

# Utility Collections Management

Finance Department  
Utility Business Office

# Outline

- ▶ Audit Findings
- ▶ New Program Elements
- ▶ Goals
- ▶ Summary

# Audit

## ▶ Selected Findings

- Administration of customer payment plans
  - Eligibility for payment plan, down payments, payment periods
- Disconnection of delinquent accounts
  - Inconsistency in disconnecting delinquent customers
- Write Off
  - 2009 to 2011 trend shows increasing

# New Program

- Updates Code of Ordinances

- 45 day delay to disconnect reduced to 35 days, require deposits on all new accounts going forward, reaffirm staffs ability to apply deposits to delinquent balances, standardize language establishing the UBO Account Manager's authority to manage business processes.

- Proactive approach to customer assistance

- Offer payment plans prior to being disconnected for non-payment, 4 levels of authority (gatekeepers) established to assist customers with their accounts, currently wait until after disconnected to work with the customer, potential exists to accumulate large balances

- Accelerated enforcement of delinquencies

- 35 day disconnect rule, no one slips thru the process due to field constraints, do not tolerate theft

- Honors existing agreements

- Customers will be allowed to continue with any agreements the City has already established with them, if they default on existing agreement, will be channeled through new process prior to being disconnected

# New Program

- Disconnect all delinquent customers
  - Currently select based on field resources
- Provides for Board neutrality
  - ACM, Director, Assistant Director, CM appointed citizens
- Requires entire delinquent balance to be paid once disconnected
  - Reduces potential for accumulation of large balances
- Extended hours of service
  - Customers will be allowed to pay delinquent balance up to 7:00PM Monday through Thursday, continue practice of not disconnecting on Fridays

# Goals

- ▶ Consistency across all customers
- ▶ Consistency of message
- ▶ Consistency of field processes
- ▶ Control of walk-In customer traffic
- ▶ Improved collection efforts
- ▶ Reduce write off amounts
- ▶ Reduce delinquency rate
- ▶ Minimize theft of service

# Next Steps

- ▶ Ordinance modifications – July 23, 2013
- ▶ Utility Bill Insert – Aug 1 through 31, 2013
- ▶ Implementation – Sept. 1, 2013
- ▶ CCTV Video Program – Sept. 1, 2013
- ▶ Website with program info – Sept 1, 2013

# Questions