

RE: AN ORDINANCE TO TEMPORARILY SUSPEND PENALTY ASSESSMENT AND DISCONNECTIONS FOR UTILITIES.

Background:

With the conversion to a new Enterprise Resource Planning (ERP) system, we have experienced a few challenges within the Utility Billing module and within the payment processor. Utility billing is a very time sensitive undertaking. If anything gets held up at any stage in the process, it can delay the final production and distribution of bills. The challenges we have faced are not unusual for a project of this magnitude, so we must be flexible in dealing with them. Mostly, our challenges have affected the timing of bills being available to customers, and customers being able to pay their bill in a timely fashion. There are 2 billing cycles in every month in which bills are produced. We have processed bills in both systems for both cycles and tried to iron out all of the wrinkles that arose in that process.

Analysis:

Because most all of the challenges we have faced and are facing with the conversion and new system relate to timing, we want to be as flexible and understanding with customers as possible, since none of this is their fault. The two billing cycles run in July were done in parallel; the two billing cycles that will be run in August will be done only in BS&A. In order to ensure that everything gets smoothly back to normal as far as timing of bill production and availability to customers, a waiver of penalties and disconnections is proposed. We would like to extend this waiver until September 5 – this is the due date of August's cycle 2. After September 5th we anticipate we will have had enough time to overcome the challenges mentioned above, as well as customers will have had enough time to learn the new system.

Recommendation:

Staff recommends passage.

MEMO SUBMITTED BY:

Jennifer Evans | Director of Finance

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1 AN ORDINANCE OF THE COUNCIL OF THE CITY OF NIXA SUSPENDING THE
2 OPERATION OF SECTIONS 22-48(a) & 22-312(a) OF THE NIXA CITY CODE FOR THE
3 PURPOSE OF WAIVING CERTAIN FEES RELATED TO MUNICIPAL UTILITY
4 SERVICE.
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7 **WHEREAS** the implementation of the City’s new Enterprise Resource Planning
8 (“ERP”) has presented challenges with processing utility billing payments; and
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10 **WHEREAS** staff is seeking authorization from City Council to suspend the
11 operation of Nixa City Code Sections 22-48(a) & 22-312(a); and
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13 **WHEREAS** said sections authorize the impositions of a ten percent surcharge for
14 water and electric bills which are not paid by the stated due date and impose a service
15 charge of \$50.00 for reconnection of such services; and
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17 **WHEREAS** the City Council desires to authorize a temporary suspension of the
18 enforcement and operation of these City Code Sections.
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20 **NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF**
21 **NIXA, AS FOLLOWS, THAT:**
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23 **SECTION 1:** City Council hereby suspends the operation of Sections 22-48(a) &
24 22-312(a) of the Nixa City Code. The City Council hereby authorizes and directs the City
25 Administrator to suspend the enforcement of said sections.
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27 **SECTION 2:** The suspension and authorization contained shall expire on
28 September 5, 2023, unless further extended by the City Council.
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30 **SECTION 3:** This Ordinance shall be in full force and effect from and after its final
31 passage by the City Council and after its approval by the Mayor, subject to the provisions
32 of section 3.11(g) of the City Charter.
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35 **[Remainder of page intentionally left blank. Signatures follow on next page.]**
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47 **ADOPTED BY THE COUNCIL THIS 14th DAY OF August, 2023.**

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ATTEST:

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52 _____
PRESIDING OFFICER

CITY CLERK

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55 **APPROVED BY THE MAYOR THIS _____ DAY OF _____, 2023.**

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ATTEST:

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60 _____
MAYOR

CITY CLERK

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62 APPROVED AS TO FORM:

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65 _____
CITY ATTORNEY