



## Legislation Details (With Text)

**File #:** 16-0059      **Version:** 1      **Name:** water billing  
**Type:** Report      **Status:** Passed  
**File created:** 1/27/2016      **In control:** Work Session  
**On agenda:** 2/4/2016      **Final action:** 2/4/2016  
**Title:** Discussion on water billing  
**Sponsors:** City Manager

**Indexes:**

**Code sections:**

**Attachments:** 1. Water bill - City, 2. Water bill - Catoosa, 3. Cut-off Notice - Catoosa

| Date     | Ver. | Action By    | Action | Result |
|----------|------|--------------|--------|--------|
| 2/4/2016 | 1    | Work Session |        |        |

Discussion on water billing

**SUMMARY:**

The City Manager and Water Department received a complaint regarding the City's cut-off and notice policies. Bills are sent out with the due date. Those accounts that are not paid by the due date are sent a cut-off notice that includes a 10% late fee. Approximately 10 days after the original due date, service is disconnected if the account has not been paid. Bills for the following month are sent out very shortly after that date. Customers have the option of paying the bills upon receipt, setting up an automatic bank draft, using the night deposit box, or paying by credit card in person or over the phone.

**BUDGET ACCOUNT:**

**NECESSARY COUNCIL ACTION:**