



Staff Report – Updates to Utility Billing for 2025

December 2, 2024 Council Workshop Meeting

Updates to Utility Billing for 2025 Presentation

Presenter: Matthew Thorup, Assistant Finance Director

Time Estimate: 10 minutes

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BACKGROUND: This presentation is to provide the City Council an opportunity to review the proposed changes to City Utility Billing starting in January 2025.

SUMMARY: Historically, City utilities have been billed on a bi-monthly cadence. Additionally, when a residential property is rented to a tenant, the utility bills would be issued in the property owner’s name unless they signed an agreement for us to send their bill to the occupant of the residence.

This presentation will review the changes from bi-monthly utility billing to monthly utility billing. This presentation also shows another change that allows tenants to sign up for City utilities on their own when they move into a rental property.

BENEFITS TO THE COMMUNITY: A monthly utility bill provides several benefits to citizens, as we will be able to identify any potential leaks sooner with more frequent readings, monthly bills will be smaller than the current bi-monthly bill which means more stable and predictable bills, and smaller bills will lead to fewer disconnections for non-payment. Additionally, the ability for tenants to sign up for their own utilities will make for a more efficient utility billing process.

POTENTIAL CHALLENGES: The changes to the utility billing calendar may be a challenge as citizens get accustomed to a different billing cadence.

BUDGET IMPACT: These changes do not have any budget impact. However, a monthly billing cadence will improve the cash flow for the utility funds.

RECOMMENDATION: Staff recommends that Council move forward to consider an Ordinance to adopt the changes as presented.