

This brief is being provided to inform the Board, staff and public of the details of an agenda item that requires action from the Board. The President of the Board will provide board members, staff, and the public the opportunity to ask questions about this topic when this agenda item is announced.

Date: 20 May 2022

Originator: General Manager

Purpose: To familiarize the Board with proposed new water and sewer billing policies which will be required after putting new user fees into effect

Supporting Documents Included: Yes / No Yes

Desired Action by the Board: Review, comment, and discuss new policies 5005 Water Billing and 5010 Sewer Billing to prepare for adoption at the June Special Meeting.

1. **Description:**

The new rate structure fundamentally changes how we assess and bill user fees. These two policies condense down the requirements of the rate structure into executable policies for billing services going forward.

2. **Reason for Recommended Board Action - (Consider compliance, cost savings, fixing a problem):**

Defined and enforceable billing policies will help owners understand and comply with the new fees and services.

3. **Anticipated Impacts to the District (negative and/or positive) - (Consider financial impact, change in procedures, customer and staff communication and effect if recommendations are not adopted):**

This new structure and our outsourcing of AP/AR will change every facet of our administrative business and will likely result in a lot of questions. All Board and Staff will need to understand these procedures and processes and be able to discuss with our customers. Policies will facilitate that understanding.

4. **Anticipated Impacts to the Customer – Standby, Residential, Commercial:** The new water billing policy associated with the new rate structure will result in each quarterly bill being different for connected customers. This will likely result in some inconveniences for customers using auto pay or paying their annual bill in advance. It will be important for the District to have enforceable policies to fall back on until customers but use to the new billing system.

5. **Recommendation (s):** Take the time to review, ask questions and be prepared to vote on the policies in June.