

WATER UTILITY DISCONNECTS

September 28, 2021

History of MORATORIUM & ARREARS

GOVERNOR NORTHAM PLACED A MORATORIUM ON DISCONNECTS
MARCH 2020

MORATORIUM LIFTED - AUGUST 2021

Annual average in arrears based on the month of March:

2019	1600	@	\$145,417.77
2020	1388	@	\$140,970.90
2021	1632	@	\$677,405.90

History of UTILITY RELIEF FUNDS

The City of Harrisonburg received funding from the
Commonwealth of Virginia
Department of Housing and Community Development

\$92,766.47

Dispersed as of August 31, 2021

209 applications received

Significant outreach by the City Public Utilities and HFD in collaboration with HEC
Funds were sufficient to all qualifying applications

History of PAYMENT ARRANGEMENTS

164 Payment Arrangements

52 Complied

112 Failed to Comply

Goal to comply with or exceed Ordinances

**Sec. 7-1-4. - Bills for water and sewer service generally;
when payment required.**

Sec. 7-1-8. - Discontinuance of service generally.

**Sec. 7-1-9. - Discontinuance of service for delinquency in
payment of utility bills; generally.**

**Sec. 7-1-12. - Complaint as to bill not ground for
nonpayment.**

EFFORTS

Pre COVID

- Phone calls to all customers over 60 days past due prior to disconnect
 - IVR Outbound calling
 - Message on utility bills
 - Door Tags
- Payment in full required to reconnect

Post COVID

- Applications for Utility Relief Funding taken in person, via phone and electronically
 - Payment arrangements
 - Public Service Announcements
 - Social Media outreach

RECOMMENDATIONS

1. Continue payment arrangements over a 9-month period
Non-compliance to meet payment arrangements results in return to standard practice
2. Waive reconnect fee on first month of disconnects
Re-engagement recommended November 1, 2021
3. Continue late fees on uncollected balance during repayment period
Customer may request waiver of fees accumulated during the state of emergency period March 2020-August 2021