



AGENDA MEMORANDUM
City Council Meeting of October 15, 2019

DATE: October 7, 2019
TO: Peter Zaroni, City Manager
FROM: Dan Grimsbo
Executive Director of Utilities
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(361)826-1718

Utility Bill Presentation

STAFF PRESENTER(S):

<u>Name</u>	<u>Title/Position</u>	<u>Department</u>
Dan Grimsbo	Executive Director	Utilities
Kevin Norton	Director	Water Utilities
Reba George	Assistant Director	Support Services

BACKGROUND:

City Council gave direction to staff at the October 1, 2019 meeting to contact residents who disagreed with their utility bill. On October 1st and 2nd, staff met with residents to discuss their utility bill and to answer questions they had at City Hall. By the end of the meetings, the residents had a better understanding of their water usage and the reasons of why their utility bill was higher than other months.

This presentation will review our utility billing process. Examples of Utility Billing Office complaints and the resolutions to those complaints will be discussed.

LIST OF SUPPORTING DOCUMENTS:

Presentation – Utility Bill