

# | Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: TOWN MANAGER'S REPORT

Meeting Date: April 28, 2026

## Item Details

Presenter(s): Jon Griffin, Director

Department(s): Finance

### Requested Motion

Receive an update on the current state of the Town's Utility Billing, consider several proposed policy enhancements, and provide direction as appropriate.

### Approval Recommended?

[Yes or No]

### Item Details

This item is intended to provide an informational update to Town Council, covering a comprehensive list of topics on the transition back to standard operating procedures for the Utility billing division and follow up on items initially discussed at the February 12<sup>th</sup>, 2026 meeting.

The update will cover the following topics:

- A review of the calendar of events covering utility billing
- An update on the current number and dollar figures associated with delinquent accounts.
- An overview of pending policies for standard operating procedures.

This is intended to inform the Council's understanding of progress on the project and provide the opportunity to ask questions or provide feedback concerning the effort.

### Attachments

- TM2-A1: PowerPoint Presentation - Utility Billing Program Update

