



City of Greensboro

Melvin Municipal
Office Building
300 W. Washington Street
Greensboro, NC 27401

Agenda Report

File Number: 2021-347

Agenda Item# E.1.

Agenda Date: 10/19/2021. **Department:** Water Resources
Meeting Type: Council Meeting **Category:** General Business Agenda

Title: 2021 - 347 Ordinance Amending Chapter 29 with Regard to Late Fees

Council Priority: Place an 'x' in the box.

- ☐ Create an Environment to Promote Economic Development Opportunities and Job Creation
- ☒ Maintain Infrastructure and Provide Sustainable Growth Opportunities
- ☐ Promote Public Safety & Reduce Crime
- ☐ Exceptional Customer Service and a Diverse City Government Workforce
- ☐ Ensure Fiscal Stewardship, Transparency, & Accountability

Council District: All

Public Hearing: No
Advertising Date/By: N/A

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Contact 2 and Phone: Kristine Williams, 336-373-2556

PURPOSE:

To amend Chapter 29 of the Greensboro Code of Ordinances in order to vest with the Director of Water Resources or his/her designee the authority to waive water and sewer late fees for accounts that are eligible for payment in part or whole through community assistance programs where late fees do not qualify for funding.

BACKGROUND:

On March 16, 2020, the City temporarily suspended water shutoffs for non-payment to assist our customers in their fight against COVID-19. In conjunction with our decision tied to shutoffs, the City also temporarily suspended the assessment of late fees on delinquent water accounts. The State, through Governor Cooper's Executive Order 124, reinforced the prohibition on non-payment shutoffs and assessment of late fees through July 29, 2020.

To help mitigate the adverse impact COVID-19 has presented to residents in Guilford County, the Emergency Rental and Utilities Assistance (ERUA) Grant Program was developed. This program provides financial assistance to families experiencing financial hardship and difficulty

paying monthly utility bills. Individuals and families who meet eligibility requirements can obtain assistance in maintaining their primary residence. The program is administered through Guilford County and applications can be submitted online.

To continue to assist our customers and ensure community assistance funds are stretched to the maximum extent practicable, Water Resources Department requests City Council vest the authority with the director to waive late fees on water and sewer accounts that meet eligibility requirements for any community assistance programs focused on assisting with housing and utilities where late fees do not qualify for funding. Section 29-56 of the City Code of Ordinances addresses penalties for late payment.

BUDGET IMPACT:

This billing adjustment will reduce revenue for the Water Resources Operating Fund in the amount of \$12,580. This represents the late fees associated with forty-three accounts that are eligible for assistance through the County ERUA grant program. Future impacts to revenue will depend upon the number of accounts that qualify for assistance through this or similar programs.

RECOMMENDATION / ACTION REQUESTED:

It is recommended by the Water Resources Department City Council approve a text amendment change to the City Code of Ordinances Chapter 29 Section 56 granting the director or his/her designee authority to waive late fees on water and sewer accounts meeting community assistance program eligibility requirement where late fees do not qualify for funding.