

## Billing information

**Subject:** City Ordinance regulating fees for utility billing may need updating

The City has received a lot of complaints lately. Even from Council Members. I am trying to understand so I can figure out if we need to change our ordinance. Please explain to me the time line.

Invoice goes out on bill mail between the 5<sup>th</sup> and 8<sup>th</sup> of the month

Due date last day of the month unless a weekend or holiday

How many days later does the delinquent letter go out one week after due date

Then the resident only has five days to get the payment in the hands of Inframark (which includes mailing time which takes more than 5 days now days) or they are red tagged.

Then they have just five days before the water is shut off.

## Suggestion

Invoice goes out on bill mail between the 5<sup>th</sup> and 8<sup>th</sup> of the month

Due date thirty days after the mail date unless weekend or holiday

How many days later does the delinquent letter go out ten business days after due date

Red tag is hung ten days later

Then they have just five business days before the water is shut off