



Legislation Text

File #: ID#20-421, **Version:** 1

AGENDA CAPTION:

Receive a Staff presentation and hold discussion regarding the return to normal utility billing operations for non-payment, and provide direction to Staff.

Meeting date: June 18, 2020

Department: Finance

Amount & Source of Funding

Funds Required: Click or tap here to enter text.

Account Number: Click or tap here to enter text.

Funds Available: Click or tap here to enter text.

Account Name: Click or tap here to enter text.

Fiscal Note:

Prior Council Action: Council agreed to halt utility service terminations during the COVID emergency

City Council Strategic Initiative: [Please select from the dropdown menu below]

Choose an item.

Choose an item.

Choose an item.

Comprehensive Plan Element (s): [Please select the Plan element(s) and Goal # from dropdown menu below]

- ☐ Economic Development - Choose an item.
- ☐ Environment & Resource Protection - Choose an item.
- ☐ Land Use - Choose an item.
- ☐ Neighborhoods & Housing - Choose an item.
- ☐ Parks, Public Spaces & Facilities - Choose an item.
- ☐ Transportation - Choose an item.
- ☐ Core Services
- ☐ Not Applicable

Master Plan: *[Please select the corresponding Master Plan from the dropdown menu below (if applicable)]*

Choose an item.

Background Information:

In March, 2020 the City Council agreed to halt utility service terminations for non-payment for 90 days. The 90 days will expire on June 22. Staff recommends the City return to normal payment processing procedures.

This includes, but is not limited to, the following:

- Begin to inform customers of their unpaid bills
- Encourage customers to either make payment arrangements or recommend agencies who may have monies to help people pay their bills
- Terminate services, when applicable.

The City does not terminate services without letting the customer know. Also, the City funds an agreement with Community Action to help people with their outstanding utility bills. Currently, there is \$93,000 available for assistance.

Finally, the standard practice is the City does not terminate any services when the heat index is over 100 degrees. We will continue that practice.

Council Committee, Board/Commission Action:

Click or tap here to enter text.

Alternatives:

Continue to not terminate services for a set period of time.

Recommendation:

Return to the City's normal standard operating procedures as we can begin to help people bring their outstanding bills current through assistance or through payment arrangements.