



# Finance Department

Billing & Collections

Fiscal Year 24-25

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# Purpose Statement

The Billing and Collections Department is dedicated to provide exceptional and professional customer service to all the residents and visitors of the City of San Luis.

We are dedicated to the highest quality of customer service by delivering timely service, providing accurate information, and providing solutions to customers concerns.

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# Billing & Collections Organizational Chart FY24-25



**Edgar Esparza**  
Billing & Collections  
Manager

**Santiago Viramontes**  
Meter Reader  
Technician

**Cynthia Henderson**  
Administrative  
Coordinator

**Laura Leon**  
Business License -  
Administrative  
Coordinator

**Mario Robles**  
Meter Reader  
Technician

**Ashley Valle**  
Accounting Specialist

**Alicia Velazco**  
Accounting Specialist

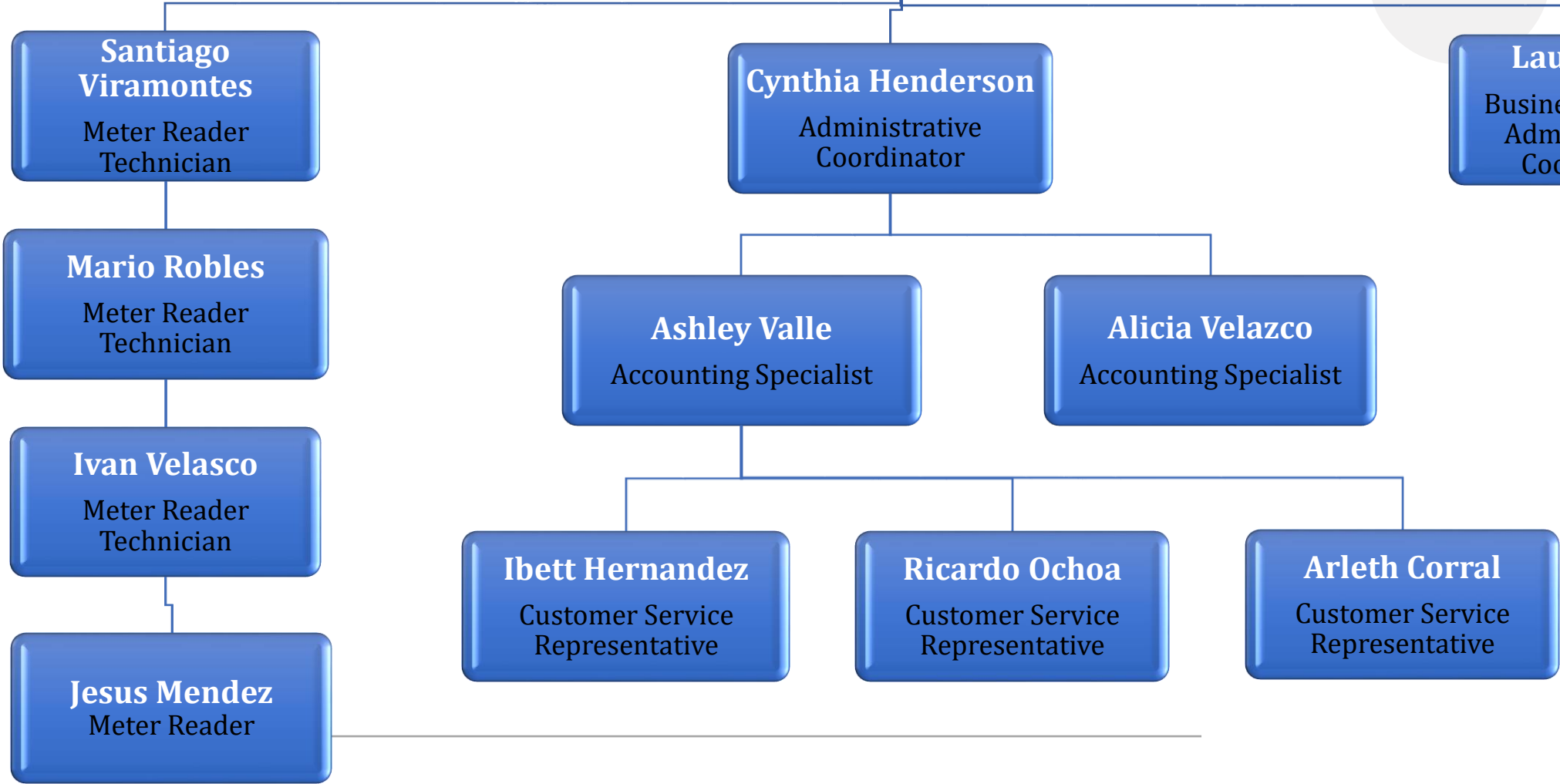
**Ivan Velasco**  
Meter Reader  
Technician

**Ibett Hernandez**  
Customer Service  
Representative

**Ricardo Ochoa**  
Customer Service  
Representative

**Arleth Corral**  
Customer Service  
Representative

**Jesus Mendez**  
Meter Reader

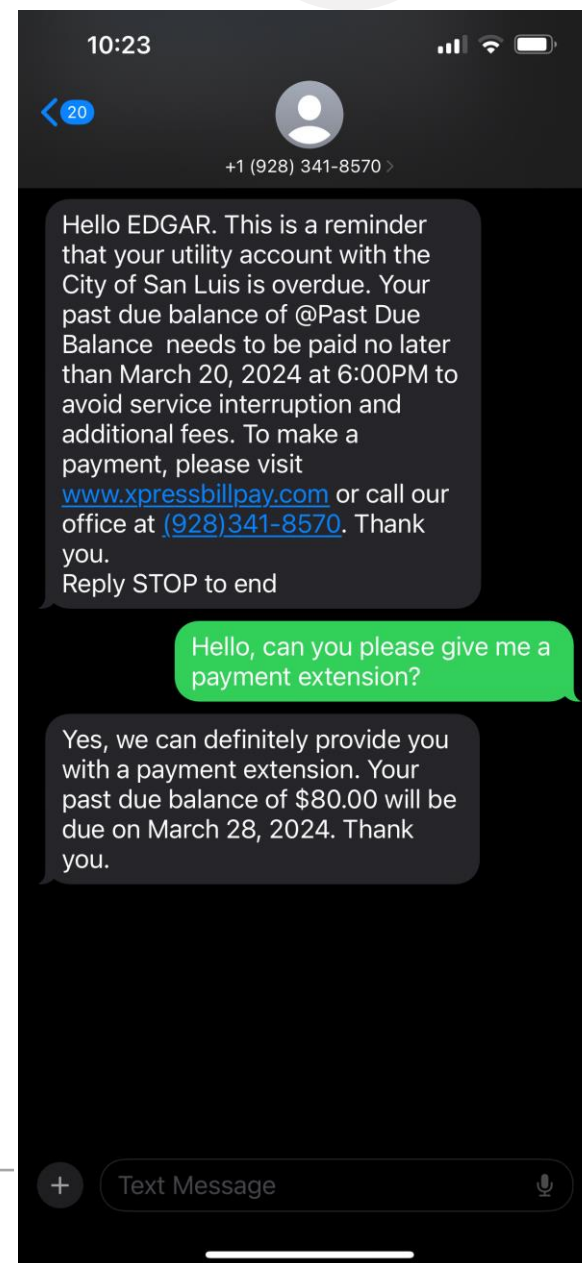




# Department Accomplishments

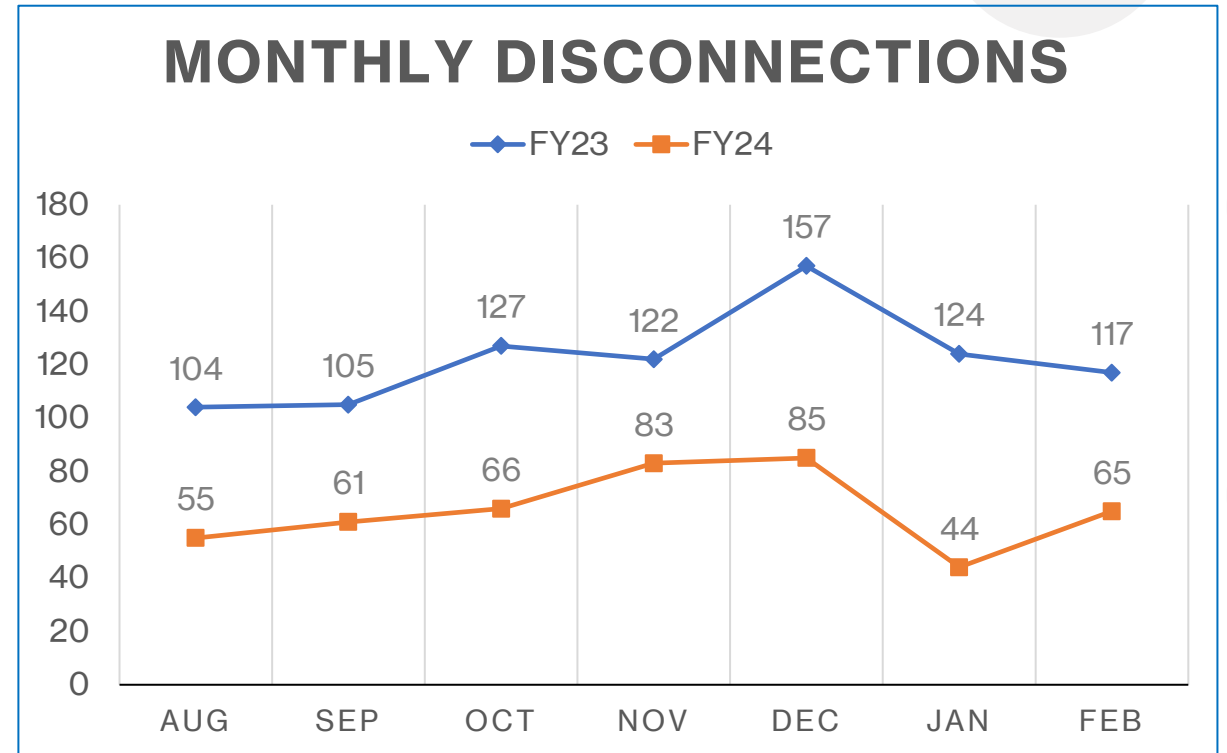
# Text and Call Notifications

- Implemented call and text notifications with the ability for 2-way communications
- Notifications
  - Disconnection Notifications
  - Returned Payments
  - Autopay Expiring Credit Card
- Created a 48hr water disconnection notification
  - Notification delivered by call and text



# Monthly Water Disconnections

- With the implementation of text and call notifications, our disconnection rate has decreased by almost 50%
- Before the implementation of text and call notifications, we were disconnecting an average of **116** accounts per month.
- Now, with our text and call notifications, we are averaging about **65** monthly disconnections



# Senior Discount Audit

- We audited 1,874 accounts that have senior discounts
- We identified 127 accounts that no longer qualified for the senior discount
- By updating the rates on these 127 accounts, our sewer and garbage enterprise funds will receive the following amounts:

	Regular Rate	Senior Rate	Difference	Monthly	Yearly
Garbage	\$23.42	\$10.28	\$13.14	\$1,668.78	<b>\$20,025.36</b>
Sewer	\$50.62	\$25.60	\$25.02	\$3,177.54	<b>\$38,130.48</b>
				<b>Total</b>	<b>\$58,155.84</b>

# Utility Contract Forms Updated

Old Contract Form

New Contract Form



**CITY OF SAN LUIS**  
**BILLING & COLLECTIONS**  
**DIVISION**  
(Water-Sewer-Garbage Services)

## NEW CONTRACT

Full Name: \_\_\_\_\_  
 Other Name (Spouse, Company): \_\_\_\_\_  
 Service Address: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 Phone: \_\_\_\_\_ E-mail: \_\_\_\_\_  
 Primary SSN: \_\_\_\_\_ Spouse/Company SSN/EIN: \_\_\_\_\_  
 Property Owner Name: \_\_\_\_\_  
 Account #: \_\_\_\_\_ Meter #: \_\_\_\_\_  Water Only  All Services

		Notes/Descriptions
ESTABLISHMENT FEE:		
GARBAGE SURCHARGE:		
DEPOSIT:		
<b>TOTAL:</b>	<b>\$ 0.00</b>	

RESIDENTIAL DEPOSIT:	\$200.00	RECONNECT FEE before 5 PM:	\$30.00
COMMERCIAL DEPOSIT:	\$500-\$3500	RECONNECT FEE after 5 PM:	\$40.00
GADSDEN DEPOSIT:	\$150.00	ESTABLISHMENT FEE before 5 PM:	\$33.00
SEWER RESIDENTIAL:	\$40.00	ENVIRONMENTAL FEE:	\$0.50
SEWER SENIOR:	\$20.23	ESTABLISHMENT FEE after 5 PM:	\$39.00
GARBAGE RESIDENTIAL:	\$18.34	FIRE HYDRANT FEE:	\$35.00
GARBAGE SENIOR:	\$8.15	GARBAGE SURCHARGE:	\$120.00

<sup>8</sup> The bill is printed and sent on a monthly basis on the first week of the month and due on the 28th.  
<sup>9</sup> Payments after the 28th will have a penalty charge of 10% of water consumption.  
<sup>10</sup> A change of name to the contract will have a \$33.00 charge except mailing address.  
<sup>11</sup> Should all or any portion of a bill which is 45 days outstanding remain unpaid, on the 15th day of the following month, a disconnect notice will be delivered to physical address as a reminder and that service will be discontinued after five business days of date of notice if payment is not received.  
<sup>12</sup> All customers need to request termination of account if services will no longer be needed at property. The city will then close account and services, and customer can avoid unnecessary charges to account. Tenant customer should request services be terminated as soon as property is vacated to have account properly charged and deposit properly applied to account or refunded to customer.<sup>13</sup>

P.O. BOX 3750 | 1090 E UNION ST | SAN LUIS, AZ 85349 | PHONE (928) 341-8570 | FAX (928) 341-8549  
 Office Hours: Monday ~ Thursday 7:00am ~ 6:00pm  
 Billing@sanluisaz.gov | www.sanluisaz.gov | www.xpressbillpay.com



**CITY OF SAN LUIS**  
**BILLING & COLLECTIONS**  
**DIVISION**  
(Water-Sewer-Garbage Services)

**Ordinance 314**  
**SECTION 1: Section 11-2-2 (B) Payment of Bills shall be amended to read as follows:**  
 (B) All or any portion of the bill provided for in Subsection A of this Section not paid on due date of the month the bill is mailed or presented shall be subject to a late charge of ten percent. Should all or any portion of a bill which is outstanding remain unpaid on the 15th day of the following month, a courtesy disconnect notice will be delivered to the property stating that the bill is outstanding and payment must be made within five calendar days from date of notice. Should all or any portion of a bill which is outstanding remain unpaid five days after the aforesaid courtesy notice, a disconnect notice will be delivered to the property and that service will be discontinued pursuant to procedures set forth in subsection D below unless the City Manager, for good cause, grants an extension of time. Failure to receive a utility bill or any notice is provided hereinabove will not excuse the account holder or any person otherwise responsible for payment from full and timely payment for services rendered.  
**SECTION 2: Section 11-2-4 Application for Service and Payment Responsibility, subparts C and D, shall be amended to read as follows:**  
 (C) In all cases where water service or wastewater service is used on any premises, and the payment thereof is guaranteed by the property owner or his or her agent, such must pay the full amount due for service to the property. If a previous occupant or customer failed to pay the charges incurred in full, and said payment was not guaranteed by the property owner, a deposit will be required for the re-establishment of service to the property, unless the property owner has guaranteed payment.  
 (D) The city may elect to assign any and all utility accounts considered delinquent with unpaid charges, fees, or assessments to a collection agency or attorney to collect, in addition to the disconnection of any and all services.

**SECTION 3: Section 11-3-1 Deposit Required shall be amended to read as follows:**  
 (A) There shall be a minimum deposit on all new accounts for water service and all accounts that are being re-established after discontinuance for non-payment, said amount as may be set by resolution of City Council for each unit of service. The bill may be guaranteed in writing by the property owner on behalf of their account or another consumer for rental properties as a one time waiver for required deposit. On all rental properties with deposits, it shall be maintained by the City until the account is closed or terminated.  
 (B) If a bill is guaranteed in writing by the property owner, or an account is established, where the customer is the actual owner of the property, and service has been disconnected due to non-payment, a security deposit shall be collected upon establishment or re-establishment of service. Deposits shall be non-interest bearing. On such accounts, the customer may request that said deposit(s) be refunded when the subject utility account has been paid in full by the due for twelve consecutive billing periods. Refunds of deposits will be applied to said account on the next billing cycle.

City Employee \_\_\_\_\_ Date \_\_\_\_\_  
 Customer (Primary) \_\_\_\_\_ Date \_\_\_\_\_  
 Customer (Associated Customer) \_\_\_\_\_ Date \_\_\_\_\_  
 P.O. BOX 3750 | 1090 E UNION ST | SAN LUIS, AZ 85349 | PHONE (928) 341-8570 | FAX (928) 341-8549  
 Office Hours: Monday ~ Thursday 7:00am ~ 6:00pm  
 Billing@sanluisaz.gov | www.sanluisaz.gov | www.xpressbillpay.com



City of San Luis  
 Billing and Collections Department  
 1090 E Union Street - San Luis, AZ 85349  
 Phone (928) 341-8570 Email: billing@sanluisaz.gov

### Service Application Contract - Residential (Owner)

Name: \_\_\_\_\_  
 Social Security Number: \_\_\_\_\_ Driver's License or ID Number: \_\_\_\_\_ State: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
 Co-Applicant: \_\_\_\_\_  
 Social Security Number: \_\_\_\_\_ Driver's License or ID Number: \_\_\_\_\_ State: \_\_\_\_\_  
 Phone Number: \_\_\_\_\_ Email: \_\_\_\_\_  
 Service Address: \_\_\_\_\_  
 Mailing Address: \_\_\_\_\_  
 City: \_\_\_\_\_ State: \_\_\_\_\_ Zip Code \_\_\_\_\_  
 Account Type:  All Services  Water Only Service Start Date: \_\_\_\_\_

### Customer Acknowledgement

Please read and initial  
 An update of name to the contract will have a \$40.00 charge except for updating mailing address.  
 Bills are generated and delivered within the first week of the month and are due on the 28th of each month. As result any payments received after the 28th will have a penalty charge of 10% of water consumption.  
 Failure to receive a utility bill or notice will not excuse account holder from full and timely payment for services provided.  
 If a Water Service Disconnection Notice must be produced, a \$10.00 fee will be added to the account to defray the cost of producing and delivering the notice.  
 If past due balance is not paid by the shut-off date, a \$40.00 fee will be assessed to the account.  
 Water meters shall only be re-opened by an authorized city employee. Unauthorized reactivation of water services will result in a meter tampering fee of \$200.00 charged to the account.  
 It is the customer's responsibility to submit a Service Cancellation Form once services are no longer needed.  
 The City may elect to assign any and all utility accounts considered delinquent with unpaid charges, fees, or assessments to a collection agency.

### Deposit Guarantee

There shall be a minimum deposit on all new accounts. However, bill may be guaranteed in writing by the property owner as a one-time waiver for required deposit. If a bill is guaranteed in writing and service has been disconnected due to non-payment, a security deposit shall be collected upon re-establishment of service.

Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_ Co-Applicant Signature \_\_\_\_\_ Date \_\_\_\_\_


### Office Use Only

Account Number: \_\_\_\_\_  
 Meter Number: \_\_\_\_\_  
 Subdivision Name: \_\_\_\_\_  
 Lot Number: \_\_\_\_\_  
 Work Order Number: \_\_\_\_\_  
 Establishment Fee: \_\_\_\_\_  
 Garbage Surcharge: \_\_\_\_\_  
 Deposit: \_\_\_\_\_  
 Other: \_\_\_\_\_  
**TOTAL:** \$ 0.00  
 City Employee \_\_\_\_\_ Date \_\_\_\_\_

# Business License Renewal Notice

## Old Renewal Notice

\* [LicenseNumber](#)\*



**City Of San Luis**  
1090 E. UNION ST  
P.O. Box 3750  
San Luis, AZ 85349  
(928)314-9119  
licensing@sanluisaz.gov

**Business License Renewal Notice**

[Licensee](#)  
[AddressLineOne](#)  
[City, State Zip](#)

Your San Luis Business License renewal is now due.

This notice is sent to you as a courtesy, however, you are ultimately responsible for making sure renewal payment is received in a timely manner. The renewal fee is due on or before January 31. Please remit your payment along with this notice immediately. If there are any changes in your business, it is imperative that you notify the city and provide the necessary information along with your payment for renewal to be in effect.

**Now! All City of San Luis businesses can pay their license renewal online through our web portal at <https://secure.sanluisaz.gov/esuite/licensing>**

If you have any questions regarding this invoice, please contact us at (928)314-9119 or by sending an email to [licensing@sanluisaz.gov](mailto:licensing@sanluisaz.gov) or fax to (928)341-8549. Thank you in advance for taking the time to send your payment on or before January 31.

**Please note that according with Ordinance No. 229 all payments made after January 31, has a 50% late payment fee.**

Renewal Number: [LicenseAnnualNumber](#)      Owner Name: [LicenseeName](#)  
License Number: [LicenseNumber](#)      Owner Address: [AddressLineOne](#)  
License Type: [LicenseTypeCode](#)      Owner Phone: [LicenseePhoneNumber](#)  
License Phone: [LicenseePhoneNumber](#)      Business Activity: [BusinessActivity](#)


If you are no longer conducting business in the City of San Luis, renewal of business license is not necessary. Please sign below, add comments in the comment line provided, payment is not required. Please mail to P.O. Box 3750 or by fax at (928)341-8549. Thank you in advance.

Total	
<a href="#">Grid::ChargesTotal1</a>	
Total Due	<a href="#">TotalDue</a>

Comments:  
\_\_\_\_\_  
\_\_\_\_\_

Signature: \_\_\_\_\_ Date: [PrintedDate](#)

## New Renewal Notice



P.O. BOX 3750 – San Luis, AZ 85349  
Business License Division – (928) 314-9119

**BUSINESS LICENSE RENEWAL NOTICE**  
NEW LICENSE PERIOD IS 01/01/2024 – 12/31/2024

<b>PAYMENT IS DUE</b> 01/01/2024 <b>PENALTY APPLIES AFTER</b> 01/31/2024
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[Licensee](#)  
[AddressLineOne](#)  
[City, State Zip](#)

Your San Luis Business License renewal is now due.

Renewal Number: [LicenseAnnualNumber](#)  
License Number: [LicenseNumber](#)  
License Type: [LicenseTypeCode](#)  
Renewal Fee: [TotalChargeAmount](#)

This notice is sent to you as a courtesy. However, you are responsible for making sure your renewal payment is received in a timely manner. The renewal fee is due on January 1, 2024. Please note that all payments made after January 31, 2024, have a 50% late payment fee.

For any changes or updates in your business, please fill out the back part of this notice and mail it back to us.


To cancel your business license, please check the "Cancel License" option at the bottom of this notice and mail it back to us.

If you have any questions regarding this renewal notice, please contact us (928) 314-9119, send us an email at [licensing@sanluisaz.gov](mailto:licensing@sanluisaz.gov) or in person at 1090 E. Union St. San Luis, AZ 85336.

Renew your business license online at:  
<https://sanluisaz.gov/renewal>

Please detach and return with your payment to ensure proper posting to your account.

**MAKE CHECKS PAYABLE TO:**



City of San Luis  
Business License Division  
P.O. Box 3750  
San Luis, AZ 85350

**ADDRESSEE:**

[Licensee](#)  
[LicenseeName](#)  
[AddressLineOne](#)  
[City, State Zip](#)

CANCEL LICENSE (SIGNATURE REQUIRED ON BACK)

<b>DUE DATE:</b>	01/01/2024
<b>PENALTY APPLIES AFTER:</b>	01/31/2024
<b>BUSINESS LICENSE NO.:</b>	<a href="#">LicenseNumber</a>
<b>RENEWAL NUMBER:</b>	<a href="#">LicenseAnnualNumber</a>
<b>RENEWAL FEE:</b>	<a href="#">TotalChargeAmount</a>


**PLEASE REMIT TO:**

CITY OF SAN LUIS  
P.O. BOX 3750  
SAN LUIS, AZ 85349

- Updated our business license renewal notice
- Delivered Notifications
  - Email
  - Text
  - Mail

# Taxi Vehicle Permit

- Created a Taxi Vehicle Permit Certificate to ensure all taxi vehicles used by the taxi companies are registered to their business license

	<b>City of San Luis</b> <b>Business License Division</b> <b>Vehicle Permit</b>
Company Information: TEST'S TRANSPORTATION P.O BOX 1234 SAN LUIS, AZ 85349	Year: 2020 Make: CHRY Model: TOWN COUNTRY Plate Number: SL12345 Taxi Number: 000
Vehicle Identification Number 1A5AZ33M55R123456	Effective Date: 1/1/2024 Expiration Date: 12/31/2024
Taxi Vehicle Number Permit 000	
Vehicle for Hire Permit Number 12345	
<b>THIS VEHICLE PERMIT MUST BE CARRY IN VEHICLE AT ALL TIMES</b>	

# Goals & Objectives

## FY 24-25

### Customer Service

- Continue providing the highest quality customer service to our residents.

### Website

- Update the website for Billing & Collections and Business License to provide a better customer service

### Payment Options

- Implement an option for customers to pay their utility contract and/or new business licenses online

### Business License

- Review all active business licenses and reclassify them accordingly.

### Business License

- Review with Legal Department and Development services the option of BL approving Out-of-Town and Special Event Licenses

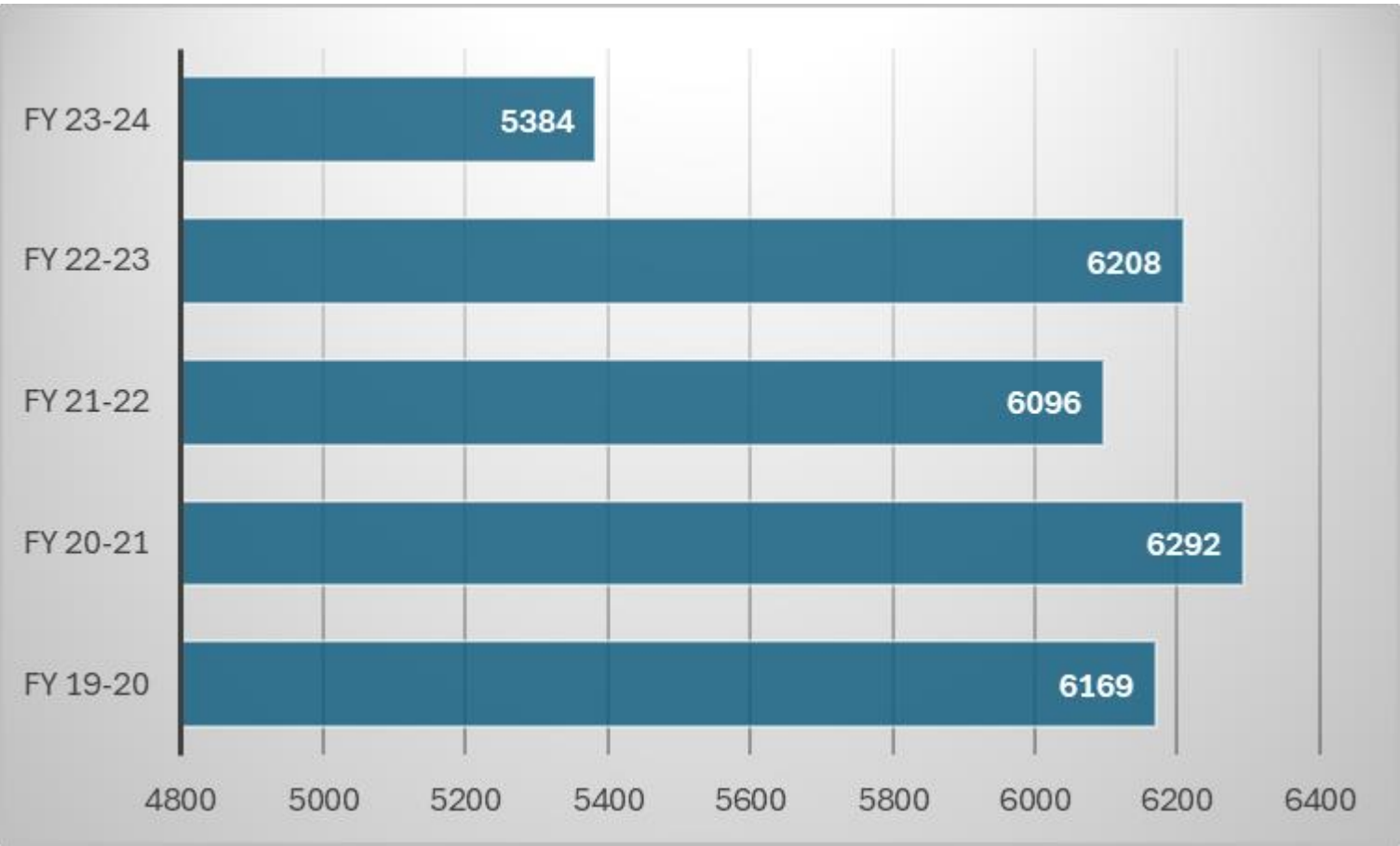
### Business License

- Create a business license application specific to each type of business type

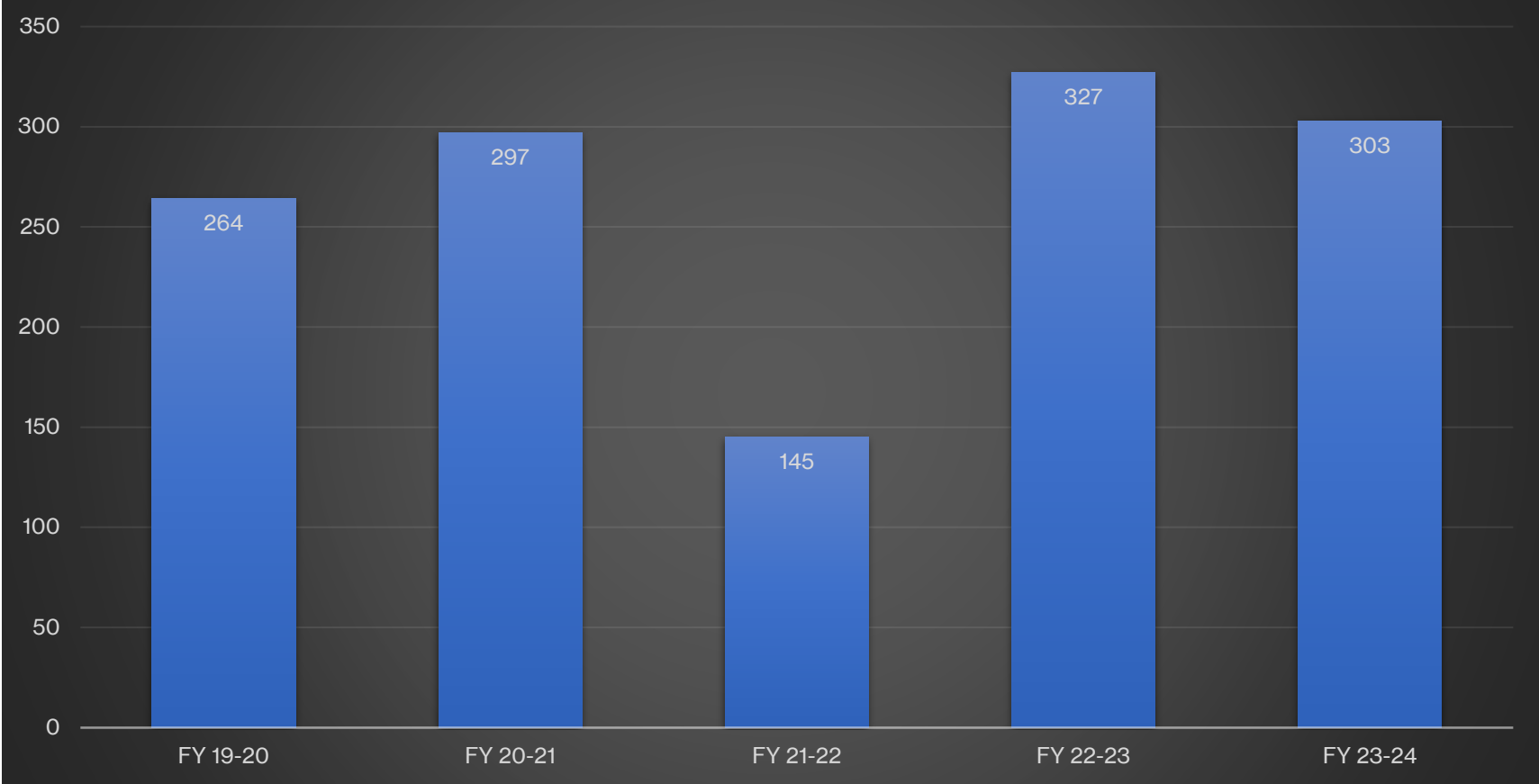
The background features a close-up, shallow depth-of-field shot of a document. A silver pen is positioned in the upper right corner, pointing towards a line graph. The graph shows a fluctuating line with several peaks and troughs. The overall color palette is a cool, light blue. In the bottom right corner, there are several decorative circles: one solid blue circle and three white circles with blue outlines, arranged in a vertical line.

# Yearly Statistics

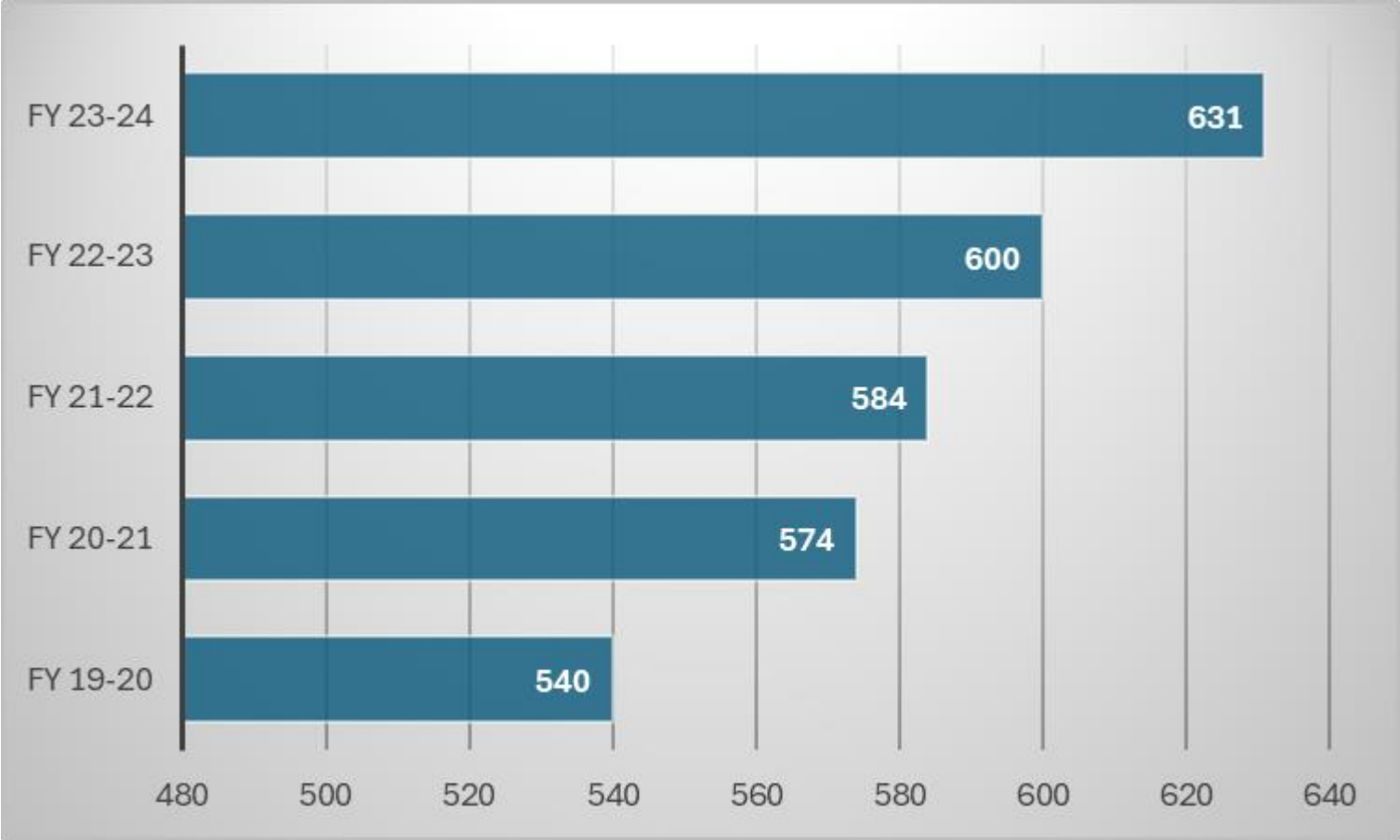
# Work Orders Completed



# New Meter Installs



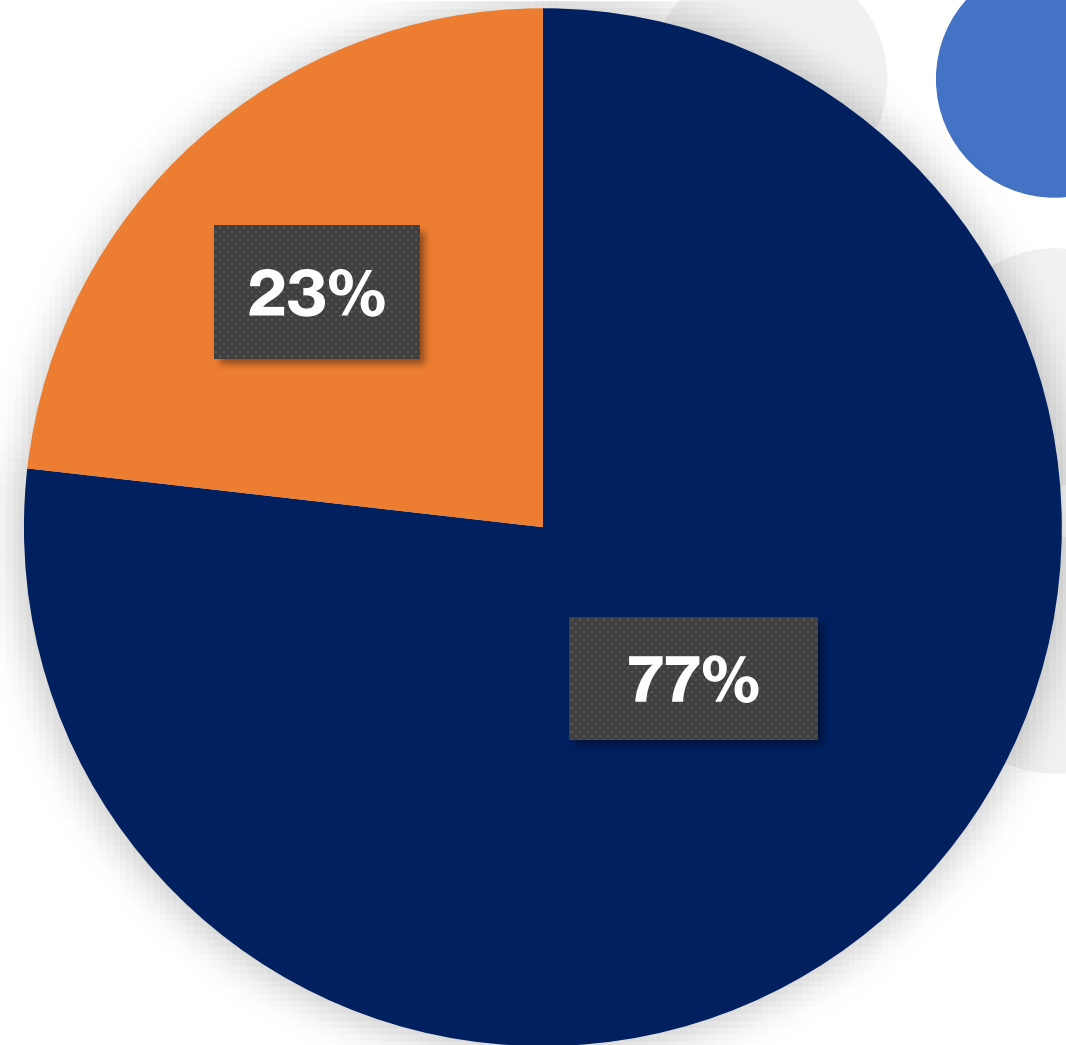
# New Utility Accounts



# Collections

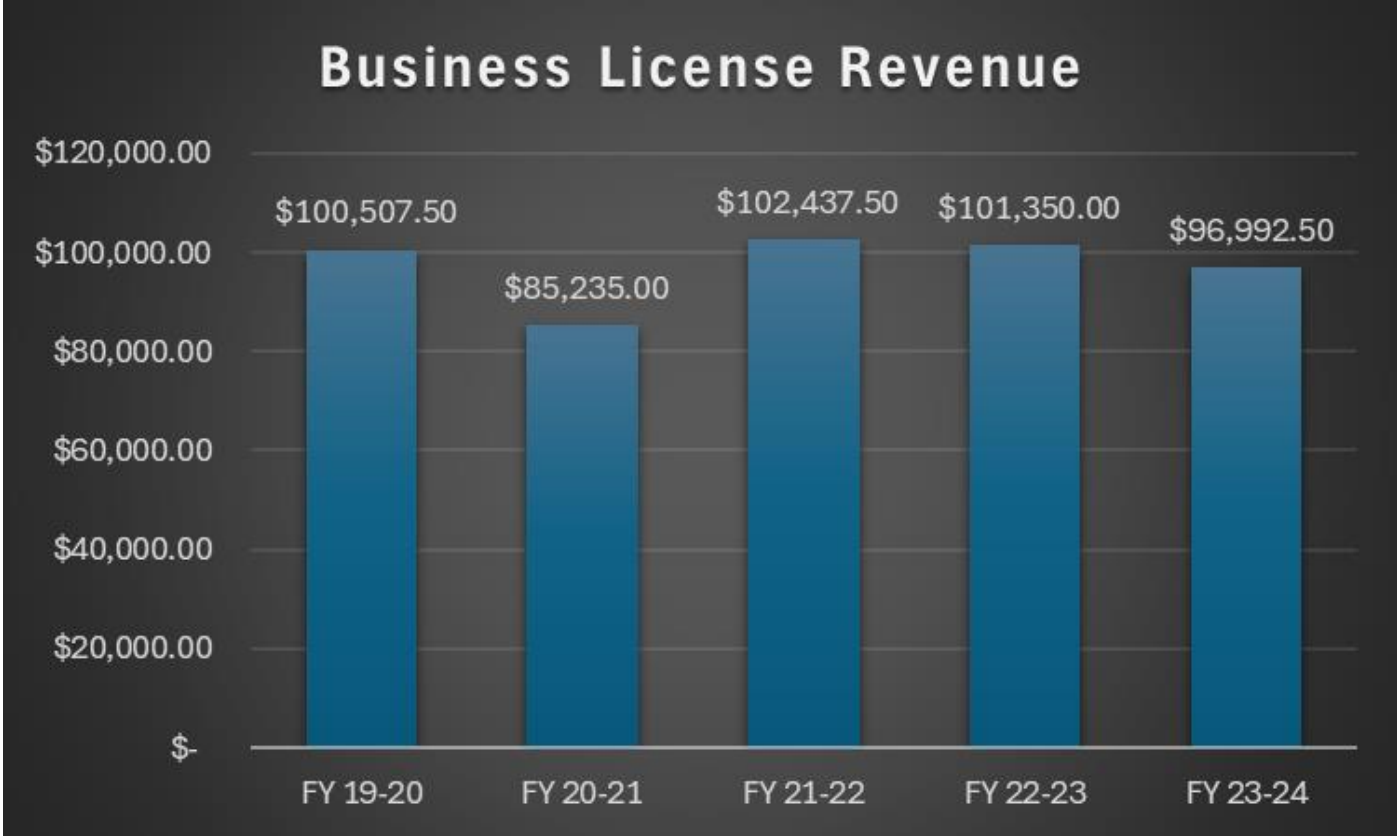
- We currently have a total of **245** accounts in collections
- Total amount in collections:
  - **\$30,113.29**
- A total of **57** accounts cleared their bad debt balance
- Total amount collected:
  - **\$9,092.99**

## PERCENTAGE COLLECTED



# Business License

- Renewed License – 812
- New Business Licenses – 139
- Yard Sale Permit - 347

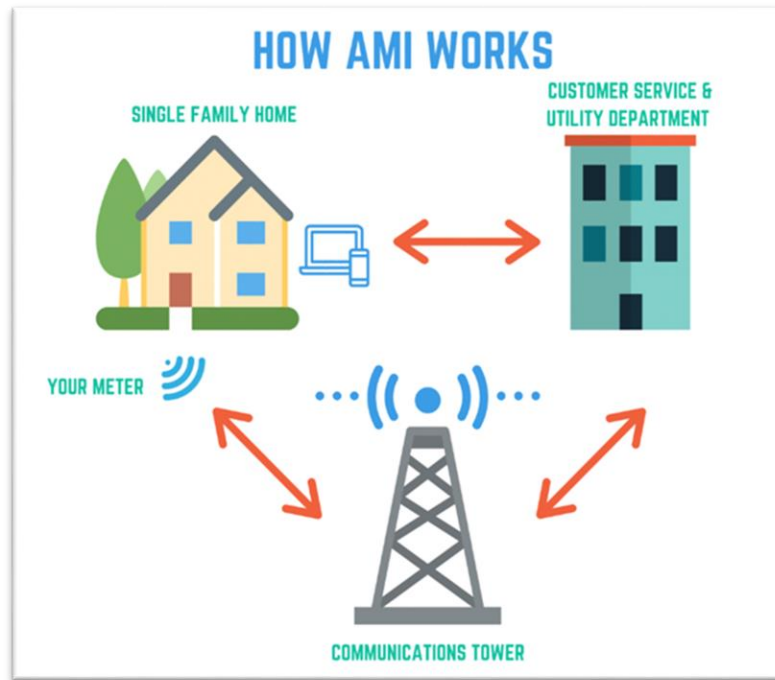


# Capital Improvement Project

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# Water Meter Replacement Program and AMI Implementation



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Upgrading our reading system from AMR to AMI

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Replacing nearly 5,000 meters

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Replacing 4,520 antennas

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Receive leak alerts

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Encourage efficient water use

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**Thank you!**

A person wearing a blue and white striped shirt is holding a white rectangular sign with the word "QUESTIONS?" written in bold, dark blue capital letters. The person's hands are visible at the bottom of the sign.

**QUESTIONS?**