

The following items were approved unanimously by City Council on July 20, 2023, with the exception that item g was changed to a \$3.00 fee.

The video of that meeting is available to watch online, and the link is [https://youtu.be/-F--DGrg\\_0U](https://youtu.be/-F--DGrg_0U).

The new fees are effective August 1, 2023.

**V. Statutory Agenda Items:**

**A. Business**

1. Remove from table to discuss and take action on Utility Billing Proposal concerning water bills that would reduce expenses associated with postage, printing, and other administrative costs, maintain a balanced budget, cover operational costs, invest in ongoing improvements of our water infrastructure, save customers time, and provide less human error and paperwork.
  - a. Have customers absorb 3.5% surcharges on credit card and debit card processing transactions. Customers would still be able to pay their bills via check or cash without paying this surcharge.
  - b. Have customers pay 10% rate on late fees instead of \$10 flat fee.
  - c. Eliminate mailing of late water bills.
  - d. Transition from paper-based billing to email billing and auto-draft in order to help preserve natural resources and reduce the environmental impact associated with paper production and disposal, and leading to a more efficient billing system. With auto-draft and paperless billing, the customer would receive a \$2.00 credit/discount toward their water bill.
  - e. Increase the water cut-off fee from \$25.00 to \$30.00.
  - f. Place a QR code on the back of water bill.
  - g. Add a \$5.00 fee to help offset expenses related to dedicating employee time to process phone payments.