



## Finance Committee

### Utility Billing American Rescue Plan Act and System Performance Briefing

**Agenda Date:** 4/20/2022  
**Agenda Item Number:** 6.A  
**File Number:** 22-0371

---

**Type:** report **Version:** 1 **Status:** Filed

---

#### **Title**

Utility Billing American Rescue Plan Act and System Performance Briefing

#### **Recommended Action**

##### **Committee Recommendation:**

Not referred to a Committee.

##### **City Manager Recommendation:**

Receive a briefing on the Utility Billing American Rescue Plan Act (ARPA) and System Performance.

#### **Report**

##### **Issue:**

Whether to receive a briefing on the Utility Billing American Rescue Plan Act (ARPA) and System Performance.

##### **Staff Contact:**

Thomas Donnelly, Accounting Manager, 360.570.3816

##### **Presenter(s):**

Thomas Donnelly, Accounting Manager

#### **Background and Analysis:**

In 2021, the City was awarded \$9,205,624 in American Rescue Plan Act (ARPA) funds. The City Council approved the recommended use of 1.3 million dollars for utility assistance.

The utility billing software, Naviline by Central Square, is not part of the new Workday software solution. Workday does not offer a utility solution. Naviline will continue to be supported by Central Square and performs without issues.

Staff will provide an update on the ARPA Utility Assistance funds and an overview of the Utility System software performance.

#### **Neighborhood/Community Interests (if known):**

City provided utility customers notice and education of the Utility Customer Support Programs

through online, direct mailings, and direct calls.

**Options:**

1. Receive the briefing.
2. Do not receive the briefing.
3. Receive the briefing at another time.

**Financial Impact:**

American Rescue Plan Act (ARPA) funds providing utility assistance has aided over 900 customers and reduced utility delinquencies by 1.2 million dollars.

**Attachments:**

None