



CITY CODE OF ORDINANCES – REVISIONS TO CHAPTER 30 - UTILITIES

CITY COMMISSION MEETING

AUGUST 6, 2014



OBJECTIVES OF DISCUSSION

- **PRESENT DRAFT ORDINANCE OF CHAPTER 30 ‘UTILITIES’ FOR CITY COMMISSION CONSIDERATION.**



WHY REVISE THE CODE

- CERTAIN ELEMENTS OF CHAPTER 30 OF THE CITY OF HALLANDALE BEACH CODE OF ORDINANCES HAVE NOT BEEN REVISED OR UPDATED SINCE 1980. THEREFORE, OUTDATED LANGUAGE AND PROCESSES, SUCH AS ADDITIONAL CHARGES IN SANITARY IMPROVEMENT DISTRICT NO. IV, AND REFERENCE TO INTERIM PACKAGE SEWAGE TREATMENT PLANTS, ARE STILL IN PLACE.
- THE CITY COMMISSION DIRECTED STAFF TO REVIEW AND REVISE AS NEEDED, CHAPTER 30, UTILITIES, OF THE CITY CODE, AS IT PERTAINS TO THE REFUND OF WATER DEPOSITS, DURING THE FY13 BUDGET WORKSHOP. AT THE TIME, THE CITY COMMISSION WAS INTERESTED IN IMPLEMENTING BEST PRACTICES REGARDING REFUND OF WATER DEPOSITS.
- UTILITY BILLING AND OPERATION PROCESSES ARE OUTDATED AND IN NEED TO BE REVISED IN ACCORDANCE WITH BEST PRACTICES.

EXHIBIT 2- COMPARISON OF UTILITY BEST PRACTICES

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 - 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 liened?	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 Offense- Letter 2nd Offense- \$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	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 grandfather 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 CHAPTER 30

MAIN CHANGES DISCUSSED IN JUNE 16, 2014 COMMISSION MEETING (WORKSHOP)

- CHANGE FROM A TENANT/OWNER SYSTEM TO AN OWNER ONLY SYSTEM, WHEREAS TENANT ACCOUNTS WHEN FINALIZED COULD ONLY BE REESTABLISHED UNDER THE OWNERS NAME.
- INCREASING THE TIME TO PAY BILL FROM 15 DAYS TO 20 DAYS.
- CHARGING A TAMPERING FEE PER OFFENSE AS OPPOSED TO A FLAT FEE.
- LOCKING THE METER AFTER A 30 DAY SHUT OFF.
- REFUNDING CUSTOMER DEPOSITS AFTER TWENTY-FOUR (24) MONTHS OF GOOD PAY HISTORY AT THE CUSTOMERS REQUEST.
- INCREASE DEPOSIT ONLY AFTER TWO (2) DISCONNECTS DUE TO NON-PAYMENT WITHIN A TWELVE (12) MONTH PERIOD.



QUESTIONS?