

# CITY COMMISSION AGENDA REQUEST

DATE December 26, 1991

SUBJECT Utility Deposits for Hardship/Low

AMOUNT Income Customers

SOURCE \_\_\_\_\_

OMB \_\_\_\_\_

- Bid/Contract/Lease
- Change Order
- Budget Transfer/Supple. Approp.
- Status Report
- Policy/Discussion
- Other (Specify): \_\_\_\_\_

REQUEST ACTION ON: January 8, 1992

## HISTORY

On April 24, 1991, the City Commission adopted a list of City policies and directed staff to formalize these policies in a specific format and bring each back to the City Commission for approval.

## FACTS AND ISSUES

On September 24, 1986, the City Commission approved a utility deposit pay arrangement in an effort to assist hardship/low income citizens. The attached policy in essence codifies the approved program.

## OPTIONS

1. Approve the policy as presented.
2. Modify the policy.

## FISCAL IMPACT

None.

## RECOMMENDATIONS

Staff would recommend approval of Option 1. The policy provides an assistance program to hardship/low income customers.

## ATTACHMENTS

Utility Deposits for Hardship/Low Income Customers Policy

**RECOMMENDED ACTION:** Approval of Option No. 1; the policy provides an assistance program to hardship/low income customers.

*Philip J. Ingles*

Department Head

*Harold A. Klemm*

City Manager

**Title**

Utility Deposits for Hardship/Low Income Customers.

**Authority**

City Commission adopted Sept. 24, 1986.

**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.

**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.

**Definitions**

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

**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.

**Administration**

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

**Sunset review**

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.

**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.