



REPORT TO: CITY COUNCIL / SUA

MEETING DATE: MAY 18, 2020

Agenda Item:	8a. CC-20-74 / 5a. SUA-20-11										
Prior Council Action/Related Items: (Hyperlinks Or PDF)	CC Resolution 2020-9 SUA Resolution 2020-1										
Background / Issue:	On March 23, 2020, Council and Trustees approved resolutions suspending disconnections of City/SUA provided utility services for nonpayment until further notice.										
Proposal/Solution:	<p>Utility & Billing Services is requesting Council and Trustees authorize staff to begin implementation of longer term payment plans for utility customers and reinstatement of penalties and disconnections due to non-payment.</p> <p>Proposed plan:</p> <table border="1"> <thead> <tr> <th>Past Due Balance</th> <th>Payment</th> </tr> </thead> <tbody> <tr> <td>\$150 or less</td> <td>\$50 plus current bill each month until current</td> </tr> <tr> <td>\$151-\$500</td> <td>\$100 plus current bill each month until current</td> </tr> <tr> <td>\$501 - \$1,000</td> <td>\$250 plus current bill each month until current</td> </tr> <tr> <td>\$1,000 & up</td> <td>30% plus current bill each month until current</td> </tr> </tbody> </table>	Past Due Balance	Payment	\$150 or less	\$50 plus current bill each month until current	\$151-\$500	\$100 plus current bill each month until current	\$501 - \$1,000	\$250 plus current bill each month until current	\$1,000 & up	30% plus current bill each month until current
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Financial Impact/Funding Source(s):	Staff estimates a monthly loss of revenue in the amount of \$86,000 related to uncollected penalty, disconnect and reconnect fees for each month that Resolutions No. CC-2020-9 and SUA-20-1 remain in effect. Compounding declines in cash flow are also anticipated the longer customers are allowed to defer payment of utility bills.										
Related Strategic Priority:	#1 Effective Services & Accountable Government: To provide effective services and accountable government for all citizens by practicing fiscal responsibility, transparency and outstanding customer service.										
Recommended Action/Motion:	Motion to authorize Utility & Billing Services staff to offer utility customers the option to enter into long term payment plans, approve resumption of the cut-off notification process effective										

	May 19, 2020 to customers with delinquent accounts and resume disconnections effective June 2, 2020, and allow reinstatement of the 10% penalty effective July 6, 2020.
Prepared By:	Dana Mattox, Utility and Billing Services Director Christy Cluck, Finance Director
Reviewed By:	Melissa Reames, Deputy City Manager Patti Osmus, Assistant to the City Manager
Submitted By:	Norman McNickle, City Manager
Attachment(s):	Suggestions for payment plan Graph of utility receivables