

Report to Council



Date: November 27, 2017
File: 0245-80
To: City Manager
From: Angie Schumacher, Revenue Supervisor
Subject: Amendment No. 6 to Utility Billing Customer Care Bylaw No. 8754

Recommendation:

THAT Bylaw No. 11510, being amendment No. 6 to Utility Billing Customer Care Bylaw No. 8754 be forwarded to Council for reading consideration;

Purpose:

To seek Council's approval to amend the Utility Billing Customer Care Bylaw for the clarification and updating of current terms and processes.

Background:

The Utility Billing Customer Care Bylaw establishes how the City of Kelowna operates and provides billing services for its various public utilities, including a water service system and a sanitary sewer collection system.

The City of Kelowna has repatriated utility billing and customer care, services previously provided by third-party provider Corix. The repatriation of Utility Billing and Customer Care to the City of Kelowna will maximize efficiency of service and facilitate better customer responsive care. Streamlining processes is also a better use of City resources.

With the City of Kelowna assuming utility billing and customer care services from a third party contractor (Corix), staff have identified various current terms and processes that require updating and clarification. Broadly, the changes introduced reflect current policies relating to who can open a utility billing account and the phasing out of tenant accounts which will transition to the property owner as tenants vacate the property. The change also eliminates the need for security deposits and account in arrears disconnections as utility accounts are attached to the property and outstanding accounts result in a transfer to the tax account. The details of the proposed amendments to the Utility Billing Customer Care Bylaw No. 8754 are set out in Appendix A.

Internal Circulation:

Utility Services Manager
Water Quality and Customer Care Supervisor
Cross Connection Program Coordinator
Controller
Project Manager
Communications Consultant

Considerations not applicable to this report:

Legal/Statutory Authority:
Legal/Statutory Procedural Requirements:
Existing Policy:
Financial/Budgetary Considerations:
Personnel Implications:
External Agency/Public Comments:
Communications Comments:
Alternate Recommendation:

Submitted by: A. Schumacher, CPA, CGA, Revenue Supervisor

Approved for inclusion:



G. Davidson, CPA, CMA, Divisional Director, Financial Services

CC:

Utility Services Manager
Water Quality and Customer Care Supervisor
Cross Connection Program Coordinator
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Project Manager
Communications Consultant

Attachment:

Appendix A