



Billing Policy and Procedure
Revisions

July 27, 2026

Summary from April 27, 2026 Meeting

- Meter Tampering
- Delinquent Processing – reduce time to disconnection
- Security Deposits
- Corrective Billing
- Adjustments (Leak & Swimming Pools)
- Credit Card Processing Fees

Property Owner & Tenant Responsibility



Current Challenge

When a tenant or owner leaves or stops service without paying the remaining balance, collection opportunities are limited.

KEY RECOMMENDATION



Proposed Solution

- Update contract terms that hold the property owner or tenant liable for paying balance on account before they can start service on a new account
- Service automatically transfers to owner once tenant service ends and owner responsible for charges
- No owner deposit for non-owner-occupied property
- Formal process to dispute amounts owed
- Ordinance, Policy & Contract updated to best practices



Result

Improved collections

Reduced bad debt

Greater accountability

Implementation Timeline



WHAT TAKES EFFECT

- New customer contract terms
- Ordinance amendment
- Billing policy amendment
- Credit card fees absorbed by customer
- Disconnection 4 weeks earlier for unpaid account balances – will waive late fees for initial months
- Collection efforts kick off
- New leak adjustment policy
- Other minor policy changes

IMPLEMENTATION STEPS

- ✓ Staff training
- ✓ Customer notification campaign (letters, social media, website, realtors, attorneys)
- ✓ New contracts process made easy — customers can complete electronically without visiting City Hall