



AGENDA ITEM ANALYSIS

Project/Issue Name: Approve Utility Billing Fee Refunds.
Submitted By: Jamie Bishop, Utility Billing Supervisor
Date: September 21, 2021

Issue Statement

To approve refunds for E-Check customers for late fees incurred after cancellation of E-check services.

Discussion and/or Analysis

The City of Republic has provided E-check services to customers for several years. This service has not been utilized as heavily as recurring payments through debit/credit cards and requires additional steps for staff to process. Customers were notified last month that this service would be discontinued, and customers were referred to the online platform to set up recurring payments through their debit or credit card.

While many customers noticed the alert on their bill, many did not and did not pay timely due to their anticipated automatic payment through their checking account. Due to the confusion of customers, staff is requesting one-time approval to waive the five-dollar late fee for all e-check customers who incurred a late fee due to this transition. Below is a list of customers impacted by this transition:

Stephanie N/Freddy A Nasalr
Patricia A Reeves
Sierra N Davis
Chris/Mandie O'Hara
Cierra J Richards
Justin K Orr
Sara G Young
Ryan P/Crystal E Listerman
Megan Myers
Melinda A Hicks
Debra K/Jesse B Robledo
Farrahn M Henningsen
Luanna K Blades
John Post
William Brazeal
Stephen/Ellasa Simmons
Shelby Scrivener
Deven J Hulse
Hannah R Staples

Shayla B/Jacob L Scott
Omegabet LLC
Austin Simpson
Christopher B/Natalie M Boland
Chris P/Crystal Ewbank
Micheal L Hastings
Julie M/Brian M Lloyd
Sean C/Ashton N Templeton
Brittany L Springer
Phillip R/Dorothy A Stewart
Kyle J/Katie J Pomeroy
Bryce J Isbell
Andrew L/Brittany A Thomason
Nicholas L Foster
Andrew J/Shantel M Vanzyl
Luke A/Hannah K Harding
Amy S/Samuel Lawson
Scott A/Kathryn Lea
Christina L Miranda



Shelby Foster
Doug Crawford
Lindsey M Ruckman
Saralyn M Glascock
Kyle B Raby
Dustin J/Ashley N Gilmore
Hailey P Patton
Chelsey Ford
Guesthouse Market
Maxwell Rudolph
Megan T Beck
Melissa M/Jesse W Robertson
Brian J Cassity
Michael P/Emily N Mandzik
Justin D Lewis
Joshua A Bays
William J Steinmetz
Kenna L/ Nathan V McClellan
Roy W/Rebecca D Kern
Meadowview Baptist Church
Joe/Debi Larimore
Noel Young
Christian D/Emilie A Lamb
Elizabeth R Fahnestock
Kimberly D/Zachry W Skelton
Destiny A Warner
Mark A/Lorrie M Stanberry
Eric H/Sheri L Shuster
Christina M Cook
EquipmentShare.com INC
Tyler L Stilley
Steven C/Candice L Ehasz
Jacqueline C/Joseph C Dorsey
Ashley M/ Doug L Miller
Kylie K Walker
Jake R Munyon
Dakota Dutoit
Bjorn Wilkerson
Hayley D Walser
Tanner Fienen

Orion A/Suzanne M Stidham
David G/Holly M Garrison
Eddie P Hash
Paul T Mantle
Josh Clark
Jamie Jones/Merideth Raper
Teresa K Wetzler
Justin D. Hughes
Bailey N Earp
Lisa A McFall
Breahna M Dasal
Bobbi A Black
Melissa D Largent
Elwyn G Burt
Tasha R Schalk
Michele E/Jonathan T Creech
Michael A/Brooke L Shepherd
Amanda A/Matthew I McGill
Kassidy & Bryan Porter
Lauren K Baker
Nicholas A Bryant
John J/Heather A Tinsley
Gerardo Cuevas
Susan Duvall
Teresa L Shanks
Bethany A/Jacob D Babb
Cindy E/Richard L Thomson
Jessica L/Dennis W Smith
Melinda Rosa
Rachelle L Hare
Laura D Gaddy
Taylor J/Megan K Mosley
Dustin Engle
Carolyn S Booher
Sean P Gillette
Derek Worth
Zachary/Heather Richards
Betty A Watson
Jessica M Lumpkin

Recommended Action

Staff recommends approval of fee waiver.