

AMENDED

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.

UPDATE: We are again one week behind on cycle 1 bills; additionally, meter readers were delayed due to a variety of reasons which added days to the billing cycle thereby resulting in higher than typical bills (42 days as opposed to 30ish days).

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 disconnect date of August's cycle 1. 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.

UPDATE: Since we are a week behind, the disconnect date for cycle 1 bills is now September 7th. We would like to extend this waiver until September 8, 2023.

Recommendation:

Staff recommends passage.

MEMO SUBMITTED BY:

Jennifer Evans | Director of Finance

jevans@nixa.com | 417-724-5625

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 AND MODIFYING THE DUE DATE FOR UTILITY BILLS.
5
6

7 WHEREAS the implementation of the City’s new Enterprise Resource Planning
8 (“ERP”) has presented challenges with processing utility billing payments; and
9

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
12

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
16

17 WHEREAS the City Council desires to authorize a temporary suspension of the
18 enforcement and operation of these City Code Sections and to modify due date for August
19 utility bills.
20

21 NOW, THEREFORE, BE IT ORDAINED BY THE COUNCIL OF THE CITY OF
22 NIXA, AS FOLLOWS, THAT:
23

24 SECTION 1: City Council hereby suspends the operation of Sections 22-48(a) &
25 22-312(a) of the Nixa City Code. The City Council hereby authorizes and directs the City
26 Administrator to suspend the enforcement of said sections.
27

28 SECTION 2: The City Council hereby modifies the due date for utility bills for the
29 month of August from August 20th to August 30th.
30

31 SECTION 3: The suspension and authorization contained herein shall expire on
32 September 8, 2023, unless further extended by the City Council.
33

34 SECTION 4: This Ordinance shall be in full force and effect from and after its final
35 passage by the City Council and after its approval by the Mayor, subject to the provisions
36 of section 3.11(g) of the City Charter.
37

38
39 [Remainder of page intentionally left blank. Signatures follow on next page.]
40
41
42
43
44
45
46

47 **ADOPTED BY THE COUNCIL THIS 14th DAY OF August, 2023.**

48

49

ATTEST:

50

51

PRESIDING OFFICER

CITY CLERK

53

54

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

56

57

ATTEST:

58

59

MAYOR

CITY CLERK

61

62 APPROVED AS TO FORM:

63

64

CITY ATTORNEY

65

AMENDMENT NO. 1 TO COUNCIL BILL NO. 2023-34

A MOTION:

To amend by substitution Council Bill No. 2023-34 by substituting said Council Bill with Substitute Council Bill No. 2023-34, which said Substitute Bill is on file in the Office of the City Clerk, was provided to the City Council for review prior to the August 14, 2023 Council meeting, and was published as part of the agenda for the August 14, 2023 City Council meeting.

Said Motion was adopted by the required majority of City Council on the 14th day of August 2023 and said Council Bill was therefore amended and modified as set forth herein.

PRESIDING OFFICER

ATTEST:

CITY CLERK