

Board of Public Utilities

Special Meeting Agenda

Monday, December 21, 2015
4:00 p.m., City Hall Conference Room B
539 Phoenix Street



1. Call to Order
2. Roll Call
3. Approval of Agenda
4. Interested Citizens in the Audience Will be Heard on Items Not on the Agenda

NEW BUSINESS

7. Board will be requested to review conceptual plans for North Shore Drive improvements and approve the proposed on street parking plan.

Chris Cook from Abonmarche will present the conceptual plans and discuss the schedule for plan completion and stakeholder comments.

8. Board will be requested to review a modification of the Utility Policy permitting a 5 day grace period from the due date during which no late fees would be assessed.
9. City Engineer Comments
First Regular Meeting of 2016 is scheduled for January 25 at the DPW Building.

10. Board Member Comments

11. Adjourn

RESPECTFULLY SUBMITTED,



Larry Halberstadt, PE
City Engineer

MEMO

DATE: December 16, 2015

TO: Wendy Hochstedler
Finance Director

FROM: Amanda Morgan
City Clerk/Customer Service Manager

SUBJECT: Due Date Grace Period

After sending out the Deposit Due Notices we began receiving a number of phone calls from customers regarding the deposit requirements. It was brought to our attention that a number of customers receive Social Security/Disability benefits in which they only receive funds once a month on the 3rd.

After reviewing the City's Utility policy it was determined that there is only one of the four billing cycles in which the 3rd does fall between the billed date and due date. Numerous customers contacted us stating the hardship that this creates and have requested that the due date be changed. For many customers in the Week 1 billing cycle, they receive their money on the 3rd of each month which is after their monthly due date of the 29th, causing them to be late in making payments every month. As a result, they are required to pay a security deposit on their account based on the number of delinquent payments.

Based on the concerns, staff would like to request that an amendment be made to the utility policy to allow for a 5 day grace period on the due date of all utility bills. This change would allow customers who only receive their money on the 3rd of the month an opportunity to pay their bill on the 3rd without it counting as a late payment.

The Board of Public Utilities is being asked to make a motion to recommend that City Council adopt a resolution to update the Utility Policy to include a grace period for utility bill due dates.

If approved, the attached resolution could be presented to City Council during their January 4, 2016 meeting. This would allow the change to begin with the first due date in January 2016.

CITY OF SOUTH HAVEN
VAN BUREN AND ALLEGAN COUNTIES, MICHIGAN

RESOLUTION NO. 2016-___

A RESOLUTION TO UPDATE THE UTILITY POLICY PERTAINING TO INCLUDED A GRACE PERIOD FOR UTILITY BILL DUE DATES

Minutes of a regular meeting of the City Council of the City of South Haven, Van Buren and Allegan Counties, Michigan, held in the City Hall, 539 Phoenix Street, South Haven, Michigan 49090 on January 4, 2016 at 7:00 p.m. local time.

PRESENT: _____

ABSENT: _____

The following preamble and resolution was offered by Member _____ and supported by Member _____.

WHEREAS, City Council adopted the Public Utilities Rules, Regulations and Policies by Resolution 2007-04 on January 15, 2007; and,

WHEREAS, the Utility Policy sets forth the due dates for all utility customers in the section called "Due Dates for Payments"; and,

WHEREAS, the Board of Public Utilities and the City Council have determined that it would be beneficial to the customers to allow for a grace period on all due dates.

THEREFORE BE IT RESOLVED that the "Due Dates for Payments" section of the Utility Policy is hereby amended to read as follows:

DUE DATES FOR PAYMENT

The due date for utilities shall be not less than 14 calendar days from the monthly billing date. Such number of days may vary due to weekends and holidays.

Customers will be allowed a 5 business day grace period from any due date before the bill is considered delinquent and late payment charges are added to the account.

BE IT FURTHER RESOLVED that the language of the utility policy will be updated to reflect the revised language.

BE IT FURTHER RESOLVED, that this resolution shall take effect upon passage by the City Council.

RECORD OF VOTE:

Yeas: _____

Nays: _____

RESOLUTION DECLARED ADOPTED

Robert G. Burr, Mayor

CERTIFICATION

I hereby certify that the foregoing is a true and complete copy of a resolution adopted by the City Council at a meeting held on the 4th day of January, 2016, at which meeting a quorum was present, and that this resolution was ordered to take immediate effect. Public notice of said meeting was give pursuant to and in compliance with the Open Meetings Act, Act No. 167 of the Public Acts of Michigan 1976 (MCL 15.261 *et seq*).

Amanda Morgan, City Clerk