

Table 1 - Best Practices - Cities Comparison

| Cities Comparison | | | | | | | |
|-----------------------------------|---|--|---|---|--|--|--|
| | <u>Margate</u> | <u>Naples</u> | <u>Charlotte County</u> | <u>Punta Gorda</u> | <u>Plantation</u> | <u>North Lauderdale</u> | <u>Hallandale Beach</u> |
| Billing Software | HTE converting to Naviline | Currently HTE; converting to Tyler July 2014 | Banner | HTE | | Opus | HTE converting to Tyler Jan 2015 |
| Residential Deposits | Yes | No | No, only Mobile Homes | No | Yes | Yes | Yes |
| Commercial Deposits | Yes | No | No | No | Yes | Yes | Yes |
| Refund Deposit | Yes; after 1 yr of no shut offs- Refund per customer request | n/a | n/a | n/a | Yes; after 10/20 yrs depending on date of service. | Only after an account is closed. | *Yes; after 24 months of good pay history. Refund per customer request. |
| Duplicate Bill to Tenant | Yes | Yes; fee \$1.00 | Yes; Owner fills out a Rental Account Agreement, where tenant is billed but owner is still responsible. | Bills can be mailed in care of a tenant upon receipt of written request from the property owner or their agent, but final/initial reads are not taken, nor billings started or ended for tenancy changes. | Allows bill in tenants name, but owner ultimately responsible. | Yes. Looking into charging a fee. | Yes, able in Tyler |
| Uncollectible Tenant Balances | No - Tranfers the funds to the owner's account. Owner has lease with tenant - they can remove the unpaid funds from deposit, etc. | CA-Transworld; tenant sent to collection (3) months after final bill Write off scheduled for July 2014 | Internal collections 1st , if customer didn't pay they would send to an outside collection company. This is rare. | Lien owner accounts. Upon change of ownership, account is satisfied. | n/a | Write off yearly. Bad debt is written off thru the audit as an audit item. | * Collection/write off |
| Days past due before lien? | 5 bills or balance over \$250 | Balances over \$500 | 3 months or balance over \$150 | 60 days past due | | Delinquent amounts reaches \$500.00 for single residential, \$1,000.00 for multi-family residential, or \$1,000.00 for nonresidential. Generally don't lien. | 60 days |
| Tampering fees | 1st Offence- Letter 2nd Offence- \$20 & Lock meter 3rd Offense- \$50 & Pull meter Jumper fee \$190 | \$26.00 | 1st Offence- \$200 & Lock meter 2nd Offence-\$400 & Lock box 3rd Offense- \$600 & Pull meter | First Complaint - Letter First Documented Violation \$25 Second Documented Violation \$50 Third Documented Violation \$250 | | \$125.00 Looking into charging for second & more offences. | *1st Offence-\$150 & Lock meter *2nd Offence-\$300 & Pull meter |
| Tampering occurrences | Often | Rare, once a month | | | | Often | Often |
| When they Converted to Owner Only | 25 years | 2 years | 15 years | over 25 years | n/a | 7 years | In process... |
| Convergence | Tenants grandfathered in; after they moved account converted to owners name 2 residential still in tenants name; more tenants on commerical | *Suggested to owners to collect a water deposit from their tenants to pay for any balance | Tenants grandfathered in; after they moved account converted to owners name | Unknown - Conversion was done over 25 years ago. Workers will that knowledge no longer works there. Always billed owner | n/a | No grandfather clause. Changed ordinance to state that the owner of a property can only establish service. As tenant accounts closed, water was turned off, and only reestablished in the owners name. | *Tenants grandfathered in; after tenant moves out account is finalized and water shut off. Owner to turn on service when application for service is on file. |
| Owner comments-conversion | Tenants not paying the bill | Tenants not paying the bill | Tenants leave without paying the bill | Tenants leave without paying the bill | n/a | n/a | n/a |
| *Proposed | | | | | | | |