

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, ability in Tyler
Uncollectible Tenant Balances	No - Transfers 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 (90 days) /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 Offense- \$200 & Lock meter 2nd Offense- \$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 offenses.	*1st Offense-\$150 & Lock meter 2nd Offense-\$300 & Pull meter
Tampering occurrences	Often	Rare, once a month	Often	Occasional		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 commercial.	*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 with that knowledge no longer works there.	n/a	Tenants grandfathered in. 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./locked. Only the owner can reestablish service.
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							