

**BOARD OF WATER COMMISSIONERS  
RESOLUTION**

PRESENTED BY  
COMMISSIONER \_\_\_\_\_

No. **25-79**  
DATE January 14, 2025

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**WHEREAS**, the Board of Water Commissioners of the City of Saint Paul (the “Board”) temporarily suspended the shut off process for delinquent accounts as defined by the Collection Process Business Plan on May 12th, 2020, due to the COVID-19 pandemic to ensure customers had access to essential services; and

**WHEREAS**, staff recommended to the Board on November 11th, 2020, to continue the suspension of the shut off process for delinquent accounts where it would be reevaluated later to determine the future of the shut off process; and

**WHEREAS**, staff provided an overview of the Collection Process Business Plan to the Board on May 14th, 2024, highlighting collection strategies, activities, and programs; and

**WHEREAS**, staff presented to the Board on October 8th, 2024, demonstrating a financial analysis of shut off process and tax certification process for delinquent accounts as defined by the Collection Process Business Plan illustrating the effectiveness of the tax certification process in collecting water charges and the expenses the Board incurs to administer the shut off process; and

**WHEREAS**, the Board wishes to adopt measures that values the well-being of its customers that reflect its commitment to provide reliable, quality water and services to customers by evaluating effective alternative collection methods; and

**WHEREAS**, staff recommends suspending the shut off process for delinquent accounts as defined by the Collection Process Business plan where on an annual basis, staff will evaluate the effectiveness of the tax certification process in securing revenue from water bills; now, therefore, be it

**RESOLVED**, that the Board does hereby authorize the of the suspension of the shut off process for delinquent accounts as defined by the Collection Process Business Plan.

**Water Commissioners**

**Adopted by the Board of Water Commissioners**

**Yeas**

**Nays**

**January 14, 2025**

**In favor**

**Opposed**

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Secretary

ORIGINAL