



AGENDA ITEM REPORT

Meeting Date: January 21, 2025

Contact Name: Dolly Miller

Department: Finance

Subject: Utility Billing Disconnection Fee

Background Summary:

The City's disconnection fee is \$35.00. Currently we allow that fee to be waived once per the life of the account. We have been asked recently why it can't be waived once annually. Staff understands that situations arise for individuals and allowing this to be waived annually would benefit those who may have just forgotten to pay their bill. Staff is requesting that we be allowed to waive the disconnection fee annually which would follow a Calander year as that would be easier to track. This would benefit customers in these tough economic times.

Recommendations:

Motion to approve, deny, or table allowing customers to have the disconnection fee waived once per year if applicable.

Type of Item:

- Public Hearing
- Ordinance First Reading
- Ordinance Second Reading
- Resolution
- Discussion & Direction
- Motion and Approval
- Local Planning Agency