

Council Meeting of:
Agenda Item:

October 22, 2007
11.2 (a)



CITY OF SALEM,
OREGON
City Council
555 Liberty Street SE, Room 220
Salem, Oregon 97301
503-588-6159

MEMORANDUM

To: Mayor and City Council

From: Brad Nanke, City Councilor – Ward 3

Subject: Multiple Account Water/Sewer Customers Billing Processes

Motion:

I move that staff bring back information and recommendations on multiple account water & sewer customers and the provision of consolidated billings and/or electronic database files to these multiple account customers to improve city and customer efficiency. I further move that staff bring back recommendations on a process where landlords can have their accounts placed in their names when rentals become vacant.

Discussion:

There are many organizations that are responsible for the payments on multiple water/sewer accounts. There are some property managers, landlords and businesses, as well as Marion County, the State of Oregon and the Salem-Keizer School District that would all likely have multiple accounts with the City of Salem. There is a great deal of time and resources utilized to process multiple billings and return payments. I would like to have staff bring back information on the number of multiple account holders and options for streamlining the process.

As an example, the School District has 133 open accounts and it takes them significant time to process the billings from the City of Salem. There is also a significant amount of wasted paper and postage that accompanies these multiple billings.

In regards to landlord billings, Councilor Rogers provided that other utilities have success with this and he has had calls of frustration because the City doesn't have this program available.