

Utility Payment Management Plan

Governor Holcomb had indicated that he will let the moratorium on evictions and utility shutoffs expire on August 14.

As of 8.7.2020, there are the numbers for those accounts in arrears:

	30 days	60 days	90 days
# of accounts	90 accounts	46 accounts	27 accounts
Amount \$ outstanding	\$5,675.28	\$2,168.07	\$4,956.29

These are active accounts only. Of the 90 accounts 30 days past due, 46 of them are 60 days past due, and 27 are 90 days past due.

A letter was sent the week of July 20 to accounts who were 90 days in arrears. An example of the letter is attached.

We are proposing that we wait until September to initiate late fees and resume shutoffs so that letters can be sent out to those accounts who might be subject to turn off letting them know of the end of the moratorium and give them the opportunity to either pay, find some assistance and/or set up a payment plan.

Proposed timeline:

- August 14 Letters sent to accounts in arrears of 30 days or more
- September 16 Late fees reinstated and applied to current bill and those going forward
Turn off notices distributed
- September 22 Council meeting at which utility bills may be disputed
- September 24 Shutoff accounts 90 days past due who have not paid