



MEMORANDUM

DATE: July 7, 2022

TO: Environmental Services Commission

FROM: Nav Ota, Utilities Director
Uma Singh, Acting Assistant Director – Resource Management and Customer Service
Todd Dahlberg, Business Services Manager – Resource Management and Customer Service

SUBJECT: **Monthly Billing Recommendation**

ACTION REQUIRED

Staff is seeking the Commission's recommendation to transition to monthly billing, with implementation to coincide with the planned deployment of the new customer information and billing system in 2023. Direction is needed at this time to plan for the transition.

BACKGROUND / ANALYSIS

On June 16, staff briefed the Commission on the department's recommendation to transition to monthly billing. Utilities currently reads customer meters and bills customers every two months. The City has not had the opportunity to consider monthly billing before, due to manual meter reading and technical limitations with the current Utilities' billing system.

On July 7, staff will:

- Provide responses to follow-up questions the Commission may have regarding monthly billing; and
- Seek the Commission's recommendation to the City Council regarding monthly billing.

Please feel free to forward any questions regarding monthly billing in advance of July 7, so that staff can provide the Commission with responses at the meeting.

With the Commission's concurrence, staff will work with the Commission Chair to develop and submit its policy recommendation to City Council.