

AGENDA ITEM SUMMARY SHEET

City of Rollingwood

Meeting Date: June 16, 2021

Submitted By:

Staff

Agenda Item:

Discussion and possible action on a recommendation from the Utility Commission regarding a policy for over-billed and under-billed commercial and residential utility accounts

Description:

In the process of implementing in-house billing, the Public Works Department and Utility Billing Manager conducted an audit of the city's water meters. They found discrepancies in recorded and actual meter sizes that were causing customers to be billed incorrectly.

At the June Utility Commission meeting the following motion was made:

Jonathan Miller motioned to recommend to City Council that the city attempt to collect from both residential and commercial accounts that have been under-billed related to their meter size for usage during calendar year 2021 and along with the notice of that collection to also include an option to voluntarily repay the full amount owed on the account for anything prior to 2021. Phil Dixon seconded the motion.

The motion passed 4-0.

Action Requested:

To approve a policy for over-billed and under-billed commercial and residential utility accounts.

Fiscal Impacts:

Customers will now be charged accurately based on their water meter sizes and the city will recover amounts owed per the policy decision made.

Attachments:

1. Meter Audit Results