
Meeting Date: May 27, 2025

Subject: Suspension of June 2025 Utility Late Fees

Attachments: **Resolution 2025-34**

Presented by: Adam Vaughn, Finance Director; Yeni Salcedo, Finance Technician

Approved for Agenda by: Dan Ford, City manager

Discussion:

We are in the final stages of implementing the Tyler ERP Pro 10 Utility Billing Software, with a planned go-live date of June 2, 2025. As part of this transition, we anticipate that utility bills for the April 16th through May 15th cycle period will be mailed no later than June 6th.

The City's utility billing cycle currently runs from the 16th of each month through the 15th of the following month. Billing statements are typically generated and posted the day after the water shut off fees are posted, which occurs on the 22nd of each month. This timeline allows adequate time for printing, sorting, and mailing of utility bills.

Please note that beginning May 22nd, residents will continue to be able to make payments at City Hall; however, online payment options will be temporarily unavailable during the system transition.

Due to this implementation schedule, the posting of June utility bills will occur later than normal - during the first week of the month rather than the 23rd as is typical. As a result, we are requesting the Council's approval to waive the following fees for the month of June:

- The delinquent fee posting is currently scheduled for June 16th (the 15th falls on a Sunday).
- The water shut off posting is currently scheduled for June 23rd (the 22nd falls on a Sunday).

This temporary adjustment will provide residents with additional time to receive their bills, enroll in the new system, and become familiar with the updated online payment platform.

Summary of Request:

- Utility bills will be posted and mailed later than usual in June.
- Late fees for June will be waived.
- Water shut-off fees will be waived, and no shutoffs will occur in June.

Fiscal Impact:

- The City will forgo approximately \$3,360 in late fees, which would otherwise contribute to the general fund.

- Additionally, the City will forgo approximately \$1,600 in water shut-off fees, also normally directed to the general fund.

We believe this short-term adjustment is vital to ensure a smooth transition for residents to the new billing system and to prioritize customer service during the necessary implementation period.

Recommendation:

Approve Resolution 2025-34 suspending June 2025 Utility Late Fees

Alternatives:

Keep late fees unchanged.