



100 YEARS of SERVICE | 1912-2012

Item # 120883 Late Fees and Utility
Terminations
Proposed changes to GRU Billing
City Commission February 20th,
2014



Residential Billing Cycle

- Bill is due 21 days after being generated
- 1 day after due date, late fee is assessed and late notice is sent
- 7 days after due date, delinquent disconnection issued for primary service (61 days of service)
- 14 days after due date, delinquent disconnection issued for other services (68 days of service)

Non-Residential Billing Cycle

- Bill is due 21 days after being generated
- 1 day after due date, late fee assessed
- 28 days past due date, late notice sent
- 35 days past due date, delinquent disconnect issued and door tag
- 36 days past due date, primary service disconnected (up to 95 days of service)
- 42 days past due date, other services disconnected (up to 102 days of service)

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Recommendations



Bill Due Dates

Current

- Due date is 20 days from mailing date (21 counting mailing date)
- Bills may be due on a Sunday
- Causes customer complaints about bills due when we are closed

Proposed

- Change to 21 days (22 counting mailing date).
- Bills not due on Sunday, may be due on Monday holiday
- Less complaints and reduced email/phone calls

Bill Calculation Date

Current

- Bills calculated on Friday night, mailed Monday
- Payments made over weekend not reflected on bill. Disconnect letters may be issued
- Inconsistent with bills generated Monday – Thursday

Proposed

- Calculate bills on Sunday and mail on Monday
- Capture weekend payments, before disconnect letters generated
- All portions have similar cycle

Residential Disconnect

Current

- Upon disconnection if customer has 90 CW points or more must contact us prior to reconnect

Proposed

- Reconnection upon payment regardless of CW points

Non-Residential Late Notice

Current

- Letter @ 28 days late & \$250 balance
- Only 1 letter

Proposed

- Letter @ 14 days late & \$50 balance
- Add additional letters, based on CW points

Non-Residential Disconnect

Current

- Issue disconnection at 35 days late & \geq 30 CW points

Proposed

- Issue disconnection at 21 days late & \geq 30 CW points

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Summary of Ordinance Changes



Where changes needed if approved

- 27.14 Combined Statements
 - Change due dates to proposed dates
 - Change delinquent dates to proposed dates
 - Remove requirement for deposit review before disconnect reconnect, if 90+ CW points

Recommendations

- Adopt the proposed changes
- Direct the City Attorney to Draft and the Clerk to Advertise an ordinance to address the changes