

Olivehurst Public Utility District



Agenda Item Staff Report

Meeting Date: April 16, 2020

Item description/summary:

Billing Cycle Change Request: Per current billing cycle metered and non-metered accounts are billed on the 15th of the month and are due by the 10th of the following month. Unpaid bills are subject to discontinuation 60 days after the due date. SB 998 sets the timeline for service discontinuation, but not when that delinquency period begins to run. Staff request that bills become due by the end of the month to offset some of the hardship imposed by SB 998 on the District's collection of bills. Attached are past, current and proposed billing timelines.

Fiscal Analysis:

There are no additional charges to our customers. Past due amounts are subject to administrative fees and delinquency fees as per Resolution 2230. Accounts that are not paid in full by the due date are subject to a \$2.00 fee to cover the costs of providing the Reminder Notice. An additional notice will be mailed more than 48 hours prior to termination of services and the account will be subject to a \$3.00 fee and 10% penalty. Time lines and billing example are attached.

Employee Feedback

Sample Motion:

Motion to approve/not approve billing cycle change

Prepared by:

Karin Helvey, Financial Manager

Bill Date 15th

Due Date 10th of next month

	# of Bills	# of Payments	%	
Pad within 15 days	6,569	1,455	22%	
Pad within 25 days	6,569	2,859	44%	due date

BILLING TIMELINE SB 998

	31-Mar	15-Apr	30-Apr	10-May	25-Jun	30-Jun	10-Jul
Pre SB 998	Meters are read	Bills are send		Apr bill due	delinquent/shutoff process	Apr bill	
SB 998	Meters are read	Bills are send		Apr bill due			Apr bill delinquent/shutoff process
Proposed	Meters are read	Bills are send	Apr bill due			Apr bill delinquent/shutoff process	

April bill used as example

Carrier Route Code Book

View transactions by:
 All Billings Payments Adjustments Penalties Write Offs

Type	Date	Reference No	Amount	Balance Due	Description
ADJ.	05/13/2019	19-3-15M	\$50.00	\$173.65	Shutoff Fees assesed and administered by: EILEEN
ADJ.	05/01/2019	19-3-15M	\$3.00	\$123.65	Shutoff Fees assesed and administered by: EILEEN
PEN	05/01/2019	19-3-15M	\$5.65	\$120.65	Penalties assesed and administrated by: EILEEN Total assesed penalties on 05/01/2019 is :
ADJ.	04/23/2019	19-3-15M	\$2.00	\$115.00	Shutoff Fees assesed and administered by: EILEEN
BILL	04/11/2019	19-4-15M	\$56.50	\$113.00	On Cycle 03/01/2019 to 03/31/2019 Billing administrated by: AMBER
BILL	03/12/2019	19-3-15M	\$56.50	\$56.50	On Cycle 02/01/2019 to 02/28/2019 Billing administrated by: EILEEN
BILL	02/12/2019	19-2-15M	\$56.50	\$0.00	On Cycle 01/01/2019 to 01/31/2019 Billing administrated by: EILEEN
PAY	02/06/2019	020619ALM	(\$113.00)	(\$56.50)	Payment administered by :ANGELA
BILL	01/11/2019	19-01-15M	\$56.50	\$56.50	On Cycle 12/01/2018 to 12/31/2018 Billing administrated by: EILEEN
PAY	01/07/2019	010719ALM	(\$59.65)	\$0.00	Payment administered by :ANGELA
PAY	12/07/2018	120718EDM	(\$56.50)	\$59.65	Payment administered by :EILEEN
BILL	12/10/2018	18-12-15M	\$56.50	\$116.15	On Cycle 11/01/2018 to 11/30/2018 Billing administrated by: EILEEN
PAY	11/08/2018	110818ACM	(\$55.00)	\$59.65	Payment administered by :AMBER
BILL	11/08/2018	18-11-15M	\$56.50	\$114.65	On Cycle 10/01/2018 to 10/31/2018 Billing administrated by: EILEEN
BILL	10/10/2018	18-10-15M	\$58.15	\$58.15	On Cycle 09/01/2018 to 09/30/2018 Billing administrated by: EILEEN

General Other Address Meter Services Transaction Billing/Payments A/R Deposits Consumption
 Actions Comments User Defined Fields Messages Settings Alert Codes InvoiceCloud Archived Bills

