

3rd Party Billing Proposal

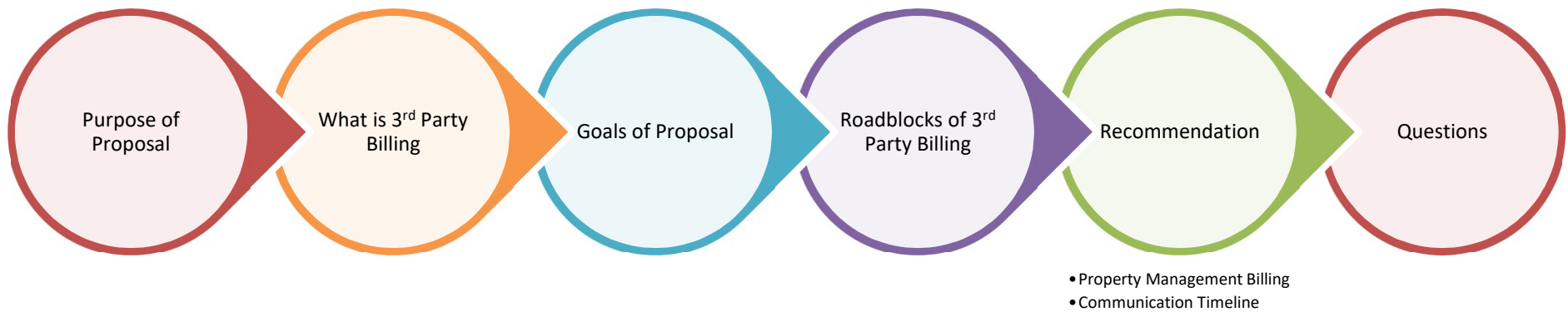
November 16, 2021



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City of Meridian Agenda



City of Meridian
Purpose of Proposal

*Disband offering 3rd
Party Billing*

City of Meridian

What is 3rd Party Billing



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What is 3rd Party Billing



City of Meridian - Utility Billing
Contact information is available on the
back of your statement
For Phone Payment Call 1-844-756-3743

Statement No: 2212159

Billing Account		Account Detail	Account Summary
Date:	07/20/2021	Water Base Fee	5.21
Account:	09154303-02	Water Usage	9.50
Period:	06/21/21 to 07/20/21	Sewer Base Fee	8.20
Bill To:	Weasley, Arthur and Molly	EPA Fee	3.56
Location:	4407 N Rhodes Ave	Trash Service	13.50
		Disposal Service	5.10
		Cart/Container Tax	0.10
		Authorized Turn On	30.00
		Extra Cart Service	1.76
		Sewer Chg	15.24
		Cart Rental	1.12
		Extra Cart Rental	0.56
		Current Charges	93.85
			Previous Charges 127.67
			Payments - Thank you! 0.00
			Adjustments 0.00
			Past Due Balance 127.67
			Current Charges 93.85
			Past Due Balance 127.67
			Current Balance 221.52
			Current Charges Due: 08/05/2021
			Past Due Deadline: 08/10/2021

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Goals of Proposal

Improve efficiencies with the Utility Billing and Water Departments

Eliminates:

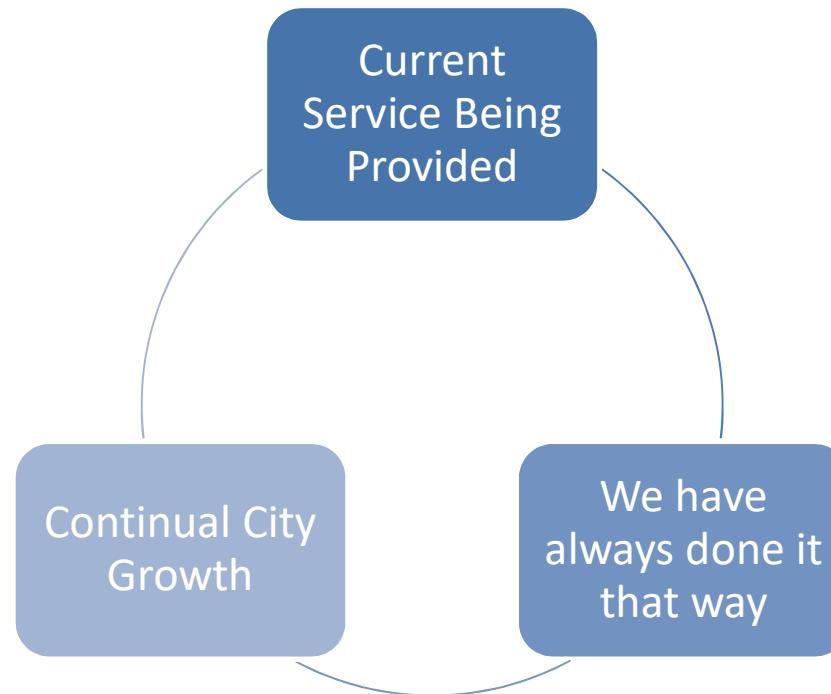
- property management activities
- collection agency activities
- final reads for 3rd party transitions
- 3rd party paperwork chasing

Improvements:

- repurpose 1.25 staff members
- Additional notification services
- government growth

City of Meridian

Roadblocks of 3rd Party Billing



City of Meridian Recommendation

Disband the 3rd Party Billing Process

Property Owners use Property Management Companies

- City should not compete with private business
- Control growth of City government

No Change to existing properties using a property management company

- Property owner(s) still 100% liable for outstanding bills
- City does not chase/monitor tenants`

City of Meridian Recommendation

Disband the 3rd Party Billing Process

No changes to multi-family units

- Invoices sent to dwelling units with a unique water meter

Shut-off Notifications

- Improved shut-off notification process

City of Meridian Recommendation

Disband the 3rd Party Billing Process

Eliminate final reads
for tenant transitions

- Final reads only occur during actual sale of property

Eliminate \$20 setup
fee

- Updated agreement form

City of Meridian Recommendation

Disband the 3rd Party Billing Process

Communication Plan

- Multiple layers of communication
 - Targeted mailings, email notifications, website updates
- Deny all new 3rd party requests as of February 1, 2022
- Transition all accounts as tenants/PM's change

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What is Property Management Billing?



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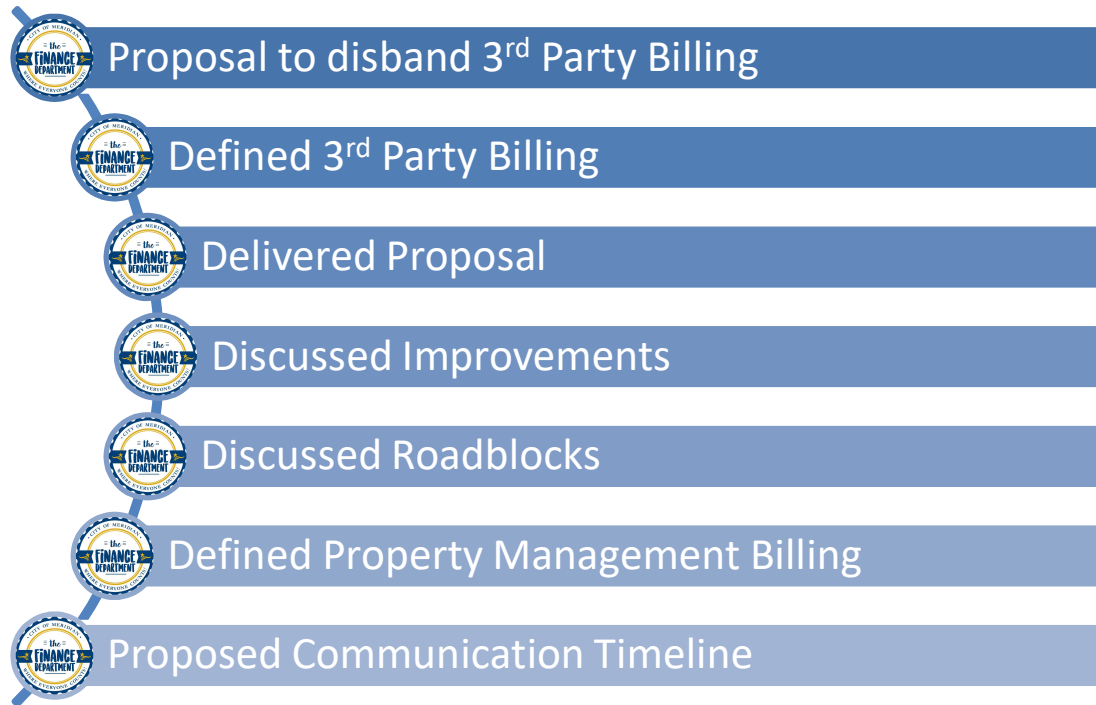
What is Property Management Billing?



City of Meridian Communication Timeline

November 2021	• Proposal • City Council Workshop • Public Hearing
December 2021	• Targeted letter and email to owners and property managers • Signature tag on all communications sent from rental@meridiancity.org
January 2022	• Targeted letter and email to owners and property managers • Signature tag on all communications sent from rental@meridiancity.org • Webpage updates completed to include an FAQ • Online Property Management form completed
February 2022	• Effective date of the changes • Reminder notification on February 1 effective

City of Meridian Recap



City of Meridian Questions



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