

## **Repayment Plans for Delinquent Bills And Implementation of Water Disconnects**

The Public Works & Utilities Department has evaluated how the City of Deltona can begin the process of developing Repayment Plans for delinquent utility bills along with the implementation of water disconnects. The proposed plan was developed with the following goals:

1. The process is fair to both the delinquent customer and all rate payers,
2. The goals within the plan are achievable:
  - a. The ability to develop over 2,500 to 5,000 Repayment Plans and / or
  - b. The ability to turn off up to 2,500 to 5,000 water meters

To that end, we offer the following recommendations:

1. The State of Florida is currently under a COVID 19 Executive Order (Phase III) that impacts all aspects of the private and public sector. Associated with this Executive Order, the City of Deltona suspended disconnecting delinquent accounts in mid-March, 2020. In anticipation of the Governor lifting the COVID 19 Executive Order sometime in the future, we believe it is prudent to develop a process to return to meter disconnects.
2. Beginning with bill run thirty (30) days after the Governor lifts the COVID 19 Executive Order or Consent of the City Commission (EFFECTIVE DATE), we will include a note in the bill that outlines the City procedure to make all billing accounts current, offer a repayment plan (Form to be included on back of the note), or begin disconnecting meters.
3. The procedure is as follows:
  - a. For those customers who pay their balance in full with the first bill following the EFFECTIVE DATE, all late fees will be waived.
  - b. For those customers who mail in the executed Repayment Plan included with the bill to Customer Service prior to the bill due date, the City will establish an automatic 120 day Repayment Plan. To assist with this process for those who prefer to call, Customer service will have extended hours along with Saturday hours. To show good faith on the repayment plan, the customer must pay the current billing charge (monthly bill amount prior to the EFFECTIVE DATE).
  - c. Beginning thirty (30) days after the EFFECTIVE DATE, all accounts that have not been paid in full or initiated a Repayment Plan, the City will begin the process of disconnecting water meters for delinquent accounts.

In closing, we believe that this process is fair to the impacted customer by providing relief during the first two phases of the Governor's COVID 19 Executive Order, maintains our fiduciary responsibility to our overall customer base, and is manageable for our staff with some adjustments.

(10/19/20 Version)