

DATE SUBMITTED 7/13/2015
 SUBMITTED BY Gutierrez
 DATE ACTION REQUIRED 7/15/2015

COUNCIL ACTION (x)
 PUBLIC HEARING REQUIRED ()
 RESOLUTION ()
 ORDINANCE 1ST READING ()
 ORDINANCE 2ND READING ()
 CITY CLERK'S INITIALS ()

**IMPERIAL CITY COUNCIL
 AGENDA ITEM**

SUBJECT: DISCUSSION/ACTION: FORMAT OF NEW UTILITY BILL	
1. APPROVE NEW FORMAT OF UTILITY BILLS TO BE SENT TO CITY OF IMPERIAL UTILITY CUSTOMERS	
DEPARTMENT INVOLVED: FINANCE	
BACKGROUND/SUMMARY: The proposed utility bill format placed before you is intended to be friendlier version of what Imperial customers are currently receiving. Residents will be able to monitor their own water usage which will better assist them in their conservation efforts. This format will also allow the City to reach out to our customers once a month. Enabling the City staff to notify them of upcoming events and important information on things happening in their community. This format, if approved, will go out to the public starting August 1, 2015.	
FISCAL IMPACT: Fiscal impact previously approved by Council.	F.O. INITIALS: 
STAFF RECOMMENDATION: It is staff's recommendation to proceed with the new utility bill format.	
MANAGER'S RECOMMENDATION: The City Manager agrees with staff's recommendation to proceed with the new format.	MANAGER'S INITIALS 
MOTION:	
SECONDED:	APPROVED () REJECTED ()
AYES:	DISAPPROVED () DEFERRED ()
NAYES:	REFERRED TO:
ABSENT:	REFERRED TO:

CITY OF IMPERIAL

OFFICE HOURS:

•Monday - Friday: 8:00 AM to 5:00 PM

CLOSED THE FOLLOWING HOLIDAYS:

New Year's Day	Independence Day	Veteran's Day	Christmas Eve
Martin Luther King Jr	Labor Day	Thanksgiving Day	Christmas Day
President's Day	Columbus Day	Day after Thanksgiving	New Year's Eve
Memorial Day			

IMPORTANT INFORMATION:

- Payment in full is *DUE* by the 15th of each month.
- To avoid 10% penalty fee, payment must be received before the due date specified on the bill.
- Delinquency fee of \$50.00 is applied to ALL accounts not paid by 5:00 pm of the day prior to the scheduled turn off day.
- There are two (2) payment drop boxes available. One is located in the North parking lot and the other is located in front of City Hall.
- For your convenience, registration for Online Bill Pay, Paperless Billing, and Autopay is available at www.cityofimperial.org (See Home Page "Online Services" TAB)
- Return check fee applies to check from the bank returned for any reason for which the bank refused payment.
- An account without payment activity for two consecutive months is subjected to termination without further notice.
- TRASH/RECYCLING pick up day is **WEDNESDAY**.
- Up to 3 items of FREE BULK service per month provided by Allied Waste at NO CHARGE, plus receive 4 annual landfill passes by calling (760) 355-0004.
- Water conservation tips and information is available on the City website or at www.saveourwater.com
- Please visit our City website for the most up to date schedule of Events.

TRASH WILL BE COLLECTED ON THURSDAY FOR THE FOLLOWING HOLIDAYS:

New Year's Day	Independence Day	Thanksgiving Day
Memorial Day	Labor Day	Christmas Day

PLEASE SELECT THE CARD YOU WISH TO USE FOR PAYMENT			EXP DATE	
<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="checkbox"/> 	<input type="text"/>
CARD NUMBER				V-CODE
<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>	<input type="text"/>
SIGNATURE				
<input type="text"/>				
BILL DATE	DUE DATE	ACCOUNT #		
BY DUE DATE	AFTER DUE DATE	AMOUNT PAID		