

AB 6657

Utility Billing Policies Update

April 15, 2025



Agenda

1. Impetus for Utility Billing Update
2. Approach
3. Staff Recommendation
4. Questions

Impetus for Update

Utility Billing Update is in the 2025-2026 Work Plan (Finance 1.9.1)

- ❑ Lessons learned in the wake of the Pandemic.
- ❑ Consolidate procedures and improve customer experience.
- ❑ Prepare for the complete transition to the AMI system.

Approach

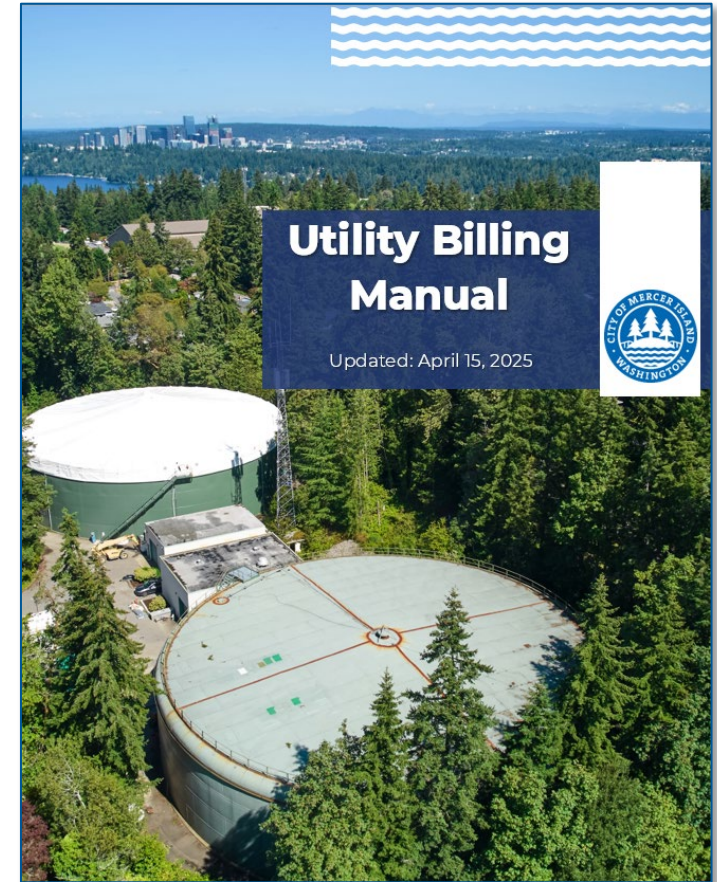
- ❑ Conducted a technical review with outside Consultant.
- ❑ Assessed policies among peer agencies that:
 - ❑ Underwent recent procedural updates.
 - ❑ Have established AMI infrastructure.
 - ❑ Have comprehensive programs focused on customer service.

What Changed

- ❑ Clarified property owner/ tenant responsibilities.
- ❑ Updated leak adjustment requirements.
 - ❑ Limit frequency of a leak adjustment to every two years.
- ❑ Clear guidelines for payment arrangements.
 - ❑ Specific guidelines and eligibility requirements.

Result

- ❑ Clear expectations, resources, and billing practices for customers.
- ❑ Billing information all in one place.
- ❑ Reflects best practices tailored for Mercer Island.
- ❑ Well positioned for the launch of a new customer portal to access up to date usage data.



Staff Recommendation

- ❑ Schedule Ordinance No. 25C-09 updating Section 15.12.010 of the Mercer Island City Code related to utility billing, and the updated Utility Billing Manual for second reading and adoption on May 6, 2025.

Questions

Prepared By

Matt Mornick, Finance Director

LaJuan Tuttle, Deputy Finance Director

