



Legislation Details (With Text)

File #: ID 2016-523 **Version:** 1 **Name:**
Type: Ordinance - 1st Reading **Status:** Second Reading
File created: 8/30/2016 **In control:** Regular City Commission Meeting
On agenda: 9/7/2016 **Final action:**
Title: AMENDING CHAPTER 39, WATER AND SEWERS, DEPARTMENT OF ENVIRONMENTAL AND ENGINEERING SERVICES; SECTION 39-70 RULES AND REGULATIONS; PROVIDING FOR POLICIES.

Sponsors:

Indexes:

Code sections:

Attachments:

Date	Ver.	Action By	Action	Result
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TO: Mayor and City Commission

FROM: Douglas E. Smith, City Manager

DATE: September 7, 2016

AMENDING CHAPTER 39, WATER AND SEWERS, DEPARTMENT OF ENVIRONMENTAL AND ENGINEERING SERVICES; SECTION 39-70 RULES AND REGULATIONS; PROVIDING FOR POLICIES.

BACKGROUND: The purpose of this change to the Ordinance is to allow City staff to create internal policies, approved by the City Manager, authorizing staff to approve specific types of customer credits based upon approved rules and guidelines. The internal procedures will detail the dollar amounts and specific scenarios for which credits may be approved. This new practice will result in increased customer service and reduced wait times for credits to be applied to customer accounts. Also, under the proposed revisions, appeals would come to the City Manager (compared to City Commission in the current ordinance).

RECOMMENDATION: For approval.

FISCAL IMPACT: No impact.

CONTACT PERSON: Mary Beazley, Finance Director