

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: OLD BUSINESS

Meeting Date: August 18, 2020

Item Details

Presenter(s): Drew Havens, Town Manager

Department(s): Administration

Requested Motion

Discussion and possible motion to adopt Temporary Ordinance Modifications extending the current suspension of utility disconnections and application of penalties and fees for unpaid utility balances.

Approval Recommended?

Item Details

At their June 2, 2020 meeting, the Town Council passed a resolution to continue the suspension of utility disconnections for non-payment and the application of late fees and penalties through August 31, 2020. Acknowledging that the current pandemic has made it difficult for some of our customers to pay their entire bill, the Council wanted to ensure our customers did not have service disconnected due to their inability to pay. At this meeting, Council also reviewed our current payment plan options and directed staff to let customers know about this way to begin paying for services as they are able to.

Staff mailed information to utility customers alerting them to the existence of payment plan options and alerted agencies who work with people having financial difficulties to let them know as well. As of the end of July, we had 36 inquiries, but have not had any customer sign up for a payment plan.

As of July 31st, we had 1,532 customers with balances that would make them subject to disconnection with a total of \$992,036 in past due utility bills.

Attachments

- Temporary Ordinance Modification

