



Date: April 27, 2016

To: Thomas J. Bonfield, City Manager
Through: W. Bowman Ferguson, Deputy City Manager
From: Donald F. Greeley, Director, Water Management
Subject: Citizen Concern – Mr. Brian Addams

Summary of Concern

Mr. Addams has requested to address City Council at the May 5, 2016 work session regarding receiving water bill reminders by email and/or text messaging, as well as a reduction of disconnection fees.

Department Response

Implementation of the Paymentus platform should enable sending delinquency notices by email. Current technology does not support text messaging however future phases of this project will include mobile applications. Until such technologies are available, the current notification process will continue.

The following summarizes the delinquency process:

- Water and sewer bills are due 21 days after issuance.
- Late fees are assessed four days after due date; currently this is 1% of the delinquent amount
- Delinquency letters are sent approximately 9 days after bill due. Letters include a cut-off date for receipt of payment to avoid termination of service
- If payment is not received within 6 days of the letter, the system makes an automated phone reminder
- Service is terminated 24 days after the bill due date (45 days after bill issuance)

Records indicate that Mr. Addams has received several phone notices over the tenure of his account with the City. According to records in the billing system, staff has offered the option of bank drafting to avoid late payment and potential service termination; however Mr. Addams has declined this option.

The ordinance authorizing an additional \$50 deposit for repeat delinquencies was last amended in 2008. Staff has reviewed Mr. Addams' water and sewer account history since he established the account in his name in August of 2012. According to a review of the billing history, his typical monthly water and sewer bill averages \$40.00 per month; late fees have been assessed nearly two-thirds of the time. There appears to be a history of going two to three months without making a payment, then having to pay the large "catch-up" amount to avoid disconnection. Service has been terminated four times for non-payment; three of those times the \$50 deposit was waived as a courtesy, including one occasion when fees were removed due to a cashing delay in posting payment.