

Memo

To: City Council
From: Val Halvorson, City Manager
CC:
Date: 03/24/2020
Re: revised per council motion

Background:

Utility billing considerations, during a local, state and federal state of emergency.

No entity or individual is unaffected by the current status of the Covid-19 pandemic.

In response to business mandated shut downs, layoffs, and reduction of hours for hourly employees the City has to consider the utility collection process.

Attached you will see the timeline.

Discussion/Recommendation:

It is hard for all organizations during this time to know what to do and for those making the decisions we try our best.

My recommendation to the council is to suspend shutoffs scheduled for April 7th due to non-payment. This eliminates the connect and disconnect fee of \$50 per meter. Late fees (\$10) have been applied to the bills that were due on March 15th. Late fees will NOT be applied following the next due date of April 15th. Due to constant changes in this regard we will reassess at the next billing cycle.

~~Penalty charges of 1.5% of current balance will still apply, as we are financing utility charges.~~

We will still mail as we are able delinquent notices. Door to door collection efforts will be suspended until further notice, we will still make calls and arrangements for payment in our best effort to collect on accounts.