



City of Denton

City Hall
215 E. McKinney Street
Denton, Texas
www.cityofdenton.com

AGENDA INFORMATION SHEET

DEPARTMENT: Customer Service

DCM: Cassey Ogden

DATE: September 10, 2025

SUBJECT

Receive a report, hold a discussion, and give staff feedback regarding the City of Denton utility billing programs.

BACKGROUND

Customer Service conducted independent evaluations of utility billing and collections processes in 2008, then again in 2018. During review of the commercial deposit requirements, it was determined that an updated review was in order. The FY24/25 budget included council approved funding to review billing & collections processes to ensure operational efficiency and program alignment with utility sector best practices.

Departmental revenue collection performance was reviewed against industry benchmarks. Additionally, three City policies were evaluated and recommendations for improvement were provided. These included commercial deposits, payment agreements, and leak adjustments.

PRIOR ACTION/REVIEW (Council, Boards, Commissions)

PUB August 25, 2025 (5:0)

EXHIBITS

Exhibit 1 – Agenda Information Sheet
Exhibit 2 – Presentation
Exhibit 3 – Ascent Group Study

Respectfully submitted:
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DME General Manager

For information concerning this acquisition, contact: Christa Foster, 940-349-7412.