



Date: January 17, 2023
To: Mayor and Council Members of the City of Rollingwood
From: Ashley Wayman, City Administrator
Subject: City Administrator's Report

Financials – Highlights of the financials through the month of December 2022:

- As of December 31, 2022, 25% of the Fiscal Year has passed.
- Property taxes collected were about 85% of the amount collected in the same period in FY 21-22.
- Sales taxes collected were up 8% from the amount collected in the same period in FY 21-22.
- The Water Fund balance is currently at \$658,433. The General Fund balance is at \$2,209,210.

At the end of December, we went live with the City Council Message Board. The message board can now be accessed through our City Website by hovering over "Meet Your Government" and then selecting "City Council Message Board." All City Council Members have accounts for the message board, and it does not require account creation from the public side to view the information posted by Council Members on the message board.

As directed at the last City Council Meeting, city staff worked to prepare an official comment letter in response to the Draft Zilker Park Vision Plan that was submitted ahead of the January 8, 2023 deadline. That document is in this month's packet along with a discussion item regarding these comments.

After many weeks of preparation and community notification, we have returned to charging late fees for utility bills paid after the due date. In 2022, the City Council approved updates to the city's Code of Ordinances that provided the framework for this return to our policy of charging late penalties. Attached after this letter are the letter and yearly utility billing calendar that was mailed to customers in January.

We hope your New Year is off to a great start and we look forward to another great year here at City Hall!

I am available by email at awayman@rollingwoodtx.gov and cell phone at 737-218-8326. Please let me know if you have any questions or concerns.

Best,
Ashley Wayman
City Administrator



THE CITY OF ROLLINGWOOD

Phone +1 (512) 327-1838

403 Nixon Dr, Rollingwood, TX 78746-5512

www.rollingwoodtx.gov



DATE: January 03, 2023

Dear Rollingwood Utility Customer,

At the beginning of the COVID-19 Pandemic, City Leadership made the decision to cease assessment of late fees or penalties to Rollingwood Utility Accounts. We understood that it was a difficult time for everyone and wanted to ensure that late fees were not an additional burden on our residents. We are now reaching a time where business is returning to normal here at the City. Accordingly, we will return to our policy of charging late penalties. This penalty will be 5% of your current past due balance.

Please find enclosed the 2023 Utility Billing Calendar. This calendar shows your Rollingwood Utility Bill due date, the date in which penalties will be assessed for non-payment and the date in which water service will be disconnected for non-payment each month. City holidays will not be counted as business days.

The bill due date is in Green

Utility Bills are due on the 23rd of every month. If the 23rd falls on a weekend or City holiday, the due date is the next business day.

The date that late penalties will be assessed, and a late notice generated, is in Yellow:

If full payment has not been made within 3 business days of the due date, a 5% late penalty will be added to the past due bill. When the late penalty is added to the account, a late notice will be generated and mailed to the resident.

The date that water service will be cut off and a disconnect fee added to the account is in Red:

If full payment has not been made within 5 business days of the late penalty being added to the account and the late notice being generated, water service will be shut off. A \$40 disconnect fee will be charged to the utility account; this fee will also cover reconnection of water service upon full payment.

Please contact City Hall if you have any questions regarding this calendar or your water bill. We look forward to serving you in the new year!

Sincerely,
Veronica Hernandez
Utility Billing Manager
City of Rollingwood



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City of Rollingwood Utility Billing Calendar

2023

January						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

February						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28				

March						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30	31	

April						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30						

May						
S	M	T	W	T	F	S
	1	2	3	4	5	6
7	8	9	10	11	12	13
14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30	31			

June						
S	M	T	W	T	F	S
				1	2	3
4	5	6	7	8	9	10
11	12	13	14	15	16	17
18	19	20	21	22	23	24
25	26	27	28	29	30	

July						
S	M	T	W	T	F	S
						1
2	3	4	5	6	7	8
9	10	11	12	13	14	15
16	17	18	19	20	21	22
23	24	25	26	27	28	29
30	31					

August						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

September						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30

October						
S	M	T	W	T	F	S
1	2	3	4	5	6	7
8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

November						
S	M	T	W	T	F	S
			1	2	3	4
5	6	7	8	9	10	11
12	13	14	15	16	17	18
19	20	21	22	23	24	25
26	27	28	29	30		

December						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

Important dates

Bill Due Date

23RD OR NEXT BUSINESS DAY (EXCLUDING CITY HOLIDAYS)

Late Notice Date

5% PENALTY APPLIED TO UTILITY ACCOUNT FOR NON-PAYMENT (EXCLUDING CITY HOLIDAYS)

Cut-off Date

CUT-OFF OF WATER SERVICE FOR NON-PAYMENT (EXCLUDING CITY HOLIDAYS)

City Holiday Date

CITY HALL WILL BE CLOSED