

## Staff Response to UAC Questions Regarding Utility Billing Delinquencies and Shut Offs August 2023

### **What Happens if You Don't Pay Your Bill?** (this information is on the back of every utility bill)

Current charges are due 20 days after the bill date – friendly reminders are sent if unpaid balance is over \$25. For non-payment\*:

1. 30 days after bill date - \$3.00 or 1.5% of total bill, whichever is greater
2. 45 days after bill date - disconnection of service
3. 50 days after bill date - 1% of amount due, with an additional 1% every 30 days thereafter

\*Also see document called “Billing to Off Cycle” for a timeline.

### **How many customers are on payment plans?**

We currently have 105 active payment plans of which 25 are delinquent.

### **Does the City charge interest while a customer is on a payment plan?**

The City does not charge interest or penalties on customers with payment arrangements that are making on-time payments according to the arrangement.

### **Average Water Shut Offs Due to Delinquent Accounts**

In 2022, the City had an average of 148 shut offs each month. We had a large amount (586) in February 2022 due to the end of the Governor's proclamation for utility shutoffs.

### **Disconnect/Reconnect Information**

#### Regular hours services

There is no charge for disconnect/reconnect services during business hours. Customers must call before 3 p.m., Monday - Friday for same day service.

#### After hours services

Customers will be charged \$110 for after hours, non-emergency water service disconnects/reconnects. Examples include:

- Restoring service to delinquent accounts (after 3pm)
- New service for tenants and/or owners moving into a residence.

The \$110 fee applies to reconnects for any payment received after 3:00 p.m. You must call before 5 p.m. if you want to accept the after hours fee and have service restored the same day.

#### Is the after hours reconnection fee waivable?

The after-hours fee is not waivable; only due to an error by the City.

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Of the customers that are shut off, what percent request reconnection after hours and have to pay the \$110?

Percentages of customers who requested the after hours fees from 2018 to present:

Year	After Hours Fees	Shut Offs	Percentage
2018	42	1479	2.84%
2019	45	1227	3.67%
2020	8	271	2.95%
2021	0	0	0.00%
2022	46	1780	2.58%
2023	20	867	2.31%
<b>Grand Total</b>	<b>161</b>	<b>5624</b>	<b>2.86%</b>