



Utilities Pay Agreement Guideline Enhancements

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Objectives

- Review Current Pay Agreement Guidelines Set November 2010
 - Simplify the Process
 - Increase Access to the Program
 - Ensure Program Sustainability
 - Improve Ability to Meet Customer Needs Quickly
- Present Opportunities and Recommend Improvements
- Receive Feedback and Direction



Current Guidelines

City Ordinance 26-9(d)(2) requires Council approved guidelines on file with the city secretary.

5-Day Arrangement

- 5 Days Past Interruption Date
- 1 Arrangement per Six Months

Multi-Month Arrangement

- Must Pay 50% of Outstanding Balance
- Up to 3 Consecutive Months
- Equal Monthly Payments
- 1 Arrangement per Six Months



Opportunity & Recommendation 1

A 5-business day extension from interruption date presents an arbitrary date for customers to remember and requires referencing external account resources to calculate the due date.

Recommendation

Change to match the due date of current bill. This increases allowed time by up to 2 calendar days. The date is readily available in the account summary improving accuracy and efficiency in creating arrangements.



Opportunity & Recommendation 2

Pay arrangements are intended to provide customers flexibility and reduce fee assessment while preventing large debt accumulation.

Recommendation

Limit program access due to defaulted arrangements, not the number of requests. Defaulted arrangements result in a greater need for staff time and result in making it harder for customers to maintain manageable balances.

Opportunity & Recommendation 3

Current City Ordinance 26-9(d)(2) requires Council approved guidelines on file with the city secretary. The current process creates significant delays in being able to deploy program updates to better serve customers when needs are identified.

Recommendation

Update City Ordinance (only for 26-9(d)(2)) to require program guidelines to be approved by the City Manager, on file with the office of the city secretary, available on the City website, and City Council notified of any changes prior to implementation. Prior notification ensures Council has opportunity to pull for full review and feedback, if needed.



Guideline Recommendations

At any time, a customer may have one active arrangement of the types below:

Short-Term Arrangement

- May Request Any Time
- Due Date Matches Current Bill

Long-Term Arrangement

- May Request Any Time
- Due Date Matches Current Bill
- 50% Payment of Balance
- Up to 3 Months to Pay

Temporary Ineligibility: If two agreements are defaulted in a 12-month period, the customer is ineligible to enter agreements for one year from the date of the last default.



Goals and Direction

Recommendation Goals:

- Simplify the Process
- Increase Access to the Program
- Ensure Program Sustainability
- Improve Ability to Meet Customer Needs Quickly

Seeking Direction and Approval of Two Recommendations:

1. Update Pay Agreement Guidelines to Assist More Customers
 - Realign Due Date to Match Current Charges Due
 - Update Eligibility Based on Successful Completion of Agreements
2. Update Ordinance to Improve Timeliness of Needed Program Updates

Questions?

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