

UTILITY BILLING
WATER FEES MEETING

May 23, 2002

Present: Rob Kissler, Public Works Director; Bill Lawyer, Public Works Superintendent; Susan Gahlsdorf, Finance Director; Elsa Palacios, Utility Billing Technician; Debbie Bernard, Jared Grenya and Karen Sergent, Utility Billing Clerks.

SERVICE FEE (FORMERLY KNOW AS SET-UP FEE):

The current charge is \$10.00. This charge only applies to brand new accounts who have never had service in the City of Keizer before.

We currently process over 300 Service Requests a month. The figures for a typical month (based on October 2001) are:

371 Total Service Requests

81	Set-up Fees on brand new accounts
24	Account Transfers
16	Vacation Accounts
35	Landlords
41	Residents who have lived in Keizer before
120	Move outs

In order to recover our costs, the following fees are suggested:

*All fees are based on an average of 15 minutes of time:

\$5.00 Vehicle Fee
\$5.00 Field Staff Fee
\$5.00 Office Staff Fee
\$15.00 Total Fee

Currently, this fee applies only to brand new accounts. Staff recommends that this fee be assessed to all accounts: **brand new, account transfers, landlord/rentals and vacation accounts.**

SHUT-OFF FEE:

Process approximately 200 per month.

Would like to change the verbiage, from: "Shut-Off Fee" to: "Shut-Off Processing Fee". This will hopefully eliminate the argument that happens when customer comes in on day of shut-off and makes a payment before they are physically shut-off. The group feels that the fee should still apply – since the same amount of work has been done.

The current charge is \$10.00.

In order to recover our costs, staff recommends the following fees:

\$17.00 Actual cost (this figure includes office staff time, field staff time and vehicle fees)
\$13.00 Deterrent fee
\$30.00 Total Fee

The group consensus was to change the fee, from \$10.00 to \$30.00 with the stipulation that this topic can be revisited if the new fee increase does not decrease the amount of shut-off's that are processed. If the trend does not go down, the group would like to have the fee increased to \$50.00.

AFTER HOURS:

The group decided that they would like to continue to offer this service. This fee does not apply to emergency calls – only to water turn-ons.

The current charge is \$15.00.

To cover our costs, staff recommends the following fees:

\$60.00 Field Staff Fee (based on 2 hour overtime minimum)
\$15.00 Vehicle Fee
\$75.00 Total Fee

TAMPERING FEE:

The tampering fee is applied to accounts who have had their water shut-off for non-payment who then turn their water back on themselves.

The current charge is \$10.00 for the first offense. Field staff put a padlock on the meter at this point.

The current charge is \$15.00 if the lock gets cut. There is no additional tampering fee charge at this point.

The current charge is cost plus 15% if the meter has to be pulled. The meter would be pulled if the customer continues to tamper with the meter without having paid their past due balance. Again, there is no additional tampering fee charge at this point.

Staff recommends, to be consistent with the suggested shut-off fee increase, that the charge be changed, from \$10.00 to \$30.00. In addition, they would like to recommend that the \$30.00 dollar tampering fee be charged for each additional occurrence.

The question was asked, "Are we going to Index these fee increases?". Staff recommends that they not be indexed.

Staff recommends that these fees be reviewed every three years.

Water

City	Water Set Up/Turn On	Water After Hours Turn On	Shut Off for Non-Payment
Albany Lake Oswego	\$15.00 Information not provided	\$50.00 \$80.00	\$20.00 To Restore \$30.00 To Shut-off \$30.00 To Restore
McMinnville Milwaukie Newberg	N/A Information not provided \$15.00	N/A \$50.00 Don't do after hours service	N/A \$25.00 \$10.00 Late Notice \$10.00 Shut-off
Oregon City	No Charge	No Charge	\$25.00 To Restore \$50.00 for Meter Pull \$6.00 to Cut Padlock
Salem	No Charge	No Charge	\$5.00 to deliver shut-off notice \$5.00 to go back and actually shut off
Tigard Woodburn	Information not provided Information not provided	\$100.00 \$50.00	\$50.00 \$20.00 To Shut-Off \$20.00 To Restore
Total	\$96.00	\$75.00	\$10.00
Total Due \$65.00	\$96.00	\$75.00	\$10.00