



Legislation Text

File #: 150173., **Version:** 1

Explanation of Customer Billing Cycles and Dunning Practices (B)

*****Estimated Presentation Time 30 Minutes*****

******This item is for informational purposes.******

On January 17, 2013, the City Commission referred discussion of late fees and delinquent disconnection practices to the RUC. The item was initially discussed at the September 13, 2013 RUC meeting. Staff brought additional information and alternatives to the December 17, 2013 and March 13, 2014 RUC meetings, and the Committee voted at both meetings to send specific recommendations to the full Commission. Staff presented the specified recommendations at the February 20, 2014 and April 17, 2014 City Commission meetings, where the recommendations were approved.

At their July 2, 2015 meeting, the City Commission requested that staff make a presentation on the customer billing and disconnection practices to address several questions that were raised. Specifically, the City Commission asked to discuss: 1) The general practice and number of days between a primary disconnection and when the rest of the utilities like water are turned off, 2) payment arrangements and how customers are made aware of this option, 3) the feasibility of providing an automatic 7 day extension to all customers.

This item is for informational purposes, no fiscal impact.

The City Commission 1) Receive a brief presentation from staff on various items pertaining to customer billing, payment arrangements and disconnection time frames; and 2) Receive a summary of the City Commission approved changes to the customer service ordinances.