



Legislation Text

File #: 120883., **Version:** 8

CUSTOMER AND ADMINISTRATIVE SERVICES BILLING, DEPOSITS, AND OTHER PRACTICES (B)

Ordinance No. 120883

An ordinance of the City of Gainesville, Florida, amending Chapter 27 and Appendix A relating to utilities; by amending section 27-7 relating to customer deposits; by amending section 27-14 relating to payment due dates and penalties for late payments; by amending section 27-21 by adding definitions to clarify the customer service regulations; by amending Appendix A, Schedule of Fees, Rates and Charges to revise the service charges for returned payments consistent with state law; providing directions to the codifier; providing a severability clause; providing a repealing clause; and providing an effective date.

The City Commission adopt the proposed ordinance.

CUSTOMER AND ADMINISTRATIVE SERVICES STAFF REPORT

On January 17, 2013, the City Commission referred this item to the Regional Utilities Committee (RUC) to discuss late fees and delinquent disconnection practices. GRU staff presented information to the RUC at meetings on September 30, 2013 and February 20, 2014, relating to residential and nonresidential customer service deposits, utility bill payment due dates, penalties for late payments, and the revising of service charges for returned payments consistent with state law. On February 20, 2014, the City Commission approved the recommended changes. On March 13, 2014, the RUC met and agreed to recommend further changes to the City Commission relating to deposits, late payments, and certain definitions. At its April 17, 2014 meeting, the City Commission approved the recommendations as submitted by the RUC.

CITY ATTORNEY MEMORANDUM

On April 17, 2014, the City Commission authorized the City Attorney to draft and the Clerk of the Commission to advertise an ordinance to amend Chapter 27 of the Code of Ordinances as recommended by the RUC. Since that time the City Attorney's Office has been working with GRU Staff on the global revision of several portions of Chapter 27 which has been time intensive. However, GRU Staff prioritized some of the ordinance revisions due to the effect such revisions are likely to have on GRU's ability to best serve its customers. As a result, the City Attorney's Office divided the global revision of several portions of Chapter 27 into two separate ordinances. The revisions contained within this ordinance represent those changes that were of a more emergent nature to GRU Staff. The revisions that are of a less emergent nature will be presented to the City Commission for approval at a later date. This ordinance requires two hearings.