

EXECUTIVE BRIEF ELECTRIC UTILITY MEETING

AGENDA DATE: June 30, 2020

TITLE:

Resolution No. 21-2020 – Establishing a Payment Plan for Utility Accounts

SUMMARY:

Resolution No. 21-2020 establishes a portable payment plan for customers with accounts subject to service disconnection from March 16, 2020 to July 16, 2020 for non-payment and suspends utility deposit reviews through September 30, 2020.

BACKGROUND AND JUSTIFICATION:

In response to COVID-19, the City suspended the disconnection of utility customers for non-payment and waived all late fees. The suspension has allowed utility customers to defer the payment of their utility bills during the COVID-19 pandemic to date. In addition, City staff has engaged in an extensive outreach effort to educate affected customers regarding available assistance in paying utility bills. At the Special City Commission meeting on June 18, 2020, the City Commission determined that with over 15.1% of the City's utility receivables now delinquent and in arrears greater than 30 and 60 days, the City should end the suspension of disconnections and waiver of late fees as of July 17, 2020. However, in an effort to continue to assist the affected customers, the City Commission agreed to create a payment plan to allow the affected customers to pay the deferred utility charges over 12 months (for residential customers) and over 36 months (for commercial customers) with said payment plan to be portable with each customer should they relocate to a different premise over the period of their payment plan. In addition, the City Commission agreed to suspend the deposit reviews required by City Resolution 70-2013 through September 30, 2020. Once deposit reviews resume on October 1, 2020, City staff is requesting that those reviews NOT include a review of accounts for four (4) delinquent payments as such review is time intensive and not able to be automated by the current City system, nor that any delinquent payments from any customer during the period of March 16, 2020 through July 16, 2020 not be counted for determination of need for additional deposit.

MOTION:

Move to approve/disapprove Resolution No. 21-2020 establishing a payment plan for utility accounts.

ATTACHMENT(S):

Fiscal Impact Analysis (to be discussed)
Resolution 21-2020