

Meeting Date
May 17, 2016



AGENDA	
Section	Consent
Item No.	II.A.17

AGENDA REPORT
BREVARD COUNTY BOARD OF COUNTY COMMISSIONERS

SUBJECT:	SUNSET REVIEW: BCC-38 DELINQUENT UTILITY ACCOUNTS
DEPT/OFFICE:	UTILITY SERVICES DEPARTMENT

Requested Action:
It is requested that the Board of County Commissioners retain BCC-38, Utilities Delinquent Accounts.

Summary Explanation & Background:

BCC-31, Sunset Review of Programs, Services, Ordinances, Policies and Administrative Orders, requires that Policies are to be reviewed every three years to determine relevance, appropriate assignment, duplicitousness and to maintain current statutory law updates.

BCC-38, Utilities Delinquent Accounts, describes the process for customer notification and collection of delinquent water and sewer utility bills in the North Brevard, Barefoot Bay and San Sebastian Service Areas. The cities of Cocoa and Melbourne collect County utility payments within their respective service areas and maintain their own procedures for delinquent accounts.

BCC-38 provides that each delinquent account receive separate and individual notice of the delinquency, the contact information of the customer service representative authorized to consider customer complaints and resolve billing errors and the office hours when the representative is available.

BCC-38 remains relevant, appropriate and is not duplicative and therefore should be retained.

Contact: Jim Helmer, Utility Services Director, 321-633-2091, Jim.helmer@brevardcounty.us

Clerk to the Board Instructions:

Exhibits Attached: Board Policy BCC-38

Contract /Agreement (If attached): Reviewed by County Attorney Yes No PR

County Manager	Assistant County Manager, Frank Abbate	Department Director / Extension
Stockton Whitten	Assistant County Manager, Venetta Valdengo	 Jim Helmer, Utility Services Director / x52091



Tammy Rowe, Clerk to the Board, 400 South Street • P.O. Box 999, Titusville, Florida 32781-0999

Telephone: (321) 637-2001
Fax: (321) 264-6972
Tammy.Rowe@brevardclerk.us

May 18, 2016

MEMORANDUM

TO: Stockton Whitten, County Manager

RE: Item II.A.17., Sunset Review of BCC-38, Delinquent Utility Accounts

The Board of County Commissioners, in regular session on May 17, 2016, retained Policy BCC-38, Utilities Delinquent Accounts. Enclosed is a fully-executed copy of the Policy.

Your continued cooperation is greatly appreciated.

Sincerely yours,

BOARD OF COUNTY COMMISSIONERS
SCOTT ELLIS, CLERK

Tammy Rowe, Deputy Clerk

/cm

Encl. (1)

cc: Utility Services Director
Contracts Administration
Finance
Budget



POLICY

TITLE: Utilities Delinquent Accounts

NUMBER: BCC – 38

CANCELS: May 28, 2013

APPROVED: May 17, 2016

ORIGINATOR: Utilities Services Dept.

REVIEW: May 17, 2019

I. OBJECTIVE

To implement the system for payment and notification of past due accounts prior to disconnection of service.

II. DEFINITIONS AND REFERENCES

- A. Section 23-40, Sewer bills, Brevard County Code
- B. Final Notice – Notification to a customer of the date the service will be terminated.

III. DIRECTIVES

A. Payment of Accounts

Utility bills are due when rendered and payable in person at or by mail addressed to the applicable Utility Finance office noted on the bill.

B. Past Due Accounts

1. Utility bills for the previous month which have not been paid shall be listed on the next month's billing as past due.
2. Full payment of all past due amounts shall be due and payable within ten (10) days of the applicable billing date.
3. Bills issued containing past due amounts shall contain the following information:
 - a. Effective date of termination and applicable service charge.
 - b. Procedure for resolution of billing disputes including:

- (1) Phone number and address of customer service representative authorized to consider customer complaints and resolve billing errors.
 - (2) Office hours during which customer service representative is available for customer conferences.
4. Separate notice of past due amounts shall be issued to the mailing address and service address and shall contain the following information:
 - a. Effective date of termination and applicable service charge.
 - b. Procedure for resolution of billing disputes including:
 - (1) Phone number and address of customer service representative authorized to consider customer complaints and resolve billing errors.
 - (2) Office hours during which customer service representative is available for customer conferences.
5. All complaints shall be heard by the person or persons designated as customer service representatives by the Brevard County Utility Services Director.
6. Customer service representatives are authorized to review disputed bills and correct all errors due to overcharges, charges for services not rendered, payments not credited to account, multiple billings, computer errors, incorrect meter readings, correction of under/over estimated bills and adjustments for unbilled charges.
7. The customer shall be permitted to offer informal evidence to the customer service representative to support the allegations of his complaint.
8. The customer service representative shall render a decision on the customer's complaint within 48 hours of the customer conference and notify the customer of the decision.


IV. RESERVATION OF AUTHORITY

The authority to issue and/or revise this policy is reserved to the Board of County Commissioners of Brevard County, Florida.

Attest:



Scott Ellis, Clerk



Jim Barfield, Chairman
Brevard County
Board of County Commissioners

As approved by the Board on: May 17, 2016



Cross-out

POLICY

NUMBER: BCC – 38

TITLE: Utilities Delinquent Accounts
~~2009~~ May 28, 2013

CANCELS: November 10,

17, 2016

APPROVED: May 28, 2013 May

Dept.

ORIGINATOR: Utilities Services

17, 2019

REVIEW: May 28, 2016 May

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