

Olivehurst Public Utility District



Agenda Item Staff Report

Meeting Date: June 20, 2019

Item description/summary: Landowner/tenant final bills

Just a quick refresher on the process... Per OPUD Resolution the property owner is ultimately responsible for the water/sewer bill. If the property owner is a landlord and does not want to have the bill in his/her name he/she can fill out a landowner guarantee which states he/she is still ultimately responsible for the bill and then the tenant can come in and sign in for service in his/her name. Once that tenant signs out for service we send out a work order to do a final meter read and then send out a final bill. This process can take a week to 10 days. By that time the new tenant has signed in for service under the same process. If the first tenant does not pay their final bill in a timely manner, then staff will attempt to collect from them. The problem with this process is that we have many landlord/tenant properties and a relatively small office staff. We do not have the time nor manpower to chase down these delinquent tenants. Our next step is to go after the landlord/owner for the bill, but many times we are not catching this until a second tenant has moved out and a third has moved in. Addressing the issue at that point with the property owner becomes very messy and usually involves a great deal of staff time.

Instead of trying to chase down tenants, can we instead ask the property owner to take care of the final bill, prior to moving in another tenant? This would not only eliminate staff trying to track down tenants that have moved out of the area and then dealing with angry landlords but would significantly reduce our delinquent receivables.

Fiscal Analysis:

Reduction in uncollectible accounts.

Sample Motion/Staff Recommendation:

Consider changing existing policy.

Prepared by:

Cindy Van Meter/Office Manager-Human Resource Coordinator