

Monthly Billing

Utilities Customer Billing Frequency

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Policy Issue

Should Utilities transition to monthly billing?



Recommendation

- A recommendation is requested from the Commission to proceed with monthly billing for utility customers.



Why monthly billing?

- Utility billing occurs bi-monthly
- Current system is not capable of monthly billing
- Customers and staff prefer monthly billing
 - Easier for customers to budget and manage their use
 - Promotes conservation
 - Simplifies customer understanding about billing



Outcomes for Customers

- Hedge against homelessness
 - Larger, less-frequent bills can be challenging to pay
 - Delinquencies and shut-offs strongly correlate to potential homelessness
- Reduce impact of delinquencies
 - Smaller bills can be easier to pay
- Conservation
 - Better water management by customer
 - Ability to reduce water bill



Outcomes for the Utility

Conservation is good for the Utility

- Environmental stewardship
- Lower cost from Cascade Water
 - Reduce peak water need
 - Delay future water supply development



Fiscal Impact

Category	2024 - baseline	+monthly billing	2024 - total
Bill print	\$69,000	\$67,000	\$136,000
Postage	\$103,000	\$85,000	\$188,000
Check/ACH/Bill Pay	\$57,000	\$57,000	\$114,000
Credit Card	\$786,000	\$288,000	\$1,074,000
Total	\$1,015,000	\$497,000	\$1,512,000

Customer Impact: \$0.77 per month



Typical Monthly Bill Impact

	2023 Bill	2024 Bill
Proposed Monthly Billing	\$210.37	\$222.52
Bi-monthly Billing	\$210.00	\$221.75
Difference	(\$0.37)	(\$0.77)



ESC Policy Recommendation to City Manager & Council

Direction

Staff is seeking the Commission's recommendation to the City Manager & City Council regarding the policy of monthly billing.

1. establish a policy to transition to monthly billing;
2. maintain the status quo, with billing on a bi-monthly cycle

Staff
Recommendation



Next Steps

Policy Decision:

- Oct 2022 – Council direction

If approved:

- Q2 2023 – Customer communications
- Q3 2023 – Implementation



Questions?



- END -



