



MEMORANDUM

To: Zero Waste Advisory Commission

From: Jessica Frazier, Finance Division Manager
Austin Resource Recovery Department

Date: November 12, 2014

Subject: ARR Billing Reconciliation Project Update

The purpose of this memo is to provide City Council with an update to the "ARR Billing Reconciliation Project" memo distributed August 25, 2014. This previous memo outlined the background of ARR's billing reconciliation project, a description of ARR's fees, how billing errors may occur, the status of the billing reconciliation project, and the next steps ARR is taking to identify billing errors and correct these errors moving forward.

Austin Resource Recovery's billing group worked diligently to review a list of accounts identified by Quality Assurance for possible billing errors. The project was completed September 26, 2014. 6,174 accounts were verified as not billing for one or more fees. 218 accounts were put on charge for base customer charge, 205 accounts were put on charge for cart fee, and 5,982 accounts were put on charge for clean community fee. The impact from this billing reconciliation project resulted in an additional estimated monthly revenue for Austin Resource Recovery of \$25,970 and \$18,544 for Austin Code Department.

To continue minimizing customer billing errors, ARR Finance has partnered up with ARR's Quality Assurance & GIS teams to improve our internal reconciliation processes between billing and addressing systems. ARR is also finalizing our policy for making billing adjustments to customer accounts utilizing existing utility policies as a guide.

Please let me know if you need any additional information.

Best Regards,

Jessica Frazier
Finance Division Manager
Austin Resource Recovery Department

Attachment: Memo to City Council dated August 25, 2014

