



To: Mayor and Council

From: Dylan Mulfinger

Subject: Water Utility Collections

Date: 6/8/2020

The City is ready to return to normal collection procedures as the state has lifted their moratorium on utility shutoffs. The city received guidance from the Iowa Association of Municipal Utilities on a process of bringing the procedures back to normal. The process is detailed below:

- June 1- A 10-day letter explaining payment options to respond by, a COVID-19 one-time extension agreement and a red return envelope to pay or sign an extension will go out. All of this was sent out in a red envelope, so it draws attention to the resident. They have all the regular options to pay online, electronically, 800#, etc. If they choose to send a check, cash, or complete the extension, it should be enclosed in the red envelope back to us by mail or drop box. Staff can watch for these red envelopes and enter information immediately regarding their account.
- June 8- At the regular city council meeting, council can approve to continue to follow this plan or guide staff.
- June 11- All payments will be posted in the morning. In the afternoon and on June 12 door tags will be hung stating they will be shut off June 15-16. This process really allows the resident to 15-16 days before shutoff. This timeframe is very generous since we are not required to do this.
- New past due accounts will follow the normal past due process after the 15th payments are posted. The normal penalties will be applied to only those accounts. At this point we are back to our regular processing and can continue to do so moving forward.
- The city continues to not charge online fees since city hall is closed to the public. Several obstacles must be overcome before we can safely reopen, and they may take a while. The fee amounts to less than \$1,000 per month. Council can choose to reinstate those online fees anytime.

The City is working with residents as this is a unique time and is providing an additional agreement to ensure they can pay back their overdue bill and bring them current to their account. The City will continue to provide no fee for paying online until city hall opens to the public.