



**AGENDA ACTION FORM**

**Consideration of a Resolution to Extend Availability of 12 Month Payment Arrangements for Utility Customers Who Accumulated Delinquent Balances**

To: Board of Mayor and Aldermen  
From: Chris McCartt, City Manager *CM*

Action Form No.: AF-46-2024  
Work Session: February 5, 2024  
First Reading: February 6, 2024  
Final Adoption: February 6, 2024  
Staff Work By: Lisa Winkle  
Presentation By: Lisa Winkle

**Recommendation:**

Approve the Resolution.

**Executive Summary:**

Previously, the board adopted Resolution No. 2023-168 which authorized utility customers to enter into payment arrangements for 12 months for delinquent balances. The main objective of Resolution 2023-168 was to provide relief to customers who faced large balances due to factors arising from the COVID-19 pandemic as well as the manual reading of utility meters and preparation of utility billings outside of a more automated process. The accompanying resolution extends the temporary amendment through December 31, 2024.

Having the additional flexibility to offer payment arrangements for a period of twelve months not only was a benefit to individual citizens but was also a benefit to the city. The flexibility allowed the city to continue to collect revenue towards the outstanding balances.

Based on the advantages to both individual citizens as well as the city, it is again requested that a temporary amendment be made to city policy allowing for 12-month payment arrangements on delinquent balances through December 31, 2024. City staff will review the status of delinquent balances throughout the course of this extension and will also evaluate our payment policy to determine if long-term changes need to be made.

**Attachments:**

- 1. Resolution

	Y	N	O
Cooper	—	—	—
Duncan	—	—	—
George	—	—	—
Montgomery	—	—	—
Olterman	—	—	—
Phillips	—	—	—
Shull	—	—	—