

| Agenda Item | cover sheet

for consideration by the Apex Town Council

Item Type: CONSENT AGENDA

Meeting Date: June 23, 2026

Item Details

Presenter(s): Jon Griffin, Director

Department(s): Finance

Requested Motion

Motion to authorize the Finance Director/Officer to make temporary revisions to the Town of Apex's Customer Service Policy effective through October 31st, 2026

Approval Recommended?

Yes

Item Details

The Finance Department intended to present revised customer service policy for consideration by Town Council at this meeting, however the development of that policy has been delayed by the need for additional internal review and revision to the Town's code of ordinances.

The current policy document dates to 1995 and no longer offers a reasonable reflection of the Town's procedures. Additionally, it acts as a catch all document, covering additional policies formulated by the Water Resources Department (covering both drinking water, sewer, stormwater), and the Electric Department (covering service standards).

Town Staff intend to present both the refined code of ordinances and their associated policies in a future work session for Council review later in the fall. In the meantime, as the return to standard operational processes/procedures continues, staff request the following temporary policies be authorized by the Council.

- The Finance Director is authorized to assess and adjust bills for abnormal usages or consumption through October 31st, 2026 for bills covering services provided beginning May 2024 and ending June 2026. Any such adjustments authorized under this temporary policy would be reported to and subject to oversight by the Town Manager or their designee.

- The justification for this policy is that the Town's customer service policy currently does not entertain that customers could dispute services from a different time period. (most services cannot be disputed for a period older than 12 months). However, given the extended of unusual policies (no late fees or disconnections), an increasing number of customers are coming forward with request for considerations for leaks that would not be covered by this period.
- This provides a customer-focused approach to resolving any potential disputes that arise as the Town enters standard operating procedures.

- The Finance Director is authorized to adjust the month for generation credits to expire October 31st, 2026.
 - The Town's existing policy currently causes credits for power generation to expire in June, with the credits beginning anew in July bills.
 - The reason for the existing policy appears to be the need to perform year end accounting procedures around the value of credits and the prior practice of allowing credits to impact other services, given the Town's new billing system's ability to report and provide values for credits resetting June 30th is no longer necessary.
 - Staff intended to propose an alternative date for the annual reset, but need more time to align the Town's proposed practices with that of other providers, but at this time would at least like to extend credits through October 31st.

Finance staff consider both of these policies to be reasonable adjustments that are worth implementing immediately, and other policies will be proposed in the fall for Council review.

Attachments

- N/A

