

CITY OF SEGUIN

RESOLUTION NO. _____

STATE OF TEXAS

**A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF SEGUIN,
TEXAS AMENDING UTILITY BILLING CUSTOMER SERVICE
POLICY; AND DECLARING AN EFFECTIVE DATE**

WHEREAS, in March 2017, the City Council adopted a Utility Billing Customer Service Policy; and

WHEREAS, Section VII of the adopted policy provides that senior citizens, many of whom live on fixed income that arrives once per month, can delay, until later in the billing month, payment of their utility bill without receiving a penalty; and

WHEREAS, there are utility customers in the City who also rely on fixed income, a disability check, that arrives once per month; and

WHEREAS, city staff recommends that the Utility Billing Customer Service Policy be amended to afford those customers living on a disability check the same delay without penalty that is provided to seniors.

NOW THEREFORE BE IT RESOLVED by the City Council of Seguin, Texas:

PART 1. The attached amendment to Section VII, of Utility Billing Customer Service Policy is hereby adopted.

PART 2. This Resolution is in full force and effect from and immediately after its enactment.

ADOPTED on the 7th day of May 2019.

DON KEIL
MAYOR

ATTEST:

Naomi Manski
City Secretary