

MEMORANDUM

To: Mayor and City Council
Douglas Faseler, City Manager

From: Rick Cortes, Assistant City Manager

Date: February 28, 2017

Subject: City of Seguin Customer Service Policy

As part of its customary operating procedures, the City's utility billing staff has utilized existing ordinances along with long established unwritten policies in response to citizen inquires such as, but not limited to, request for service, payment arrangement, and disconnect notices. In an effort to provide both transparency and consistency when dealing with City of Seguin utility customers, staff compiled customer utility procedures into a single City of Seguin Customer Service Policy (see attached).

The policy covers a wide variety of activities encountered by utility billing, such as establishing new accounts, handling late payments, and procedures for extending payment and due dates. The attached policy should answer nearly all the questions that customers commonly have and serve as guidance in conducting business with the utility billing staff. The policy will be made available to customers at their request, and will placed on the City's new website. Staff recommends approval, and is available to answer questions at your convenience.

Cc: Susan Caddell, Finance Director
Leann Wilkerson, Utility Billing Supervisor
Andrew Quittner, City Attorney