

RESOLUTION NO. 8152

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF REDLANDS
ADOPTING A MUNICIPAL SERVICES COVID-19 UTILITY BILL REPAYMENT
PLAN POLICY

Whereas, Executive Order N-42-20 was signed by the Governor and ordered on April 2, 2020; and

Whereas, Executive Order N-42-20 suspends the authority of urban and community water systems to discontinue residential service and further prohibits water systems from discontinuing service to large swaths of business customers; and

Whereas, Executive Order N-42-20 does not eliminate the obligation of water customers to pay for water service, does not prevent the water system from charging for such service and does not reduce the amount a customer already may owe to a water system; and

Whereas, in order to serve the customers and the community responsibly, the disconnection of water service for nonpayment and the imposition of late fees will resume after the rescission of Executive Order N-42-20 for all delinquent balances accrued thereafter; and

Whereas, the City recognizes the impact the COVID-19 pandemic is having on its customers and is committed to providing alternative payment arrangements;

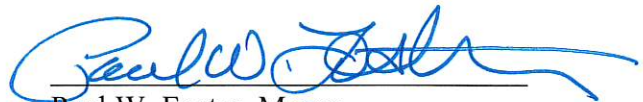
NOW, THEREFORE, BE IT RESOLVED BY THE CITY COUNCIL OF THE CITY OF REDLANDS AS FOLLOWS:

Section 1. Policy. The City of Redlands' Municipal Services COVID-19 Utility Bill Repayment Plan Policy, attached hereto as Exhibit "A," is hereby adopted.

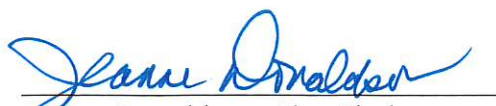
Section 2. CEQA Exemption. The City Council hereby finds and determines that the adoption of this Resolution is exempt from review and under the California Environmental Quality Act ("CEQA") pursuant to Public Resources Code Section 21080(b)(8)(1) and CEQA Guidelines Section 15273 because this Policy relates to water service operations currently in place.

Section 3. Effective Date. This Resolution and the policy established by this Resolution shall take effect immediately.

ADOPTED, SIGNED AND APPROVED this 17th day of November, 2020.

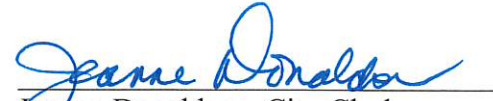

Paul W. Foster, Mayor

ATTEST:


Jeanne Donaldson, City Clerk

I, Jeanne Donaldson, City Clerk of the City of Redlands, hereby certify that the foregoing resolution was duly adopted by the City Council at a regular meeting thereof held on the 17th day of November, 2020.

AYES: Councilmembers Barich, Tejada, Momberger, Davis; Mayor Foster
NOES: None
ABSENT: None
ABSTAINED: None



Jeanne Donaldson, City Clerk

EXHIBIT "A"

Municipal Services COVID-19 Utility Bill Repayment Plan Policy

Background

At the onset of the coronavirus pandemic, our community has experienced an unprecedented situation. In an effort to ease the burden to the City's customers during the COVID-19 pandemic, the City ceased the imposition of late fees and the disconnection of utility services for non-payment on March 17, 2020.

On April 2, 2020, Governor Gavin Newsom issued Executive Order N-42-20, restricting the City's authority to disconnect water service for non-payment. To serve our customers and the community responsibly, the disconnection of water service for nonpayment and the imposition of late fees on new account balances will resume beginning on or after the day Executive Order N-42-20 is rescinded.

Purpose and Intent

The purpose and intent of this utility billing payment plan policy is to assist customers experiencing financial hardship with flexible payment options and protections from water service disconnections after the Executive Order N-42-20 is rescinded.

Eligibility

A utility service customer experiencing financial hardship due to the coronavirus pandemic, with delinquent balances that have or will accrue as of the day that Executive Order N-42-20 is rescinded, but not after.

Payment Terms

If a customer has a delinquent account balance, this policy shall allow for a payment plan to be established for the delinquent portion of the customer's bill. Current charges accruing to the customer's account as of the day Executive Order N-42-20 is rescinded shall be due in full each billing cycle and must not fall into delinquency.

- Delinquent amount due is below \$3,000
 - 15% of the balance due to be paid immediately
 - The 85% remaining balance is to be paid in the immediate 12 months (i.e., the next six billing bi-monthly periods) following the establishment of the Payment Plan, and in equal bi-monthly installments along with the customer's current bi-monthly bill, and payment made by the customer's current due date
- If amount due is greater than \$3,000, a payment plan may be granted, according to the same payment terms above, but for a longer repayment period in excess of 12 months at the discretion of and approval by the City Manager.
- After the rescinding of Executive Order N-42-20, no penalties shall be charged to existing delinquent balances accrued prior to the establishment of the Payment Plan and no

termination of service will occur while a Payment Plan is active and remains in good standing, along with the customer's current account charges.

- After the rescission of Executive Order N-42-20, failure to abide by the Payment Plan terms and failure to pay current charges due on a customer's account will result in disconnection of water service and other collection efforts, and all past due amounts will be due in full, plus reconnection fees prior to reconnection of services unless a subsequent payment plan is authorized by the City Manager.

Executive Order N-42-20

The full text of Executive Order N-42-20 can be found here:

<https://www.gov.ca.gov/wp-content/uploads/2020/04/4.2.20-EO-N-42-20-text.pdf>