



## Legislation Text

---

**File #:** ID-353-17, **Version:** 1

---

### *Department of Utilities*

**Reference:** Presentation of the Utility Billing Processes and Procedures

**To:** Mayor Richard N. McLean and Members of City Council

**Through:** Philip Rodriguez, City Manager  
Chontel Trujillo, Assistant City Manager

**Prepared By:** Curtis Bauers, Director of Utilities

**Date Prepared:** October 10, 2017

### **PURPOSE**

To present a summary of the processes and procedures employed in the Utility Billing Division to accurately and efficiently assess the appropriate charges to our citizens for water, wastewater, and storm drainage services in the City of Brighton on a monthly basis. Also included is some discussion related to Conservation and Outreach efforts aimed at assisting customers in curbing their usage and ultimately the size of their bills.

### **BACKGROUND**

Changes to the Municipal Code related to Utility Billing processes were made at the end of December 2016, and additional changes were made in March 2017. Staff realizes that some of these items may not have been adequately communicated to customers, and as such, there has been some measure of concern and comment from customers. Although a small percentage of customers in most front-range communities are opposed to the billing they receive each summer, there appears to be an increase in comments via social media this year, prompting Council to request that we clarify the general processes and procedures we follow.

### **CRITERIA BY WHICH COUNCIL MUST CONSIDER THE ITEM**

This item is presented for informational purposes only.

### **STAFF RECOMMENDATION**

This item is presented for informational purposes only.

### **OPTIONS FOR COUNCIL CONSIDERATION**

No action is required at this time.

### **ATTACHMENTS**

- UB Processes and Procedures Presentation
- Billing timing process
- Billing Calendar