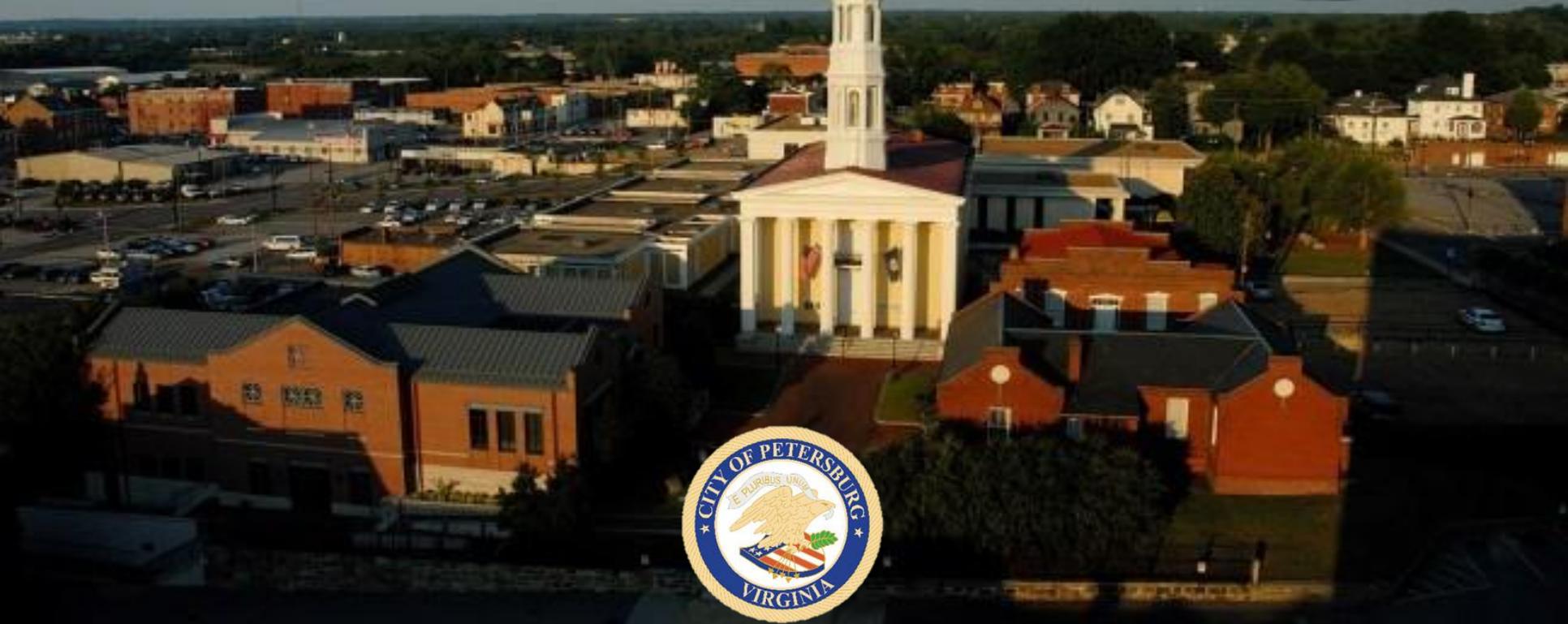


Billing and Collections Report

City of Petersburg

VIRGINIA



Purpose



❖ To discuss our current successes, challenges and continued plan moving forward toward an efficient operation promoting a superior customer service experience.

Billing & Collections Overview



Information Technology

Billing & Collections Operation

Michael C Rogers
Chief Operating Officer

Jason Baxter
Manager

Paul Mullin - Supervisor

Kyle Dixon - UTB Supervisor

Makiah Spratley - UBT Spec.

LaKeisha Fisher - UBT Spec.

K. Freeman - CS Supervisor

T. Yerby - Collections Cord.

Brittany Artis - Admin Asst. I

Katicha Baskerville - CSR

Mikaela Lucas-CSR

City Assessor

Commissioner of Revenue

Public Works Utilities

Treasurer

Operational Elements

Budget &
Procurement

Finance

Human Resources



WATER BILLING OPERATIONS

- ✓ Kyle Dixon as Interim Utility Billing Supervisor
- ✓ 2 Utility Billing Specialists
- ✓ Monthly Revenue Operations Calendar with IT and Public Works
- ✓ Utility Bills due every 1st of the month
- ✓ Currently pursuing “New” layout and printing for utility bills
- ✓ Regularly schedule process mapping meetings



WATER BILLING OPERATIONS

- ✓ All inclusive “New Customer Packets” posted to city website
- ✓ Designated Utility Service Window in City Hall
- ✓ Informative reminders displayed online and internally
- ✓ Back-Office functions include customer Utility email and phone inquiries



WATER BILLING OPERATIONS

- ✓ Water Bill Payments processed daily and customer forwarding balances have been reduced approx. 55%
- ✓ Trainings on the Utility Billing Module w/ BAI
- ✓ Creating policies, procedures and employee performance measures
- ✓ Developing data metrics for the department for efficiency improvements

Current Fiscal State



Current	Over 30 Day	Over 60 Days	Over 90 Days
\$187,132.51	\$182,914.78 \$	\$178,010.47	\$1,363,380.95
		1,593 Account	1,695 Accounts
Total \$ Amount: \$1,911,438.71			

114-151. - Charging off of uncollected bills.

On or before September 1 of each year, the collector of city taxes shall submit to the city manager a list of uncollected bills rendered pursuant to this article, together with penalties thereon, which have become delinquent during any fiscal period ended **five years or more prior to June 30** of the fiscal period preceding the fiscal period in which such list is submitted to the city manager. **Upon the approval by the city manager of such list of uncollected bills and the filing of the list in the office of the director of finance, such bills shall be charged off on the books of the collector of city taxes and he shall cease to be accountable for the uncollected bills,** with the exception of such bills as may be thereafter paid. Nothing contained in this section shall be construed as affecting the right of the city to collect any bill shown on such list or to pursue any remedy that it may have for the enforcement of the collection of such bill.

(Code 1981, § 38-94; Ord. No. 17-30, 7-11-2017)

*** FIGURES ARE PER NOVEMBER 2018**

ORDINANCE FOR COLLECTIONS



Sec. 18-28. - Collecting utility accounts.

- All utility accounts shall be due and payable to the treasurer when the consumer receives the utility bill. Accounts shall be delinquent if they are not paid within 25 days after the date of the bill.
- The county shall apply utility payments first to the amount of any unpaid interest and security deposits, then to wastewater charges starting with the oldest charge and then to water charges, starting the with oldest charge.
- Consumers shall pay all collection costs that are incurred by the county to collect delinquent accounts, including reasonable attorneys' fees.
- (Code 1978, § 20-4)

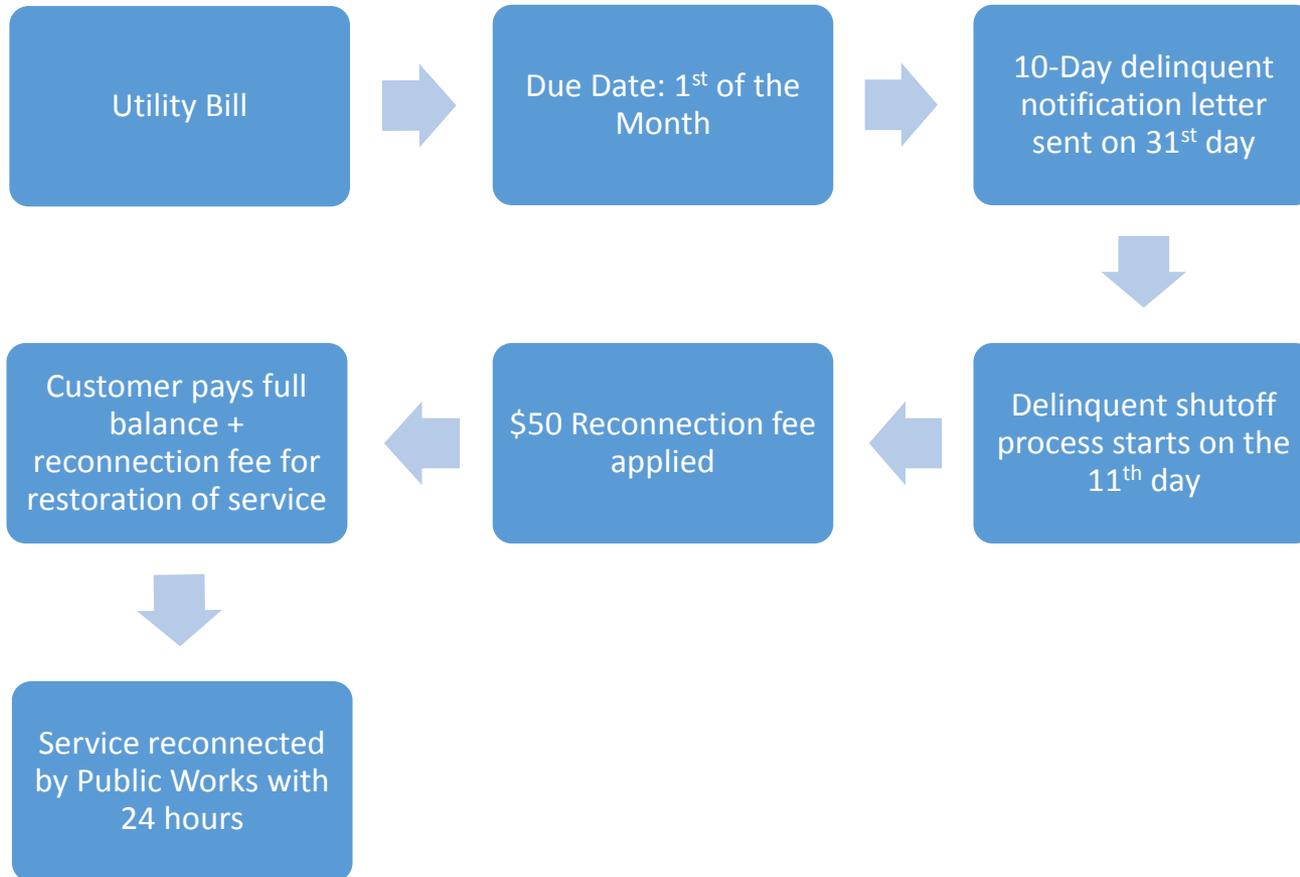
Sec. 18-29. - Late payment of bills; penalty and interest charges.

- The county shall apply a delinquent charge of \$1.50 or five percent of the unpaid bill, whichever is greater, to all utility bills that are not paid within 25 days after the date of the bill. Additionally, interest shall accrue on all bills that are not paid within 25 days of the date of the bill at the rate of one percent per month. For purposes of this section, a bill is paid when payment is received by the treasurer.
- (Code 1978, § 20-5)

Sec. 18-30. - Termination of service for nonpayment of utility charges; security deposits.

- If the bill for any utility charge remains delinquent for 60 days and the director has sent written notice to the consumer that utility service will be disconnected, the director shall disconnect utility service.
- Consumers paying delinquent bills shall pay the following charges in addition to the full payment of the delinquent bill:
 - \$10.00 when payment is made after a courtesy notification tag has been delivered;
 - \$30.00 when payment is made after the consumer's service has been disconnected.
- The director shall require all consumers who have filed a petition in bankruptcy to provide adequate assurance of payment for future utility service in accordance with federal law.
- (Code 1978, § 20-6; Ord. of 7-23-97, § 1; Ord. of 5-24-00, § 1; Ord. of 8-28-02, § 1; Ord. of 8-24-16(2), § 1)

Utility Billing Process





Delinquency Process & Procedures

- Monthly Account Aging
- Delinquent Letters (monthly)
- Shut-offs and Restorations
- Liens
- Garnishments

Next Steps



Delinquent Utilities

- Delinquent Notifications (300 Minimum) monthly
- Jan – March 2019 Pilot Shut-off & Restoration process
- Disconnections on Mondays & Tuesdays twice monthly
- 100 Disconnections monthly for pilot months
- Analysis done weekly (B&C and PW)

Goals for FY19



- ✓ Monthly Delinquent Notices mailed (300+ Minimum)
- ✓ Delinquent Terminations Monthly (Twice per)
- ✓ Liens bi-monthly
- ✓ Garnishments (Quarterly)