ORIGINAL

SWEETWATER SPRINGS WATER DISTRICT

TO: Board of Directors **AGENDA NO. V-G**

FROM: Chuck Howell, General Manager

Meeting Date: **January 3, 2008** **Subject: Turn Off Notice Options and Fees**

RECOMMENDED ACTION:
Discussion

FISCAL IMPACT:
(None, unless fees or procedures is changed.)

DISCUSSION:

This item has been brought back for further discussion and possible change to our procedures and fees at the request of the Board at the December meeting.

Current procedures for turn-off notices is as follows: District water bills are mailed on the 15th of the month. If the bill remains unpaid, a late letter is mailed on approximately the 15th of the following month, and a minimum $5 late fee is assessed to the account. The late letter details the deadline to pay to avoid further delinquency fees and, ultimately, turn-off. If the water bill still remains unpaid at the end of the month, Turn Off Notices are posted on the house by District staff and an additional $25 delinquency fee accrues to the customer. If it is the second Turn Off Notice in a row that has been posted at the address, the customer will also have to post a refundable delinquent deposit.

At the last meeting, a customer claimed he decided not to pay his bill on time, thinking he would only incur a late fee. For reasons not known, his late letter did not arrive until after the notices were posted.

Staff was directed to look into other options than the late letter for letting customer know the consequences of paying late. Although staff does not necessarily endorse these options, we could:

1. Add a note on the bill directing customers to our website for more information on deadlines for paying.

2. Adding detailed information on the back of the bill about our delinquency fees and delinquent deposits. I have checked with Guerneville Graphics, and this option would add little or no cost to our pre-printed bills.

3. Call every customer before posting. (We currently are posting approximately 100 customer per month, which means that a pre-posting call-a-thon would entail about 140 calls, more than is feasible for our current office staff.)

4. Do nothing, noting that typically customers receive their late letters on time.

BOARD ACTION: Date: _____ Approved: ____ Denied: _____

UNANIMOUS ___ McLEAN ___ WIKLE ___ SCHAAP ___ KEACH ___ SMITH ___