

My proposal is to have all water accounts remain in the property owner's name and not the renter. Some accounts change renters more than once per year. This is a process of collection due to moving out unannounced. Renting is a business for property owners and the city should not have to take on the added processes of collection on these accounts. I personally have had 6 conversations with one renter who the landlord insisted I put on shut-off. This should be left to the owner. If they had to pay the bills, they may be more inclined to keep them current so that the balance does not end up on taxes the following year. Unfortunately, rentals are not all the problem, but they are a huge part. Property owners should have the burden of collection fall on them and not the City. We are only able to collect debt from the previous year in June of the current year. That is 6 months waiting on operating funds.

My second proposal. I am sure many have seen the survey that Emma did on open doors hours for municipalities in this county. Buchanan, next to St. Joe MI are the only to have open to the public hours at 45. We do serve the public. Service is billing, collection, meter maintenance, tax payments, resident account maintenance and so much more. I propose that the **open door** to the public hours be 9:00 am to 4:00 on Tue thru Fri and 9:00 to noon on Monday. (Monday is a HUGE payment day every week. There is a lot of mail, online payments and credit card payments to process. When tax season starts, this would really help to balance at the end of the day.