

SUBJECT

BOARD RESOLUTION NO. 25-79

Pertaining to revising the Collection Processes Business Plan.

STRATEGIC PLAN GOALS: Excellent Customer Experience and Financial Stability

Staff is seeking to amend the Collection Process Business Plan (“the plan”) by suspending the shut off process for delinquent accounts. The utility’s operations depend on the revenue from water bills. Accordingly, strategies, activities, and programs to collect water charges are an important business objective. The plan defines collections goals, establishes guiding principles, reference specific rules, regulations, policies and ordinances and ultimately help guide decisions and promote consistent, fair and equitable collections opportunities and actions.

The recommendation to suspend the shut off process for delinquent accounts is based on a cost benefit analysis of both the shut off process and the tax certification process where the tax certification process was found to be the most cost-effective process to collect delinquent water bills. Considering the social and health impacts of the shut off process on vulnerable populations including children, elderly individuals and low-income households staff recommends suspending the shut off process for delinquent accounts.

RECOMMENDATION

Approval