

JOURNAL OF COMMISSION WORK SESSION January 15, 2013

City Commission Work Session

Mayor Winters presiding

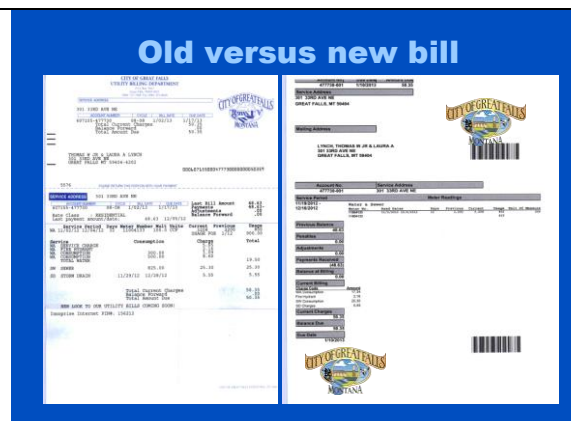

CALL TO ORDER: 5:30 p.m.


ROLL CALL: City Commissioners present: Michael J. Winters, Bill Bronson, Fred Burow, Bob Jones, and Bob Kelly.

STAFF PRESENT: Deputy City Manager; Interim City Attorney; Directors of Fiscal Services and Public Works; Police Chief; and the Deputy City Clerk.

1. UTILITY BILLING SYSTEM CHANGES

Fiscal Services Director Melissa Kinzler provided a PowerPoint presentation on the changes that will occur on the utility bills effective February 4, 2013. She noted the City of Great Falls currently has approximately 18,500 residential customers and 2,237 commercial utility customers that will be affected.

	<h3 style="text-align: center; margin: 0;">Old billing cycle versus new</h3> <table style="width: 100%; border: none;"> <tr> <td style="text-align: center; border: none;"><u>Old</u></td> <td style="text-align: center; border: none;"><u>New</u></td> </tr> <tr> <td style="border: none; vertical-align: top;"> <ul style="list-style-type: none"> All billing was done within a 11 day period each month Reads were approximately 30 days old High volume of customer calls/ payments over a two week period </td> <td style="border: none; vertical-align: top;"> <ul style="list-style-type: none"> Billing will be done every Wednesday (except for the fifth Wednesday of the month) Reads will be approximately 14 days old Volume of customer calls/ payments will even out through out month </td> </tr> </table>	<u>Old</u>	<u>New</u>	<ul style="list-style-type: none"> All billing was done within a 11 day period each month Reads were approximately 30 days old High volume of customer calls/ payments over a two week period 	<ul style="list-style-type: none"> Billing will be done every Wednesday (except for the fifth Wednesday of the month) Reads will be approximately 14 days old Volume of customer calls/ payments will even out through out month 																																													
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Notifications	Delinquent Accounts
<ul style="list-style-type: none"> •On November 13th customers on budget billing were sent notice that budget billing would be terminated December 15th. •All utility customers were sent letters on November 7th regarding changes to the utility software system. •A majority of customers who were on both budget billing and bank drafting were contacted by phone on January 2, 3 and 4, 2013, reminding them of the change. 	<ul style="list-style-type: none"> •Policies regarding delinquent accounts are being evaluated. •Accounts 30 and 60 days past due will receive a delinquent letter. •Accounts 30 and 60 days past due may be charged a penalty of 1.5% a month. •Accounts 90 days past due will receive a letter regarding shut off procedures. 

Ms. Kinzler noted that customers will need to update their account number and payment due date with outside bill paying options. However, customers who choose to pay with cash should not send cash in the mail.

Ms. Kinzler explained the changes are being made because software is being updated to allow more customer friendly service. Billing will be more current, and customer service staff will be more available to assist customers. She reported the last major billing change occurred in 1990.

Ms. Kinzler reported the possible 1.5% a month penalty for accounts 30 and 60 days past due and shut off procedures for delinquent accounts will be brought before the Commission at a later date.

ADJOURN

There being no further discussion, Mayor Winters adjourned the informal work session of January 15, 2013, at 5:47 p.m.