

RESOLUTION NUMBER 24-111

A RESOLUTION BY THE CITY COMMISSION OF THE CITY OF EUSTIS, LAKE COUNTY, FLORIDA, APPROVING A \$25.00 CREDIT TO UTILITY CUSTOMERS WHO SIGN UP FOR BOTH E-BILLING AND AUTOPAY SERVICES AS AN INCENTIVE TO PROMOTE PAPERLESS BILLING, LOWER POSTAGE COSTS, REDUCE COLLECTIONS AND SERVICE CUT-OFFS AND IMPROVE CUSTOMER SERVICE.

WHEREAS, the City of Eustis is committed to promoting sustainability and environmental responsibility as well as enhancing convenience and operational efficiency in all city services; and

WHEREAS, the City seeks to reduce paper waste, lower environmental impacts, decrease costs related to postage and printing of utility bills, reduce collections, and reduce service cut-offs; and

WHEREAS, the City aims to encourage more customers to sign up for E-Billing and Autopay services as a way to streamline utility payments and further reduce the cost associated with paper-based billing and payment processing; and

WHEREAS, the City has determined that offering a one-time \$25 utility credit for customers who enroll in both E-Billing and Autopay will incentivize participation in the program, benefiting both the customers and the City's operations; and

WHEREAS, the City Commission finds it in the best interest of the citizens of Eustis to adopt this incentive program.

NOW, THEREFORE, BE IT RESOLVED that the City Commission of the City of Eustis, Florida:

1. Authorizes adoption of a one-time Utility Credit Incentive.
2. Establishes a \$25 utility credit incentive for utility customers who successfully enroll in both E-Billing and Autopay services for their utility accounts.

To qualify for the \$25 Utility Credit Incentive, customers must: a). Enroll in both E-Billing and Autopay for their utility accounts; b). Maintain enrollment in both E-Billing and Autopay for one full billing cycle before the credit is applied; c). Not be in arrears on utility account at the time of credit issuance.

Should E-Billing or Autopay be cancelled, the credit will be rescinded and a charge of \$25 will appear on the customer's next utility bill.

This program is available to every customer, one time per address location and will automatically be applied to current customers who meet both criteria.

DONE AND RESOLVED, this 12th day of December 2024, in regular session of the City Commission of the City of Eustis, Lake County, Florida.

**CITY COMMISSION OF THE
CITY OF EUSTIS, FLORIDA**

Michael L. Holland
Mayor/Commissioner

ATTEST:

Christine Halloran, City Clerk

CITY OF EUSTIS CERTIFICATION

**STATE OF FLORIDA
COUNTY OF LAKE**

The foregoing instrument was acknowledged before me, by means of physical presence, this 12th day of December 2024, by Michael L. Holland, Mayor, and Christine Halloran, City Clerk, who are personally known to me.

Notary Public - State of Florida
My Commission Expires: _____
Notary Serial No: _____

CITY ATTORNEY'S OFFICE

This document is approved as to form and legal content for use and reliance of the City Commission of the City of Eustis, Florida.

City Attorney's Office

Date

CERTIFICATE OF POSTING

The foregoing Resolution Number 24-111 is hereby approved, and I certify that I published the same by posting one copy hereof at City Hall, one copy hereof at the Eustis Memorial Library, and one copy hereof at the Parks & Recreation Office, all within the corporate limits of the City of Eustis, Lake County, Florida.

Christine Halloran, City Clerk