**A picture containing text, clipart

Description automatically generated**

**City Manager Report**

March 7, 2023

1. **Upcoming Meetings/Projects**

In the fall of 2022, I presented what I titled as a “Council Look Ahead”. The objective of this document is to serve as a working adjustable calendar of upcoming issues, projects, decisions that need to be in front of Council to meet regulatory requirements, operational deadlines, partner agency needs or other time constraint/commitment.

As I dove into the triage work into the winter months, I failed to maintain this document so we lost the usefulness of this tool. I plan to focus time on updating and revising the Council Look Ahead so we collectively have a better understanding of the workload we have in front of us.

Below is a short list of items that I will be working with Mayor Palmer in organizing and prioritizing into the Look Ahead document that I will provide to Council at the March 7, 20023 meeting.

As I noted above, this is an ever evolving document as issues, projects and deadlines often shift based on events both in and out of our local control. I will make every effort to include an updated Council Look Ahead for open discussion at the end of each Business Meeting so we stay in alignment on upcoming issues, tasks and deadlines.

**2. Utility Billing Update**

We continue to be a bit challenged with finetuning our utility billing processes and timelines. This is due to a combination of issues, some of which we control and some of which we do not. The major issue that hampered this billing cycle (March invoices for February consumption) was the snow we had on the ground on the same days that we read the meters for the month. We also have 2-3 less days to work with in February so the end result was a billing cycle that billed the base fees only, no consumption charges. February is the best month of the year for this to need to occur since it is likely the lowest or second to lowest water consumption month of the year. Additionally, we will be reading the meters for the April invoice (March consumption) a little earlier than usual (third week in March) to help smooth out the consumption between March and April.

Additionally, we will be returning to our late noticing with letters going out to all past due accounts, followed up by door hangars 2-3 weeks after the letters then ultimately using the final tool in the toolbox which is meter lock outs that shut off water service until payments or arrangements are made. I am hopeful that the initial letter will spur action from many that are only somewhat past due and we will focus our communication efforts on the 10-15 customers with the most significant past due balances which make up a disproportionate amount of our total arrears billing balance.

Past due collections is always a challenging and no fun process for both customers and staff. We will work hard to assist customers in finding resources they may qualify for and also create payment plans that assist customers in catching up incrementally over the coming 6-12 months to ease the burden of the deficit they have created by missing a payment or two.