

**Moab City Council Agenda Item**  
Meeting Date: January 25, 2022

**Title:** Utility Collection Policies

**Presenter:** Marcy Mason

**Attachment(s):**

- Ordinance 2022-01 An Ordinance Amending Moab Municipal Code 13.24 Rates and Charges
- Title 13 Chapter 13.24 Rates and Charges - Redline

**Recommended Motion:**

I move to adopt Ordinance 2022-01 as presented in Rates and Charges – Redline, an ordinance amending Chapter 13.24 Rates and Charges.

**Background/Summary:**

The Treasurer’s office goes to great lengths to prevent utility shutoffs. Currently, the Code requires that an account be 60 days in arrears prior to shutoff. Most municipalities, including other utility service providers within Grand County, have a shutoff period shortly following the due date of the first bill.

We have found that an excessive time frame is a disservice to our residents, as the accrued past due balance can become unbearable. It is also important to note that as long as a past due resident commits to a payment plan, the utilities will not be turned off.

The intent of this adjustment is to decrease the amount of shutoffs initiated by the treasurer’s office by bringing the past due balance to the customer’s attention more quickly.

The proposed amendment also cleans up some of the billing code, including the water leak credit.