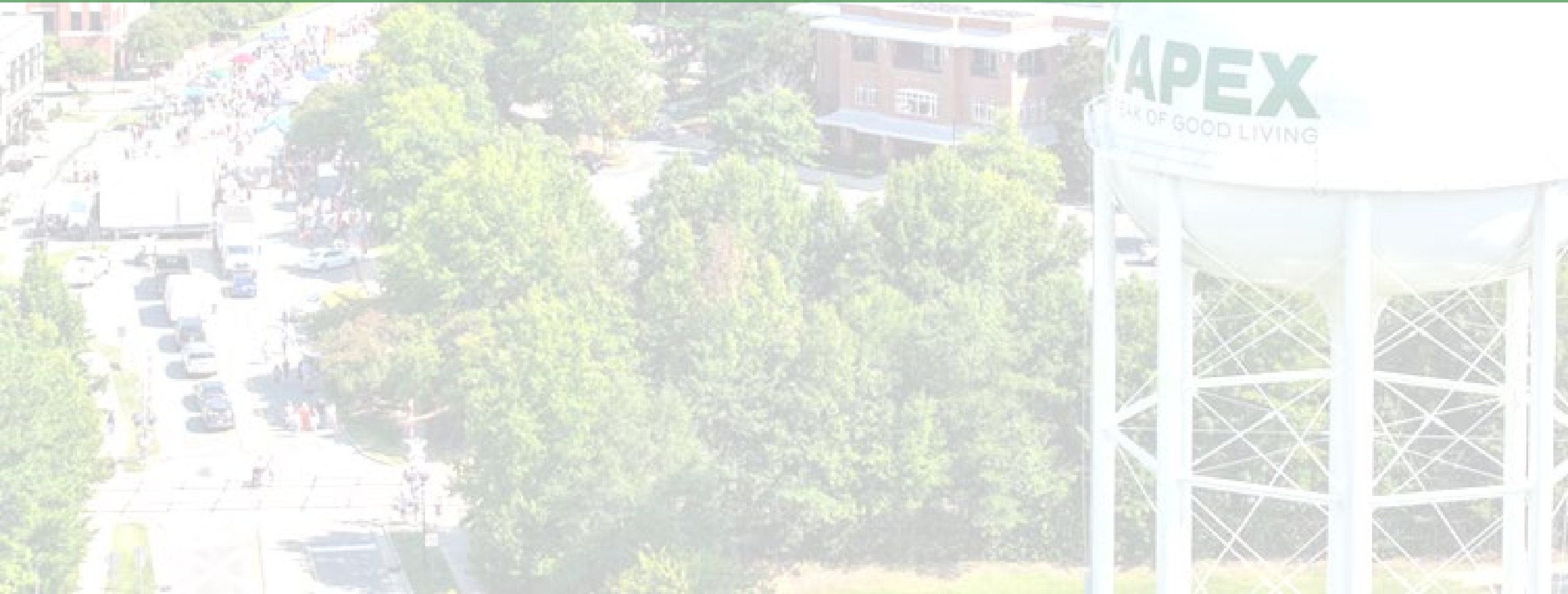


**Financial Stewardship:** The Town has customers with significant past-due utility amounts, which is of financial concern for upcoming budget and rate setting discussions.



**Customer Support:** The Town is committed to treating customers fairly and consistently.

# Challenges



# Timeline

	2024						2025												2026				
	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	MAY	JUN	JUL	AUG	SEP	OCT	NOV	DEC	JAN	FEB	MAR	APR	
<b>Billing Disruption &amp; Review</b>																							
- Utility Billing System Taken Offline																							
- Inability to Send New Bills with Meter Data																							
<b>Review of Combined Bills</b>																							
- Third Party Review of Billing Process																							
- Bill Recalculation Requests & Reviews																							
<b>Milsoft &amp; SEW Software Implementation</b>																							
- Testing and Training																							
- System Conversion / Public Launch																							
- Refinement of Internal Process and Software																							
<b>Meter System Upgrade</b>																							
- Water Meter Replacements																							
- Electric Meter Replacements																							
<b>No Disconnection or Late Fees</b>																							

*All of these factors informed a general suspension of fees or disconnections.*

# Impact

The town has 30,597 active customer accounts as of April 2026.

There are 4,405 Customers with a past due balance (4088 residential accounts, 317 commercial accounts)

	Residential	Commercial
Maximum	\$15,094	\$61,523
Average	\$1,292	\$2,478
Customers Over \$500	1,715	110

- \$6,069,472 in balances due over 30 days for **active** accounts.
- \$4,363,249 in balances due over 90 days for **active** accounts

*4/1/2026 Data*

# Call Volume and SEW Ticket Trend

Months	Ask Apex	ABD	Portal Queries	QBD	Combined
Aug-25	2159	70	1315	42	112
Sep-25	2984	99	813	27	127
Oct-25	1882	61	424	14	74
Nov-25	1491	50	295	10	60
Dec-25	1909	62	291	9	71
Jan-26	1440	46	272	9	55
Feb-26	1469	52	216	8	60
Mar-26	1675	54	382	12	66

# Billing Update

	Total Billed	Adjustments	Corrections	Net	
Sep-25	\$ 9,716,610	\$ (24,524)	\$ (317,036)	\$ (341,560)	3.5%
Oct-25	\$ 8,769,278	\$ (19,764)	\$ (478,412)	\$ (498,176)	5.7%
Nov-25	\$ 8,249,948	\$ 37,164	\$ (424,363)	\$ (387,199)	4.7%
Dec-25	\$ 8,458,281	\$ 58,429	\$ (288,065)	\$ (229,636)	2.7%
Jan-26	\$ 8,437,227	\$ 17,055	\$ (90,584)	\$ (73,530)	0.9%
Feb-26	\$ 8,106,314	\$ 16,764	\$ (116,200)	\$ (99,436)	1.2%
Mar-26	\$ 7,587,998	\$ (6,876)	\$ (31,209)	\$ (38,086)	0.5%
	\$ 59,325,657	\$ 78,247	\$ (1,745,870)	\$ (1,667,623)	2.8%

- Number of corrections and adjustments to usages/amounts on customer accounts continues to trend downward.

# Standard Operating Procedures



# Town Customer Service Policy

- The Town's current customer service policy is dated to 1995.
- The Finance Department is coordinating with Electric and Water to revise and modernize this document and bring it forward for Council consideration in June 2026.
- Policies on following slides will be included in the draft for Council approval.



## Town of Apex

Effective September 20, 1995

Guidelines  
for  
Customer  
Service  
Policies



# Billing Calendar

Cycle	Read Dates	Bill Date	Due Date	Penalties Calculated	Potential Cutoff Date
1	6/17/26	7/1/26	7/28/26	7/29/26	9/22/26
2	7/1/26	7/15/26	8/11/26	8/12/26	10/16/26

## Notification

- 2 written communications
- 2 automated calls

## Services Impact

- Accounts with all services will have electric services suspended via remote disconnect.
- Accounts with all services but no-AMI meters would be suspended via Electric Department operations (roll truck)
- Accounts with no electric services would be disconnected manually via Water Resources Department operations. (roll truck)



# Penalties

- **Late Fees:** 1% on outstanding balance, calculated 1 day after due date
  - 2 Late Fee Adjustments Per Year for Customers who otherwise pay on time
- **Reconnection Fee:** \$75
- **Disconnection**
  - Minimum due for disconnection is \$500 (between usage and fees)

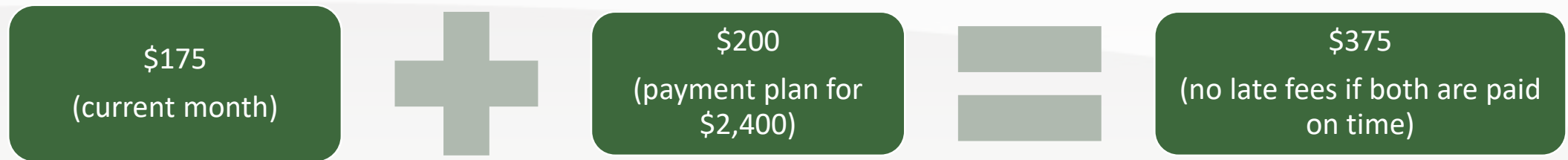
## Exceptions

- **Medical Considerations**
  - Customers with doctor approval/medical documentation receive additional time before fees and cutoffs apply.
- **Payment Arrangements**
  - Late Fees not applied to customers on deferred payment arrangements.

# Customer Example

This customer has a total overdue balance of \$2,400 and a current month bill amount of \$175

## With Payment Plan



## Without Payment Plan



## Deferred Payment Arrangement (Payment Plan)

- Customers can take delinquent balances and spread that amount evenly up to 12 months.
- Payment plan amounts are included in the 'Current Charges' line on the current bill design.
  - A \$300 current bill for use + \$500 payment plan = \$800 in "Current Charges" on their monthly bill
- Customers on Deferred Payment Arrangement are not eligible for budget billing.

Month	Count
July 2025	26
August 2025	9
September 2025	40
October 2025	14
November 2025	7
December 2025	12
January 2026	6
February 2026	8
March 2026	16



## Budget Billing / Equal Payment Plan

- An option for customers who want to smooth out their bills for 11 months, and then true up in the 12th month (June).
- Acts as a contract between the town and customer to pay an estimated amount in equal monthly installments, rather than actual charges.
  - Ex; if a customer on average owes \$2,400 – they would pay \$200 per month.
  - If they underpay, then their next monthly payment would increase to cover the deficit.
  - If they overpay, then their next monthly payment would decrease to offset the surplus.
- Customers who fall behind their budget payments will void the equal payment contract and are subject to penalties and collections.
  - Straying from the budget plan for more than 2 months will void the budget plan.



# Assistance Programs

- Town of Apex Customer Assistance Program
  - Residential customers in Apex town limits
  - Customers may receive up to \$636 in assistance, or their total outstanding balance (whichever is less).
  - Approximately \$85,000 remaining in the program as of April 2026
- NeighborUp
  - Apex-based resource that helps with rent, utility bills, prescription costs, and other items necessary for maintaining housing or employment.
- Wake County Assistance Programs
  - Warmth for Wake / Cool for Wake (seasonal relief programs)
  - LIEAP (Low Income Energy Assistance Program)
- North Carolina Programs
  - Energy Saver NC (provides energy-efficient upgrades)
  - DEQ Weatherization Assistance Program (tunes / repairs equipment, installs energy efficient lights, insulation, etc.)

*All resources linked from [www.apexnc.org/help](http://www.apexnc.org/help)*

# Communications Tactics

## Digital

- Website (specific page updates, banners, homepage call out)
- MyAccount Portal banner
- Social media
- All in Apex eNewsletter
- Ebill (triggered when bill is generated)
- Digital displays in town facilities
- Email (targeted outreach for customers with > \$500 balance past due > 90 days)

## Print

- Bill inserts
- Bill message (printed on first page of bill)
- Flyer (placed at billing window, distributed at town facilities & events)
- Suburban Living article
- Letter (targeted outreach for customers with > \$500 balance past due > 90 days)

## Other

- IVR message (played when customer calls Ask Apex)
- In-person outreach at events
- Regular Town Manager updates during Council meetings



# Reporting

- Beginning **monthly** 7/1/26:
  - Reporting on 30-60-90+ day utility balances and customer count
  - Number of payment plans established
  - Monitor and report inquiry volume
- This issue would be considered as returned to standard conditions when the >90-day amounts owed to the Town are below \$500,000.
- Council action may be required to write off any amounts owed to the Town in June 2027 prior to our year end close.

An aerial photograph of a town, likely Apex, North Carolina. The scene is dominated by lush green trees. In the foreground on the right, a large white water tower stands prominently, featuring the word 'APEX' in large green letters and the slogan 'YEAR OF GOOD LIVING' in smaller black letters below it. To the left, a large crowd of people is gathered on a street, suggesting a community event or festival. Several buildings, including a multi-story brick structure and a modern-looking building, are visible in the mid-ground. The overall atmosphere is bright and sunny.

Questions?