

City Code Modification

Section 14 Potable and Recycled Water Service

Finance Department
Water Department

Board of Public Utilities
November 4, 2021

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Water and Sewer Billing

- Billings occur in 8 cycles
 - To accommodate manual reading schedule
 - Manual reading schedule complex and inconsistent
- Current billing periods are 28-35 days to accommodate manual reading schedule
- Completed installation of Advanced Metering Infrastructure (AMI) in 2021
 - AMI no longer requires reading calendar for manual reads
 - Can now create more consistent billing periods
 - Every account will bill once in a calendar month
 - 28-32 days – Majority will be 30-31 days

City Code – Water/Sewer Bills

➤ 14-04.010 Definitions Section (B)

- “Billing Period” means the period of time between meter readings for with a customer is billed. Billing periods occur twelve times per calendar year.

➤ 14-04.010 Definitions Section (G)

- “Monthly” means occurring 12 times per calendar .

➤ 14-04.140 Bills Generally

- The City shall render bills 12 times per calendar year monthly. Opening bills covering new applicants for less than one billing period’s service may, in the discretion of the City, be included in the next regular billing. Closing bills for short periods of time since the last meter reading day may be determined by meter reading or by prorating the amount of the last regular bill based upon the number of days for which service was rendered.

Reason for Change

- Changes to City Code needed to accommodate the change to more consistent billing
- January 2022 all cycles will be billed one time during each calendar month
- Customers affected
 - Cycles 7 & 8 will be billed 13 times in 2021
 - Meters read at beginning and end of December
 - Billing days still within parameters - 28 & 29 days respectively
 - Based on actual use - No adverse financial impacts

Advantages

- Customer Service
 - Customers have been requesting more consistent billing periods
- Sewer Caps will be based on more consistent billing periods
- Hourly usage data available directly to the customer
 - Water Smart Portal

City Code Section Modification

➤ 14-04.010 Definitions Section (B)

- Modify Section - “Billing Period” means the period of time between meter readings for with a customer is billed. ~~Billing periods occur twelve times per calendar year.~~

➤ 14-04.010 Definitions Section (G)

- Delete Section - ~~“Monthly” means occurring twelve times per calendar .~~

➤ 14-04.140 Bills Generally

- Modify Section - The City shall render bills ~~12 times per calendar year~~ **monthly**. Opening bills covering new applicants for less than one billing period’s service may, in the discretion of the City, be included in the next regular billing. Closing bills for short periods of time since the last meter reading day may be determined by meter reading or by prorating the amount of the last regular bill based upon the number of days for which service was rendered.

Recommendation

It is recommended by the Finance Department and Santa Rosa Water that the Board of Public Utilities, by resolution, recommend that the City Council introduce an ordinance modifying Title 14 (Potable and Recycled Water) of the City Code to modify the definition of “Billing Period” in Section 14-04.010(B), delete the definition of “Monthly” in Section 14-04.010(G) and modify Section 14-04.140 to delete the wording “12 times per year” and replace it with a requirement that the City render bills “monthly”.



QUESTIONS?
