



City of Tualatin

CITY OF TUALATIN Staff Report

TO: Honorable Mayor and Members of the City Council
THROUGH: Sherilyn Lombos, City Manager
FROM: Don Hudson, Assistant City Manager/Finance Director
DATE: December 11, 2023

SUBJECT:
Water Service Reconnection Fee Discussion

EXECUTIVE SUMMARY:

Tualatin Municipal Code (TMC) Chapter 3-03, Water Service, establishes fees, rates and charges for water service, including fees related to delinquent accounts. TMC 3-3-170 (5) allows for “an additional delinquency notification charge”, commonly known as a door hanger fee, “to cover the additional administrative expense”. Additionally, TMC 3-3-170 (6) states the “customer responsible for the water bill shall pay the service restoration fee as established by the Council before water service is restored.” The City Council sets the amounts for these fees as part of the utility rate setting resolution each year. The Delinquency Notification Charge is \$10.00 and the charge for restoration of service that has been terminated for delinquent bills is set at \$30.00.

Staff is proposing eliminating the restoration charge and is seeking feedback from the City Council. Staff will present the historical reasons for the fee and factors to be considered when evaluating whether or not it is still practical to impose this fee in the future.

If the City Council agrees with this proposal, staff will return with a code change in January 2024.
