



CITY COUNCIL REPORT

June 13, 2007

TO: Phillip L. Nelson, City Manager

FROM: John M. Lamerato, Assistant City Manager/Finance & Administration
Susan A. Leirstein, Purchasing Director
Timothy L. Richnak, Public Works Director
James A. Nash, Financial Services Director

SUBJECT: Water Billing - June 2007

Background

The deadline for payment of the City of Troy water bills for District 3 normally due June 15th has been extended to July 15th. Unfortunately, due to multiple errors on the part of the outside contractor who mails out the water bills, bills were sent out late. To compound the problem, some of the reply envelopes included in the mailing are addressed to a New Mexico County Treasurer. As a result, numerous residents have called to obtain information about what, when and how to pay for their current bills.

A press release through the web, cable and newspaper was issued to residents notifying them of the deadline extension and to check that their return envelope is correctly addressed. The correct lock box information was also disseminated.

Option

- No action required