



LODI CITY COUNCIL

Carnegie Forum
305 West Pine Street, Lodi

"SHIRTSLEEVE" SESSION

Date: December 13, 2011

Time: 7:00 a.m.

For information regarding this Agenda please contact:

Randi Johl

City Clerk

Telephone: (209) 333-6702

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Informal Informational Meeting

- A. **Roll Call by City Clerk**
- B. **Topic(s)**
 - B-1 Discuss Utility Billing Ordinance and Processes (CM)
- C. **Comments by Public on Non-Agenda Items**
- D. **Adjournment**

Pursuant to Section 54954.2(a) of the Government Code of the State of California, this agenda was posted at least 72 hours in advance of the scheduled meeting at a public place freely accessible to the public 24 hours a day.

Randi Johl
City Clerk



CITY OF LODI COUNCIL COMMUNICATION

AGENDA TITLE: Discuss Utility Billing Ordinance and Processes

MEETING DATE: December 13, 2011

PREPARED BY: Deputy City Manager

RECOMMENDED ACTION: Discuss Utility Billing Ordinance and processes.

BACKGROUND INFORMATION: While researching utility billing issues, staff learned that the City's current billing processes do not conform to the underlying ordinance that provides for the billings. Staff will detail the variances in today's presentation.

In an attempt to bring the billing information in line with the authorizing ordinance, staff recently changed the language on the utility bills to read "Due Upon Receipt." This language change has generated more than 1,000 customer contacts in the last three months. Staff will bring forward potential changes to the billing ordinance and processes for Council discussion.

Among the changes under consideration are revising the ordinance and conforming the billing processes to that revised ordinance, clarifying language regarding deposits, modifying current practices regarding 10-day and 48-hour notices, and reducing the timeline from initial billing to termination of services.

FISCAL IMPACT: Reducing the timeline from initial billing to termination of services should reduce the dollar volume of bad debt accounts sent to collections. At the same time, late fee revenue is likely to also be reduced by an unknown amount if the timeline is reduced.

FUNDING AVAILABLE: Not applicable.

Jordan Ayers
Deputy City Manager

JA/ja

APPROVED: _____
Konradt Bartlam, City Manager