

It's real.

MEMORANDUM

To: Mayor and City Councilmembers
Douglas Faseler, City Manager

From: Susan Caddell
Director of Finance

Subject: Amendment to Utility Billing Customer Service Policy

Date: April 23, 2019

In March 2017, City Council adopted a Utility Billing Customer Service Policy. Within this policy, it allows for an individual age 60 or older with a residential account may request a delay in the payment date, without penalty. This delay in payment may extend until the 25th day after the date the bill is issued. If the bill is not paid by that time, the 10% penalty will be assessed and all other policies will continue to be in place. Staff is recommending to add those individuals that are on disability income to the extended payment date. In order to qualify, the individual must bring in the award letter as proof of government disability income.

Please let me know if you have any questions.