



TO: Bob Harrison, City Manager

FROM: James Dean, Utility Services Division Manager
 Vanesa Sanchez, Utility Services Supervisor
 Steve Groom, Finance Director

DATE: January 15, 2021

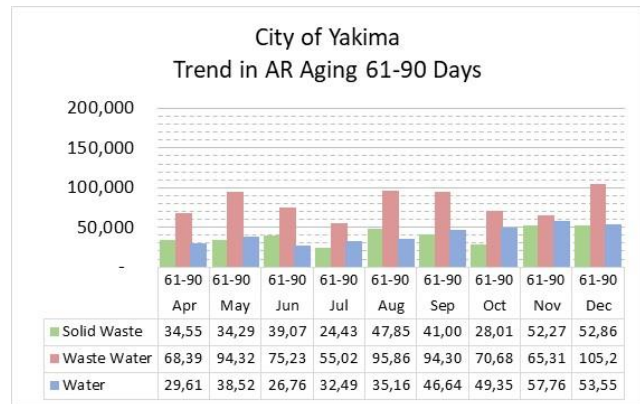
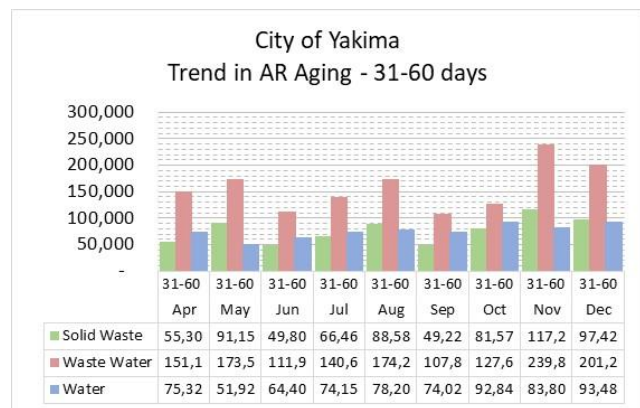
RE: Update on Utility Account Balances- December

This is to provide feedback on the economic impact of the COVID-19 emergency on the City's Utility Services Billing, since the emergency declaration in March and subsequent Governor's Stay-At-Home Order. Receivable balances, in total, have fluctuated in roughly the same range through December. The number of payment arrangements has also fluctuated but remained in roughly the same range, under 200. **Shut-offs for non-payment are still suspended.**

Utility Services bills for Water, Waste Water, Solid Waste & Irrigation on a 60-day rotating cycle, meaning bills are for 2 months of service. Approximately 10,000 of our customers are served by Nob Hill Water Association and are only billed for Waste Water and or Solid Waste services. The division also prepares invoices for the Storm Water utility which are billed initially through Yakima County as part of the property taxes.

As the graph at right shows, the trend in receivables for 31-60 day balances from April to December has fluctuated. The economic effects of the COVID event in the economy have created varying results. For December, the outstanding receivables balances for Solid Waste and Wastewater are down while Water is up compared to prior month.

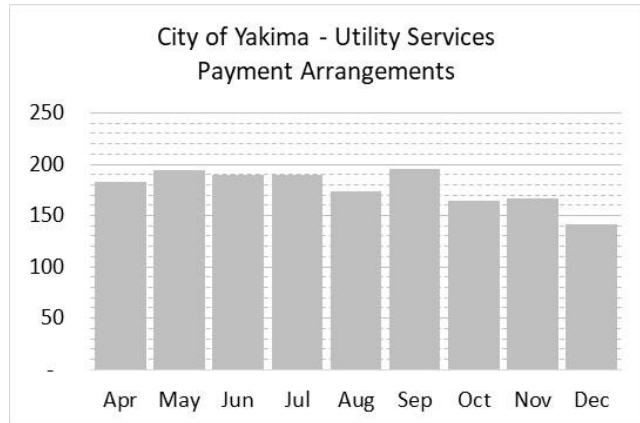
Receivable balances in December in the 61-90 day category continue to vary roughly in the range seen in the prior six months. Wastewater increased compared to the prior month balances, Solid Waste is about the same and Water decreased.



The trend in Pay Arrangements is shown at right.

Pay Arrangements are established for customers who will be unable to bills within the seven day grace period given past the due date of the bill. Pay arrangements are a snapshot in time and can vary depending on the day the report is generated.

There was a decrease in the number of pay arrangements for December, compared to the prior month.



Staff continues to make efforts, in talking to customers, to identify those who have a need and to make payment arrangements. Staff has met with customers by appointment in order to assist with setting up online payments.

As always, please forward customer inquiries to Utility Services Division. Customers are encouraged to call (509) 575-6080.