

City Commission Policy 210 - Utility Deposits for Hardship/Low Income Customers

DEPARTMENT: Management Administration

DATE ADOPTED: September 24, 1986

DATE OF LAST REVISION: January 8, 1992

210.01 Authority: Adopted by the City Commission on September 24, 1986.

210.02 Scope and Applicability: This policy applies to low income/hardship citizens referred by a social service agency to the City of Tallahassee for consideration for making a pay arrangement for a utility deposit.

210.03 Policy Statement: The City of Tallahassee, in an effort to assist hardship/low income citizens experiencing financial difficulties, may set up a payment plan for a utility deposit upon the referral of a social service agency. The payment arrangement will allow for the immediate connection of utility services and delay payment of a portion of the utility deposit if there are no outstanding amounts due and if the social service agencies determine their ability to pay. If a customer has an outstanding balance from a previous address, a payment plan may be approved after the outstanding balance is paid in full. If the deposit is paid, the outstanding balance may be considered for a payment plan. Special exceptions may be considered based upon a case-by-case review.

210.04 Definitions: Social Service Agencies - refers to agencies providing social services to hardship/low income citizens not limited to, but including the American Red Cross, the Tallahassee Urban League, Catholic Social Services, the Senior Society Planning Council, the Tallahassee Housing Foundation, E.C.H.O., and the Capital Area Community Action Center.

210.05 Procedures: The Citizen Services Division of the Finance Department will develop and implement operating procedures for the unit to follow in concert with the respective social service agencies.

210.06 Administration: The Citizen Services Division of the Finance Department is responsible for administering this policy.

210.07 Sunset Review: The policy shall be reviewed no later than five years from the effective date. The Management and Budget Department shall submit the policy to the City Commission for review at least 90 days prior to the sunset review date. If no action is taken on the policy prior to the sunset review date, the policy will automatically extend for another five-year period or until the City Commission revises or terminates the policy.

210.08 Effective Date: This policy was approved by the City Commission on September 24, 1986. Revisions to this and accompanying procedures will become effective immediately upon City Commission approval.