

Utility Billing Arrearages & Delinquencies

Finance Department Report
April 19, 2022



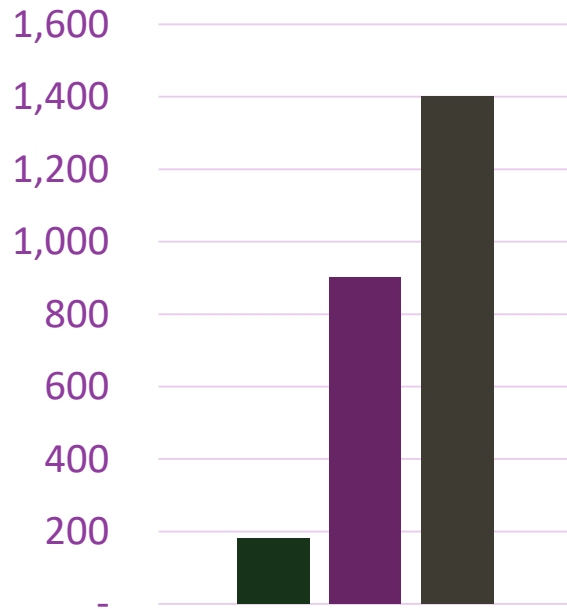
Background

- Always had some delinquencies
- Executive Order N-42-20
- Order extended to December 31st
- State relief through ARPA funding
- SB 998 makes it more complicated



Analysis

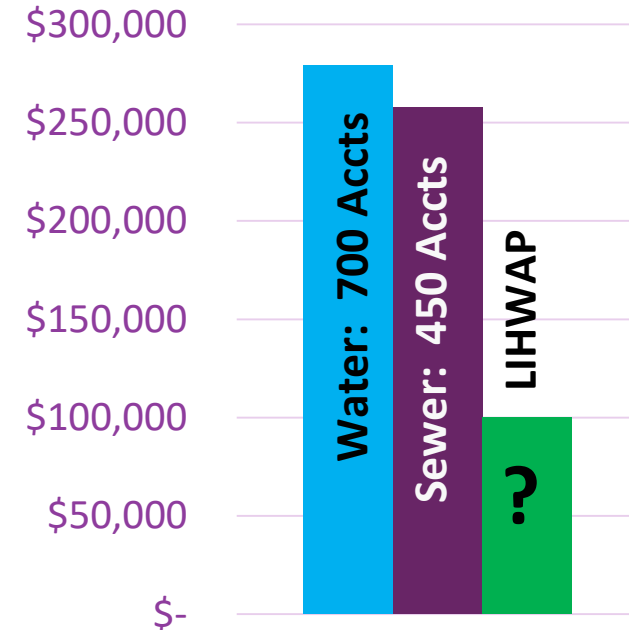
Delinquent Accounts



Delinquent Amounts



Delinquency Relief



Tools We Have

- Customer service and education
- Late notices (red bills) and doorhangers
- Municipal Code Section 6-6.10(g)
- Payment plans
- Shutoffs (discontinuance of service)
- Property levies
- Intercept program



Staff's Plan

- Excellent customer service and education
- Guide ratepayers to LIHWAP money
- Resume shutoffs as soon as 90 days
- Adhere to SB 998 requirements
- Consider a payment plan administrator





QUESTIONS?

