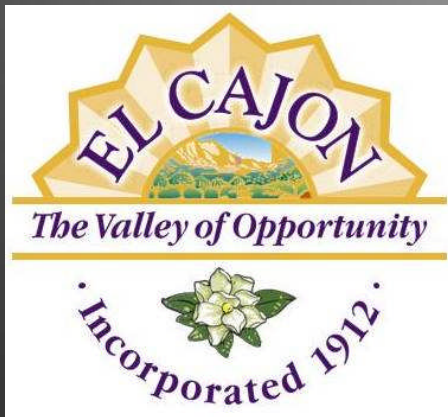


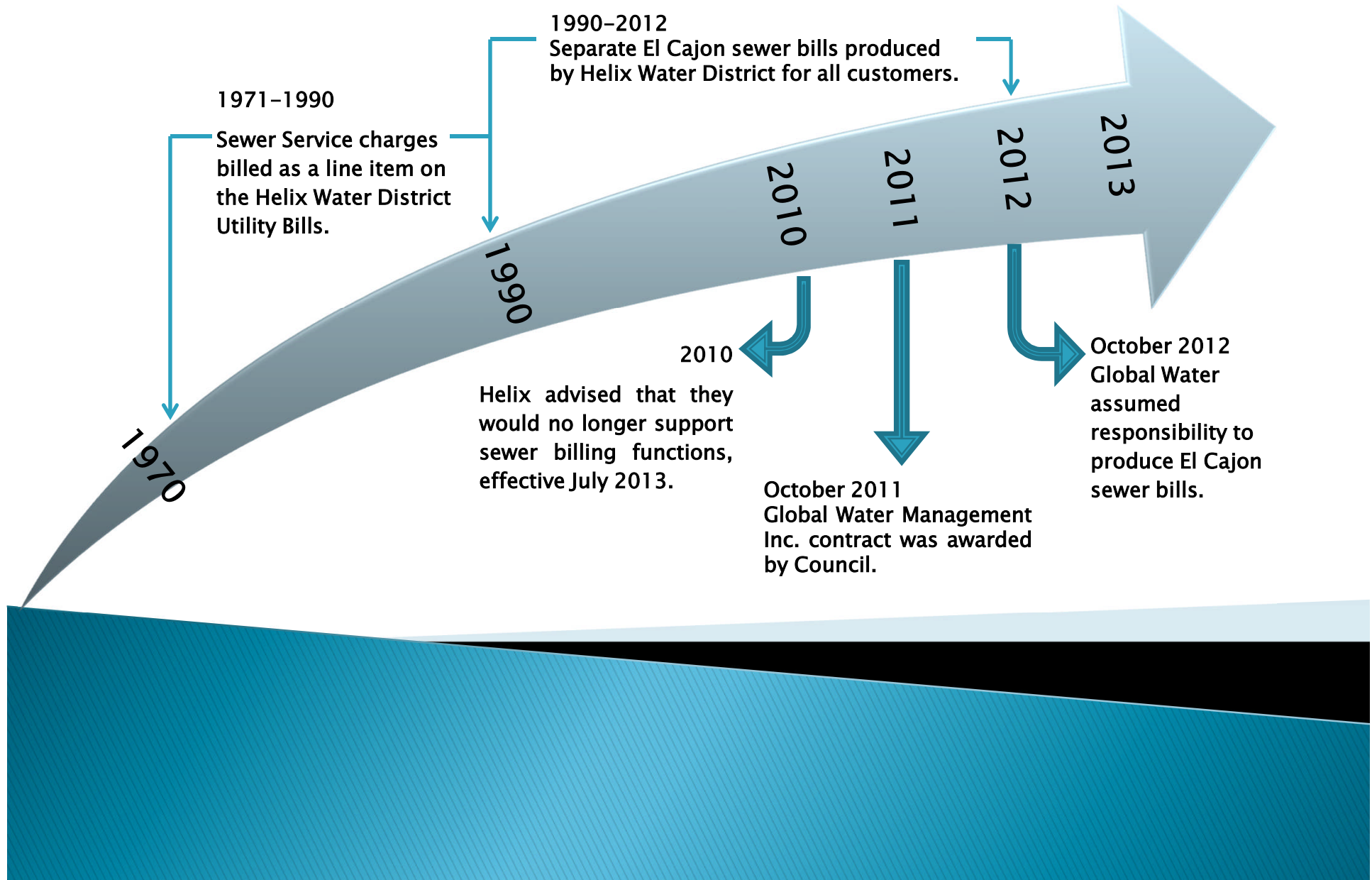
# CITY OF EL CAJON

## SEWER BILLING

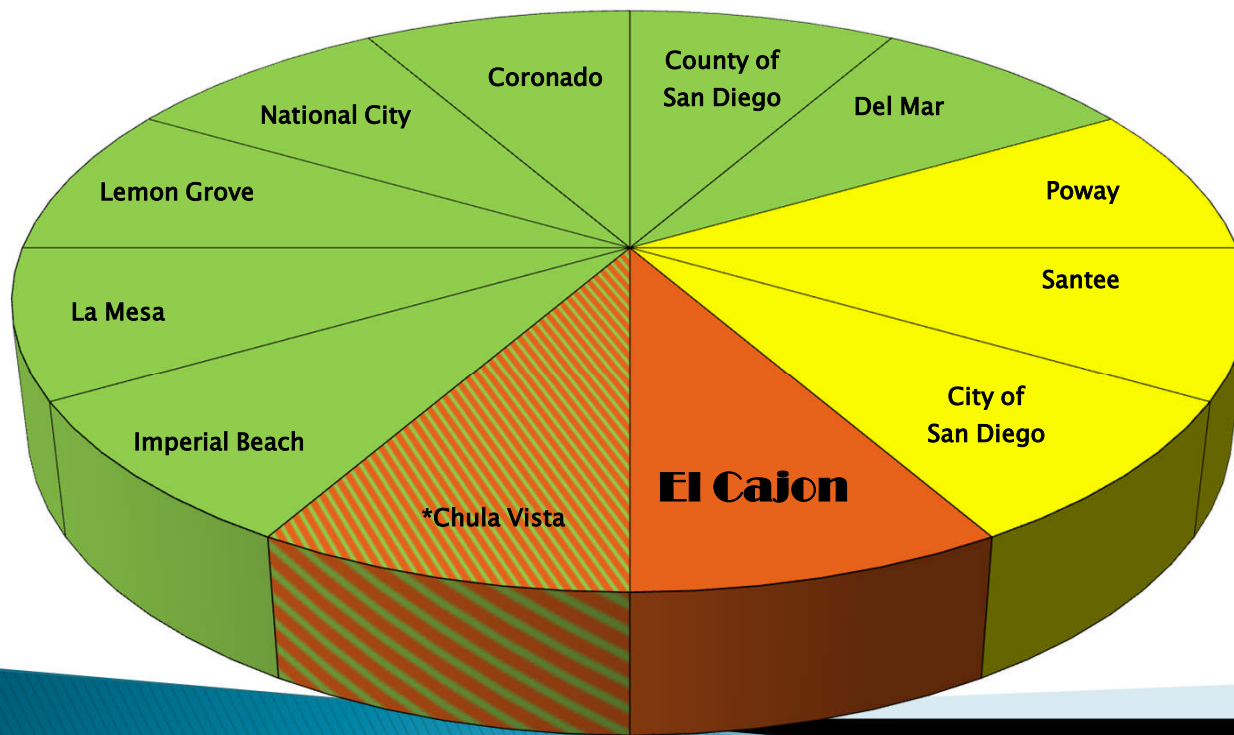
»» OVERVIEW AND PLANS FOR THE FUTURE



# Sewer Billing History



# San Diego Metropolitan Wastewater District (By Jurisdiction)



## Sewer Billing Methodology

- – Line Item on Property Tax Bill
- – Combined Water & Sewer Billing

El Cajon is the only jurisdiction that bills for sewer separately from water without collecting as a line item on property tax bill.  
\*Chula Vista uses tax roll to collect for a portion of their jurisdiction.



# Overview on Billing Difficulties

## City:

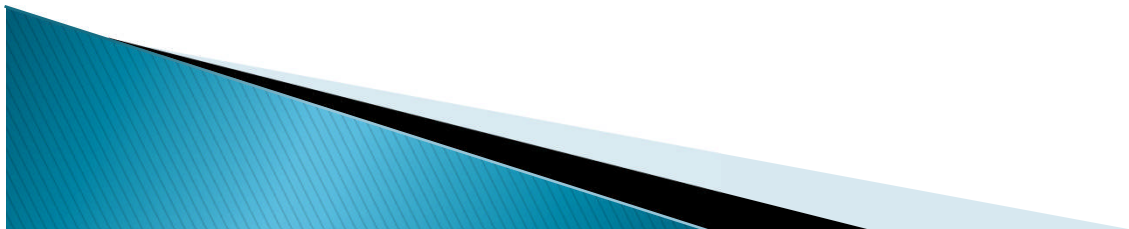
- The City had never before been responsible for utility revenue collections and had to rely on a billing vendor for collections.

## Raw Data:

- Water use data inconsistencies continue to cause billing problems due to variable water district business practices and an antiquated accounting system.

## Billing Vendor:

- Global Water was not successful in properly reviewing and understanding the data that was provided by the Helix Water District for El Cajon sewer billing, despite assurances to the City.



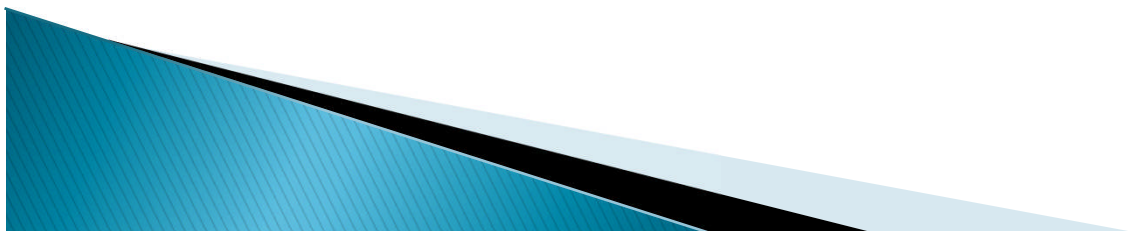
# Current Status on Billing Timeline

Proposed timeline for “catch-up” process, ensuring payment due dates remain at least 30 days apart in an effort to mitigate the impact to our customers:

Billing Period	SEP/OCT 2013	NOV/DEC 2013	JAN/FEB 2014	MAR/APR 2014	MAY/JUN 2014	JUL/AUG 2014	SEP/OCT 2014
Earliest Possible Billing Date	April 2014	May 2014	June 2014	July 2014	August 2014	September 2014	October 2014

## Temporary Suspension of Penalty Policies (as of July 9, 2013)

- Anticipated to continue until six (6) months after standard billing procedures are re-established.
- Customers will be given proper notice prior to reinstatement of penalty processes.



# Where We Go From Here

## Short-Term Necessity

- Billing System Transition
  - El Cajon is currently in transition to Global Water's "Legacy" CIS (Advanced CIS Infinity).
  - Transition is proposed to be completed by April, 2014.
  - Billing to resume mid-April, 2014 on monthly basis until caught up by October, 2014.
- Public Outreach Campaign
  - Current presentation to East San Diego County Association of Realtors.
  - Letter and email to go out this week to sewer customers about the coming changes in billing and follow-up on billing delays and catch-up plan.

## Long-Term Options

- Explore alternate billing methods to reduce reliance on data from water districts and separate billing vendors:
  - Bill all fixed-charge accounts (single-family residential) as line-item on property taxes.
  - Explore ways to revise billing structures to standardize billing for all accounts to be included on property tax bill:
    - Review options for flat rate structures.
    - Consider using consumption values from multiple previous years.
- Evaluate other billing vendors as a back-up billing resource.

