



City of Hallandale Beach City Commission Agenda Cover Memo

Meeting Date:	Item Type:		1 st Reading	2 nd Reading
9/2/2020	<input type="checkbox"/> Resolution	Ordinance Reading	8/19/2020	9/2/2020
File No.:	<input checked="" type="checkbox"/> Ordinance	Public Hearing	<input type="checkbox"/>	<input type="checkbox"/>
20-300	<input type="checkbox"/> Other	Advertising Required	<input type="checkbox"/>	<input checked="" type="checkbox"/>
		Quasi Judicial:	<input type="checkbox"/>	<input type="checkbox"/>
Fiscal Impact (\$):	Account Balance (\$):	Funding Source:	Project Number :	
N/A	N/A	N/A	N/A	
Contract/P.O. Required	RFP/RFQ/Bid Number:	Sponsor Name:	Department:	
<input type="checkbox"/> Yes <input checked="" type="checkbox"/> No	N/A	Emil Lopez	Finance Department	
Strategic Plan Focus Areas:				
<input checked="" type="checkbox"/> Financial	<input type="checkbox"/> Organizational Capacity	<input type="checkbox"/> Infrastructure	<input type="checkbox"/> Development, Redevelopment and Economic Development	
Implementation Timeline				
Estimated Start Date: Click or tap to enter a date. Estimated End Date: Click or tap to enter a date.				

SHORT TITLE:

AN ORDINANCE OF THE MAYOR AND CITY COMMISSION OF THE CITY OF HALLANDALE BEACH, FLORIDA, AMENDING CHAPTER 30 "UTILITIES," ARTICLE I "IN GENERAL," SECTIONS 30-3(d)(2), AND 30-3(d)(5), TO PROVIDE FOR THE ISSUANCE OF PAPERLESS AND ELECTRONIC NOTIFICATION OF UTILITY BILLINGS, PAST DUE NOTICES AND OTHER ACCOUNT INFORMATION TO CUSTOMER ACCOUNT HOLDERS; AMENDING SECTION 30-3(d)(7) TO REQUIRE UTILITY ACCOUNT HOLDERS TO PROVIDE NOTICE TO THE CITY OF ANY CHANGES TO AN ACCOUNT HOLDERS ELECTRONIC MAIL ADDRESS AND/OR MOBILE/CELLUAR TELEPHONE NUMBER ON FILE WITH THE CITY; PROVIDING FOR CONFLICT; PROVIDING FOR SEVERABILITY; PROVIDING FOR CODIFICATION; AND PROVIDING AN EFFECTIVE DATE.

STAFF SUMMARY:

Summary:

The Finance Utility Billing Division is pursuing paperless/electronic notification to customers, which includes emailing, texting, etc. of account information to customers, in lieu of mailing such notifications. The City Code provide guidance that all “bills will be mailed” as well as “past due” notices. As such, to conform with this practice, a code amendment would be required.

Background:

The Finance Utility Billing Division is pursuing paperless/electronic notification to customers which, includes emailing, texting, etc. of account information to customers, in lieu of mailing such notifications. The City Code provide guidance that all “bills will be mailed” as well as “past due” notices. As such and to conform with this practice, a code amendment would be required.

Per Section 30-3(d)(2) – Billing procedures; delinquent accounts:

If payment has not been received by the city by the delinquency date, a "past due" notice will be mailed to the account holder and/or owner of the property and a late payment fee, shall be applied to the customer's subsequent monthly bill.

Per Section 30-3(d)(5) – Billing procedures; delinquent accounts:

Bill(s) will be mailed to the following: the occupant(s) of the serviced property, if other than the property owner and to the owner of the serviced property.

Per Section 30-3(d)(7) – Billing procedures; delinquent accounts:

Property owner(s) must notify the city of any changes to the current mailing address and telephone number on file within 15 days of such changes.

Current Situation:

The Finance Utility Billing Divission through its contract with third party vendor ENCO, mails all utility bills to the occupant(s) of the serviced property. If occupant is other than the owner, the bill is also mailed to the owner at the address provided to the City. The same process applies to past due notices.

Why Action is Necessary:

The City Code provide guidance that all “bills will be mailed” as well as “past due” notices. As such and to conform with the practice of electronic notifications, a code amendment would be required.

Cost Benefit:

The contracted services for utility billing / mailing services as provided for FY19/20 are projected to be \$85,350. For FY20/21 we estimate this amount to be \$95,000. There is no historical data to assist us to determe with certainly, the number of customers that may request to have their bills sent electronically. It is reasonable to considering that 5% of current customers would sign up for this service. This would represent an estimated savings of \$4,750.

Moreover, pursuing paperless/electronic notification to customers would align with City's commitment to environmental stewardship.

PROPOSED ACTION:

The City Commission consider the attached ordinance

ATTACHMENT(S):

Exhibit 1 – Ordinance

Exhibit 2 – Chapter 30 Utilities, Section 3 Generally