



CITY OF HARRISONBURG  
**PUBLIC**  
UTILITIES

2155 BEERY ROAD, HARRISONBURG, VA 22801  
OFFICE (540) 434-9959 • FAX (540) 434-9769

**TO:** Ande Banks, City Manager  
**FROM:** Mike Collins, Director, Public Utilities  
**DATE:** November 2, 2022  
**RE:** Ordinance Revision sec. 7-1-9 and 7-4-1(a3) (e) (f3) (f5) (f6)

**Summary:** The Director of Public Utilities is requesting City Council to revise City Code of Ordinance Sections 7-1-9 and 7-4-1(a3) (e) (f3) (f5) (f6).

**Background:**

Section 7-1-9: Discontinuance of service for delinquency in payment of utility bills; generally:

- HPU has agenda to increase the threshold for delinquency from ten dollars (\$10.00) to fifteen dollars and one cent (\$15.01); other conditions being held status quo. Deliberation of the recommended amount was made and included into development of new software implementation.

Section 7-4-1: Schedule of rates and charges generally

*Item a3:* The seasonal fee for water was planned in budget FY2023 at \$0.25 (vs. \$0.24) per 1000 gallons and is requested for correction herein.

*Item e, f3, f5, and f6:* HPU has agenda to adjust “other charges” under subsection 5 as follows:

- to adjust the long used standard connection fee from \$15.00 to \$25.00 with purpose to update the amount to approach current industry practices and with added purpose to establish conditions that the customer must make application prior to the business date of connection so that we can create our daily work schedule for efficient use of our frequently limiting resources.
- to provide service to our customers who must have same day service, but at a cost of \$75. As the elevated fee is a tool to encourage early application by customers and is justified into the effort needed to adjust the daily schedule.
- to accommodate the customers who need after hours service, we will require a fee of \$175 which includes the base fee, labor cost in standby pay format, and remote vehicular cost to return to work.



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**Key Issues:** Cost are adjusted and tiered to reflect the level of service and to reflect the cost and disruption caused to the Department. Same day service is rare in current day utility business practice (unless operating an Advanced Metering Infrastructure (AMI) system to read meters electronically and to remotely connect/disconnect meters) but does remain available to our customers.

**Environmental Impact:** N/A

**Fiscal Impact:** N/A

**Prior Actions:** N/A

**Alternatives:** (a) N/A

or

(b) Status Quo

**Community Engagement:** Published in newspaper; open for City Council comment.

**Recommendation:** Revise ordinance

- Attachments:**
- 1) Memorandum
  - 2) Ordinance revision – Changes tracked
  - 3) Ordinance revision
  - 4) Public hearing notice

**Review:**

*The initiating Department Director will place in Legistar, in sequence of transmittal, the names of each department that must initial their review in order for this item to be placed on the City Council agenda. The completion of review only addresses the readiness of the issue for Council consideration. This does not address the recommendation for approval or denial*