



**Council Meeting Agenda
March 16, 2023**

Minutes Resolution

Discussion Item

Agenda Description:

Discussion and update on the trash billing transition to Waste Connections.

Background Information:

The City began transitioning trash billing over to Waste Connections in December of 2022. As of January 2023, billing has been fully transitioned. An incident did occur where Fundview (billing software) auto-populated February's bill. Fortunately, Angela caught it before the paper bills were sent out. Unfortunately, we did have a few that had accounts that were in arrears that ended up overpaying by one month. These credits have been issued back to the customers.

On March 7th, Fundview managed to populate yet another bill file even after promising it would not happen again. The bill file is being reversed and the online payment system (for trash collection only) has been disabled.

Financial Information:

Angela continues to collect payments on those accounts that were past due prior to the transition. At some point in the near future, the City will need to decide when to write off the loss. Having two entities collecting for the same service is creating confusion.

Amount Collected since 01/01/2023: \$27,880.51

Amount Outstanding as of 02/28/2023: \$7,174.49

We did receive an updated list from Waste Connections containing the names of 287 residents that have had their trash service suspended due to nonpayment. Until Waste Connections receives payment they will not have trash service. Per the City ordinance, all residents must have trash service and will be cited if they do not. Code Enforcement has been working diligently with Angela to get these accounts current.

City Contact and Recommendations:

Amber Bransom

Attachments: N/A