



Executive Summary

City Council Workshop

AGENDA ITEM: Newsletter & Utility Billing

PREPARED BY: Mike DeLuca, City Council

RECOMMENDED ACTION: Discussion

Summary:

Council Member DeLuca has requested a workshop discussion regarding the City's recent decision to resume mailing paper utility bills and printed newsletters. Previous Council direction favored electronic distribution as the default method due to cost, staff time, and overall efficiency.

The shift back to paper mailings has generated concerns related to expenses, labor requirements, and long-term sustainability. Feedback from some residents has also highlighted questions about the cost and effectiveness of this change.

Items for Council Discussion

- Whether continuing full paper billing and newsletter mailings is cost-effective and operationally sustainable.
- Historical Council direction that supported electronic delivery as the City's default communication method.
- Potential to re-establish electronic billing/newsletters as the default system, with an option for residents to "opt out" and receive paper copies upon request.
- Cost, staff workload, and process impacts associated with each option.

Purpose of the Discussion

To evaluate whether the current approach aligns with Council priorities for efficiency, financial responsibility, and accessibility, and to determine the preferred policy moving forward.