

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: OLD BUSINESS

Meeting Date: February 23, 2021

Item Details

Presenter(s): Vance Holloman, Finance Director

Department(s): Finance

Requested Motion

Consider information and data presented by Finance staff to provide direction to finalize the development of a utility customer assistance program

Approval Recommended?

Yes

Item Details

In response to the COVID-19 pandemic, on March 17, 2020, Town Council approved suspending disconnection of utility services as well as all late fees and penalties that would normally be incurred. This suspension is set to expire on February 28, 2021. Since that time, nearly 2,000 accounts have accumulated past due bills and would be eligible for disconnection. To assist these customers in making their payments and avoiding disconnection, The Town has developed a payment plan program. To further assist, Town Council asked staff develop a customer assistance program and identify partners to assist in administering the partner. Staff is prepared to propose a draft assistance program to Council upon receiving final direction on several critical aspects of the plan. The staff memo provides background for these decisions.

Attachments

- CAP MEMO 2 17 21
- US Poverty Levels Jan. 2021
- Past Due Accounts 1 31 21

