



Legislation Text

File #: 15-4781, **Version:** 1

TO: Mayor and Commission

AGENDA DATE: 10/19/2020

FROM: Dr. Marc-Antonie Cooper, Interim City Manager

AGENDA ITEM: 8 - B

SUBJECT:

Request for approval of proposed repayment plans for delinquent utility bills and implementation of water disconnects - John Peters, III, P.E., Public Works/Deltona Water (386) 878-8973.

Strategic Goal: Provision of utility services

LOCATION:

Citywide

BACKGROUND:

In response to the COVID-19 Pandemic, the City of Deltona proactively implemented a program in March 2020 that stopped all pending meter turn-offs for delinquent bills as of the February billing. While the pandemic is still active in the State of Florida, staff has begun to develop a process going forward regarding delinquent bills and water meter disconnects. In developing the strategy, we worked under 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 3,500 repayment plans and/or
 - b. The ability to turn off up to 3,500 water meters within thirty days.

Staff intends to implement the following repayment plan beginning with the December bill run. The bills will include a notice of the repayment plan that includes the following three steps:

1. For the customers who pay the balance in full with the December bill, all late fees will be waived,
2. For those customers who mail in the executed repayment plan (included in December 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 charges (November usage), or
3. Beginning in January, all accounts that have not been paid in full or have not initiated a Repayment Plan, the City will begin the process of disconnecting water meters for delinquent

accounts. To reactivate the meter, the customer must pay all pass due amounts along with a reactivation/disconnect fee.

We believe this repayment plan is fair to the impacted customer by providing up to eight months of relief, maintains our fiduciary responsibility to our overall customer base, and is manageable for our staff with some adjustments.

Upon approval of this item authorizes any and all necessary actions, documents or budget transfers to facilitate Commission approval and further authorizes the Interim City Manager to sign any documents necessary to further Commission approval of this item.

COST:

As of the end of September, more than 3,500 customer have a delinquent balance of approximately \$500,000.

SOURCE OF FUNDS:

N/A

ORIGINATING DEPARTMENT:

Deltona Water

STAFF RECOMMENDATION PRESENTED BY:

John Peters, III, P.E., Public Works/Deltona Water Director

POTENTIAL MOTION:

"I move to approve the proposed repayment plan for delinquent utility bills and implementation of water disconnects. Upon approval of this item authorizes any and all necessary actions, documents or budget transfers to facilitate Commission approval and further authorizes the Interim City Manager to sign any documents necessary to further Commission approval of this item."