

EXECUTIVE BRIEF

ELECTRIC UTILITY MEETING

AGENDA DATE: August 25, 2020

DEPARTMENT: City Commission

TITLE:

Resumption of City utility disconnects for non-payment

SUMMARY:

City Staff is seeking direction on when and how the resumption of Utility disconnects for non-payment should occur.

BACKGROUND AND JUSTIFICATION:

Due to the impacts caused by the COVID-19 Pandemic, the City has been operating under a moratorium regarding City utility disconnects for non-payment since March 16, 2020. At the June 30, 2020 electric utility meeting, the City Commission voted to approve resolution number 21-2020, which established a payment plan for utility customers with accounts subject to service disconnection during the period of March 16, 2020 to July 16, 2020. The payment plan provides for a 12 months payback for residential accounts and a 24 months payback for commercial accounts. At the same meeting the City Commission also approved the resumption of utility disconnects for non-payment beginning July 17, 2020.

At the July 21, 2020 meeting, the City's Electric Utility Director informed the City Commission that utility disconnects planned to begin effective July 17, 2020 were actually deferred with the approval of the City Manager. This was done to allow for additional efforts to contact affected customers via phone and with door hangers to encourage them to elect to go on payment plans and avoid a service shutoff. The City Commission was supportive that such additional compassionate steps were being taken and requested that the Director bring the matter forward once again at a future meeting prior to resuming shutoffs.

All affected customers as of the July 17th, 2020 shutoff date have been contacted via phone and/or door hangers. In addition, Staff has continued with a proactive outreach program to contact affected customers to make them aware that shutoffs are imminent, make them aware once again of sources of assistance, and offering them the opportunity to enroll in a payment plan. As of August 19, 2020 City has over 1,800 customers subject to shutoff with amounts in arrears to \$1.13 million owed the City, over 2,000 calls have been made since the July 17th original shutoff date, and over 800 customers have signed up for payment plans.

At the August 18 Commission Meeting, Commissioner Robinson suggested that proceeding with the resumption of cutoffs occur only for the Electric Utility service and not the Water Utility service.

MOTION:

Move to approve/disapprove the resumption of City utility shutoffs for non-payment effective September 1, 2020.

ATTACHMENT(S):

Fiscal Impact Analysis – NA
Code Requirements
Presentation