

# NOTES

TO: Honorable Mayor and City Council Members

FROM: Ann E. Wall, City Manager

DATE: February 27, 2019

SUBJECT: Materials for Your Information

Please find attached the following materials for your information:

1. A flyer for the Greenville Youth Council Community Dialogue: Letting Our Voices Be Heard on Monday, March 4, 2019 at 5:30 PM in the City Hall 3<sup>rd</sup> floor gallery
2. A memo from Byron Hayes, Financial Services Director, regarding Stormwater billing collection process

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Attachments

# LETTING OUR VOICES BE HEARD

**An opportunity for youth to  
discuss matters of the heart.**

**TOPICS:**

- Home Sweet Home or Not
- School's Out
- Equity VS Equality

**This event is free and  
open to all youth!**

## MONDAY, MARCH 4

**5:00 PM Registration/Light Meal • 5:30 PM–7:30 PM Event  
Third Floor Gallery • City Hall • 200 West 5th Street**

**For more information, please contact:  
Cassandra Daniels: [cdaniels@greenvillenc.gov](mailto:cdaniels@greenvillenc.gov);  
Bob Hudak: [brotherhudak@gmail.com](mailto:brotherhudak@gmail.com); or  
Joyce Mitchell: [jmitch2008@aol.com](mailto:jmitch2008@aol.com).**



**MEMORANDUM**

**TO:** Ann Wall, City Manager

**FROM:** Byron Hayes, Director of Financial Services

**DATE:** February 27, 2019

**SUBJECT:** Stormwater Billing Collection Process

Stormwater service fees are collected through the Greenville Utilities Commission's billing and collection process for utility bills. The City contracts with GUC for the collection of stormwater and refuse fees. These fees are consolidated with GUC's bills by customer for more effective collection. Payments received are applied to electric, water, sewer, gas, and then to refuse and stormwater. Refuse and stormwater have equal payment priority, however, all payments received are applied to any outstanding portion of a previous bill before being applied to the current bill. The following is a summary of the stormwater fees collected over the last three fiscal years as compared to the amount billed:

Stormwater Annual Billed and Collected (FY 16-18)				
Year	Amount Billed	Amount Collected	Under (over) collected	% Collected
2016	\$4,977,449	\$4,932,955	\$44,494	99.11%
2017	\$5,540,079	\$5,461,977	\$78,102	98.59%
2018	\$6,078,789	\$6,024,602	\$54,187	99.11%

In the last three years, Stormwater has consistently collected over 98% of all billed fees. As of January 31, 2019 the stormwater accounts receivable balance stood at approximately \$544,935.74. Of that amount, approximately \$186,593.81 was older than 150 days, and \$161,950.90 is older than one year.

The account verification and collection processes for GUC's collection of City fees are as follows:

- GUC sends a file to the City each week containing all City premises that may be eligible to be billed for stormwater or refuse.
- A change file is also sent to the City every night. The change file includes any changes made to premises; such as a new account, fee increases or decreases, etc. The City utilizes this information to determine which customers are moving in or out of a premise.
- In June 2018, the Commission added four (4) additional files for refuse and stormwater that are submitted to the City on a weekly basis. The files were developed at the request of the City to assist the City in auditing their refuse and stormwater fees. Two of the files provide information on the premises the Commission has set up that are identified as

being designated within the City limits. The other two files provide the City with the names of the customers and the locations that are being billed for stormwater or refuse.

- The City cross-references the GUC file with our current customer database for accuracy and completeness and sends an approved file back to GUC ready for processing.

The following are the collection standards for GUC's handling of stormwater bills:

- All bills are due within 20 days
- There is a 2 to 3-day grace period
- A final 10-day notice is sent out
- If bill is not paid after final 10 day notice the customer is subject to cut off
- A customer may receive a 10-day extension 3 times a year
- Payments received by customers are applied to any outstanding portion of a previous bill first
- All unpaid fees and revenues including stormwater are included in the Commission's delinquent referrals to collection agencies
- Approximately 20% of the delinquent referrals are collected
- Customer deposits are applied to the entire amount of a customer's outstanding bill first and any residual amount of the deposit is then reimbursed back to the customer
- The Commission also includes unpaid stormwater fees in its submission to the NC Debt Setoff program

The City of Greenville Financial Services Department and Stormwater Division are committed to maximizing the collections of current stormwater fees. Both have been in discussions to continuously improve the stormwater collection process, and will look to continue to improve the efficiency and effectiveness of the process.