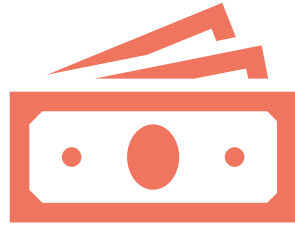


Utility Billing Delinquency Update

September 19, 2022

Utility Billing-Council Direction



Water Shut-off Moratorium

No water shut offs since February 2020

No late fees since February 2020

Allowed partial payments

Governor ended December 2021



Delinquency Process Reinstated

Council Action 2/22/2022 to reinstate

Reinstate delinquency process on 7/1/2022

Utility shut-offs scheduled 9/7/2022

Delayed due to Excessive Heat to 9/12/22

Utility Bill Relief Statistics

Program	Number of Accounts	Amount
Water Arrearages (3/4/20-6/15/21)	662	\$153,771
Wastewater Arrearages (3/4/20-6/15/21)	493	\$155,737
*LIHWAP (Low Income Household Water Assistance Program and Community Action Agency)	47	\$ 26,747
*ARPA	22	\$ 58,283
*Payment Plans	455	\$731,033
Collections (Final/Inactive)	85	\$36,920

*Relief efforts are ongoing this is as of 9/13/22.

Utility Billing Delinquency

- January 2022

- 22% Delinquency

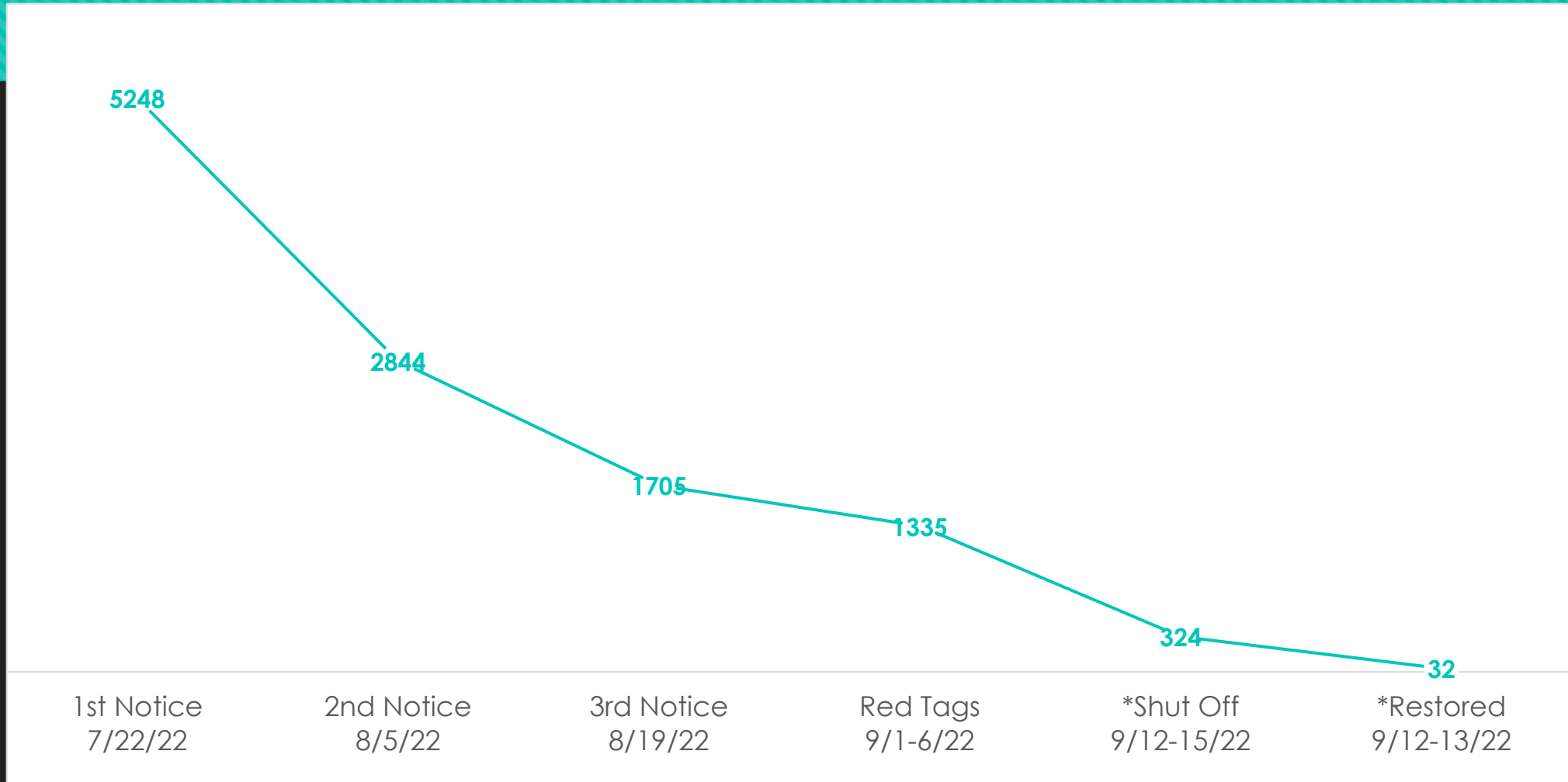
Water	\$352,508
Sewer	406,637
Refuse	<u>464,881</u>
	\$1,224,026

- August 2022

- 21% Delinquency

Water	\$377,827
Sewer	444,259
Refuse	<u>663,282</u>
	\$1,485,368

Delinquency Status



*Due to timing, some updates will be provided during the presentation.

Questions