

CITY	POPULATION (BEER 2016 Estimate)	SHUT-OFF AVERAGE, FREQUENCY, & STAFF	DUE DATE/LATE NOTICE/SHUT OFF	NOTES
Jupiter	60,615	<p>Approx. 30 per day (averages 200 per month)</p> <p>Conducts shut-offs daily, only 15 on Fridays</p> <p>1 of 4 meter techs handle shut-offs; this same 1 tech has regular duties as well</p>	<p><b>Due date:</b> 21 days from bill date <b>Late notice:</b> 26 days from bill date-automatic \$5 late fee <b>Automatic phone call:</b> 39 days from bill date <b>Shut-off:</b> 41days from bill date - \$25 non payment fee and \$25 site visit fee</p>	Paymentus handles the automatic calls. The Town uploads an Excel doc into the online campaign management portal to initiate phone calls and emails.
Margate	57,226	<p>Approx. 70 shut-offs per day (averages 600 per month)</p> <p>Conducts shut-offs Tues. – Thurs.</p> <p>2 meter techs handle shut-offs/restores</p>	<p><b>Due date:</b> 20 days from bill date <b>Late notice:</b> Is the issuance of the next bill indicating the date of shut-off <b>Shut-off:</b> 10 days from 2<sup>nd</sup> bill date (between 40 – 45 date from the initial bill date-60 days from consumption since billing is in arrears)</p>	

Tamarac	63309	<p>Average 50 per day (300 month)</p> <p>Conduct shut-offs 2-4 day per week; not on Fridays and avoid Mondays</p> <p>1-2 techs handle the shut offs</p>	<p><b>Due date:</b> 25 days from bill date</p> <p><b>Late notice:</b> Next bill indicates the date of shut off</p> <p><b>Robo-call-IVR</b> system generates the phone call reminder</p> <p><b>Shut-off:</b> 45 days from initial bill date</p>	Internal IVR system handles automatic phone calls
Lauderhill	70,677	<p>Approximately 30 per day (480 per month)</p> <p>Shut off 4 days a week</p> <p>1-2 meter techs handle shut-offs</p>	<p><b>Due date:</b> 25 days from bill date</p> <p><b>Late notice:</b> door hangers state to make payment within 48 hours or shut off</p> <p><b>Shut-off:</b> 6 days after due date</p>	Extensions only given to property owners
Deerfield Beach	77.659	<p>Approximately 50-80 per day (400-640 per month)</p> <p>2 days/week</p> <p>1 of 3 meter techs handles shut-offs and restores</p>	<p><b>Due date:</b> 30 days from bill date</p> <p><b>Late notice:</b> reminder letter that pay in 10 days or cut list</p> <p><b>Shut-off:</b> 40 days from bill date</p>	
Coral Springs Improvement District	n/a	<p>1x month (average 40 month)</p> <p>Renters are reviewed and considered for shut off throughout the month.</p> <p>6 techs – all share shut off duties during the day</p> <p>1 tech for after hours</p>	<p><b>Due date:</b> 14 days from bill date</p> <p><b>Late notice:</b> door hanger week before, couple days before, &amp; day of shut off</p> <p><b>Shut-off:</b> 2 months late going on the 3<sup>rd</sup> month</p>	

City of Coral Springs Water District	n/a	<p>(less than 100 per month)</p> <p>Never on Friday or day before a holiday</p> <p>2-4 days/ week</p> <p>Only 1 full time that does door hangers &amp; shut-offs &amp; 2 part time techs (readers)</p>	<p><b>Due date:</b> 25 days from bill date</p> <p><b>Door hangers:</b> 35-40-days from bill date; \$20 fee and 24 hours to pay – usually concentrate on doing door hangers for accounts over \$60</p> <p><b>Shut off:</b> 2 days after door hanger</p>	
Royal Utilities	n/a	<p>10-20/month</p> <p>1x/month at end of month</p> <p>2 full time (shut offs)/1 part time</p>	<p><b>Due date:</b> 20 days</p> <p><b>Late notice:</b> 20<sup>th</sup> day delinquency letter</p> <p><b>Shut-off:</b> 25-30 working days after bill date</p>	
Sanford	57,248	<p>50-100/week (200-400/month)</p> <p>Everyday</p> <p>4 technicians that handle customer service and cut off type issues during normal business hours</p>	<p><b>Due date:</b> 21 days from bill date (5% late fee)</p> <p><b>Late Notice:</b> on second bill</p> <p><b>Shut-off:</b> approx. 36-37 days from initial bill date</p>	late fee is \$4 or 5% (whichever is greater)