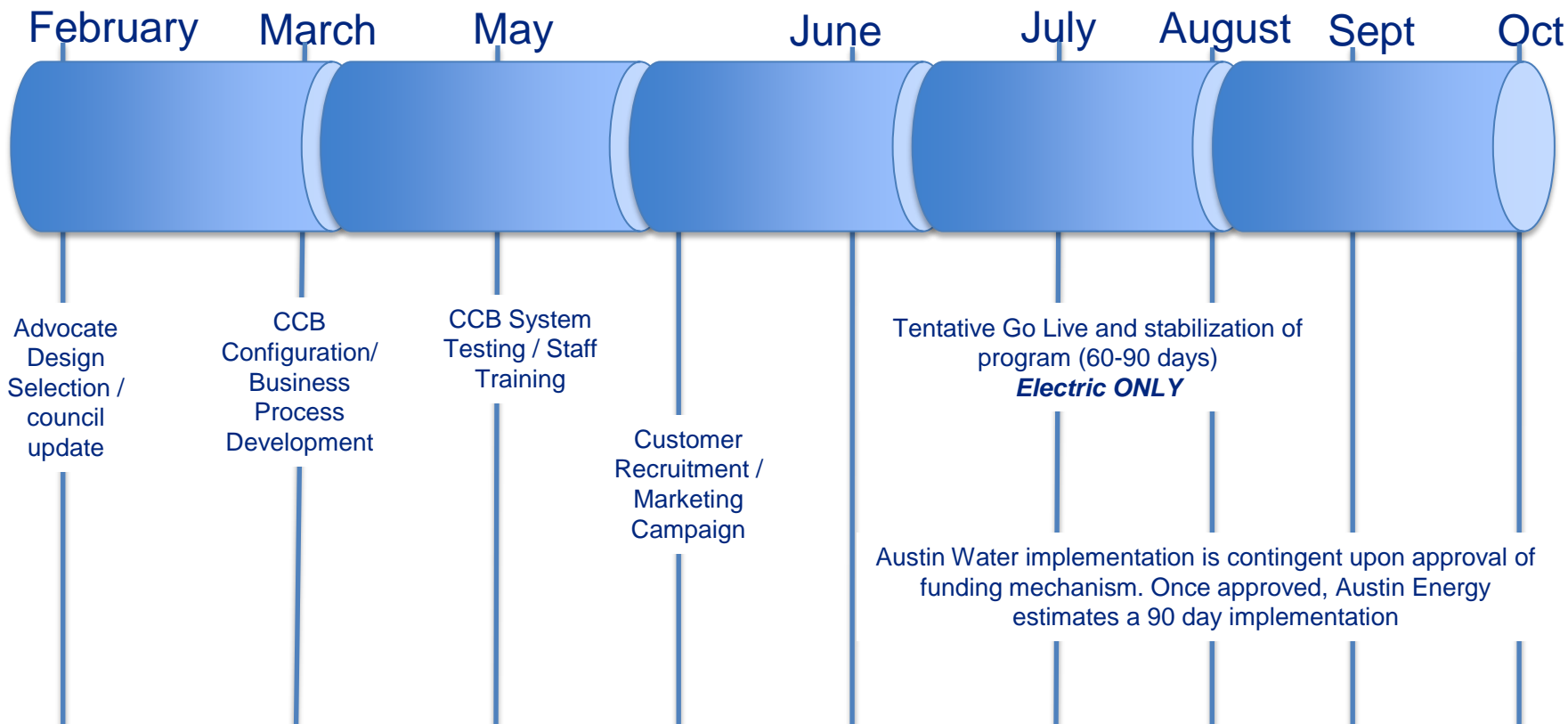




Arrearage Management Timeline 2017



Council Resolution No. 20131107-052

Develop Payment Arrangement Policy	New PA Policy in place effective Fall of 2015
Develop customer services practices	Customer Assistance / Compassion Training Module implemented 2015 for all Utility Contact Center Staff
Develop Arrearage Management Plan	Develop strategies for incentivizing low income customers to pay utility bills Use best practices from other cities