

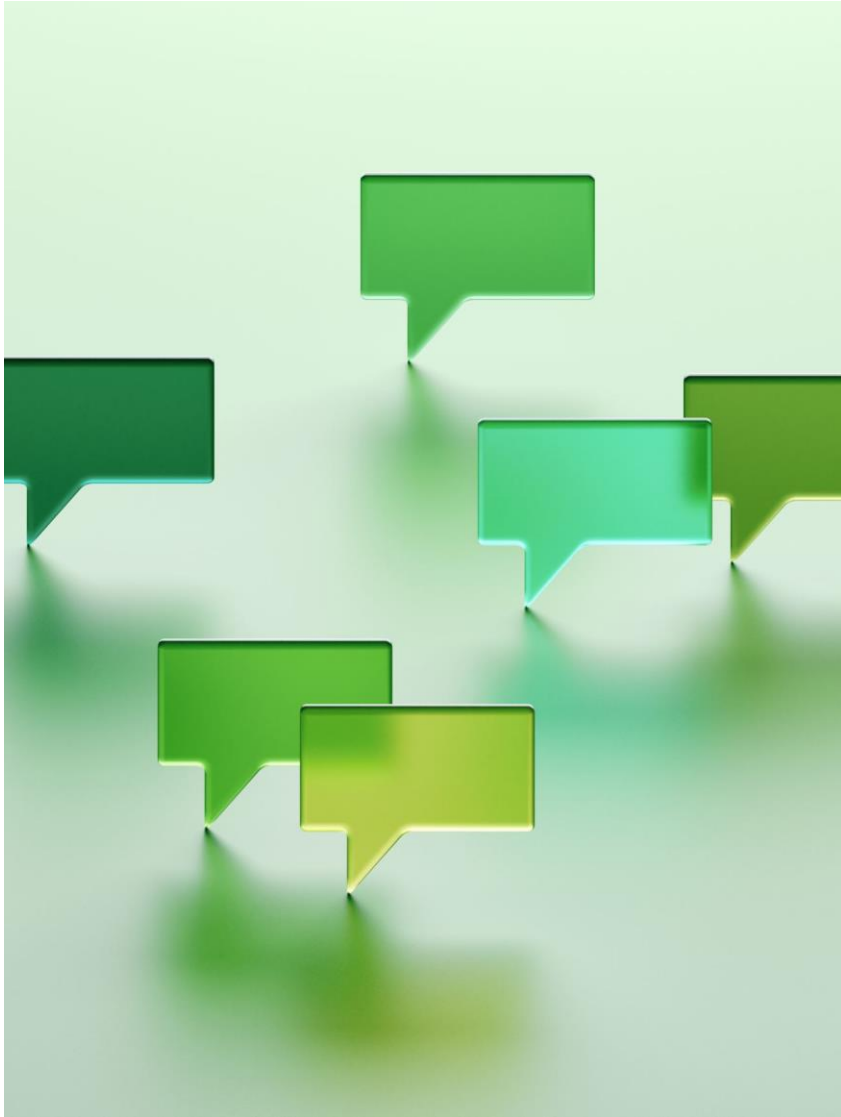


Finance Department

BILLING AND COLLECTIONS



Department Accomplishments



Text and Call Notifications

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

Monthly Water Disconnections

By implementing the text and call notifications, our disconnections have decreased by almost 50%

Before text and call notifications, we were disconnecting on an average of **116** accounts per month.

With our text and call notifications, we are now disconnecting on an average of **65** accounts per month.



New 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

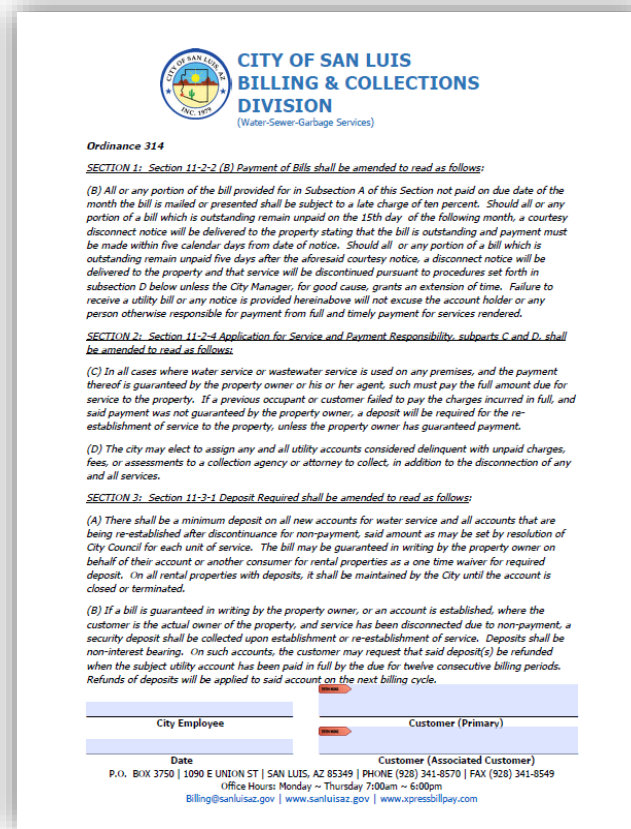
ESTABLISHMENT FEE:		Notes/Descriptions
GARBAGE SURCHARGE:		
DEPOSIT:		
TOTAL:	\$ 0.00	

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

* The bill is printed and sent on a monthly basis on the first week of the month and due on the 28th*
 Payments after the 28th will have a penalty charge of 10% of water consumption.
 A change of name to the contract will have a \$33.00 charge except mailing address.
 *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.
 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.

Work Order # _____

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.

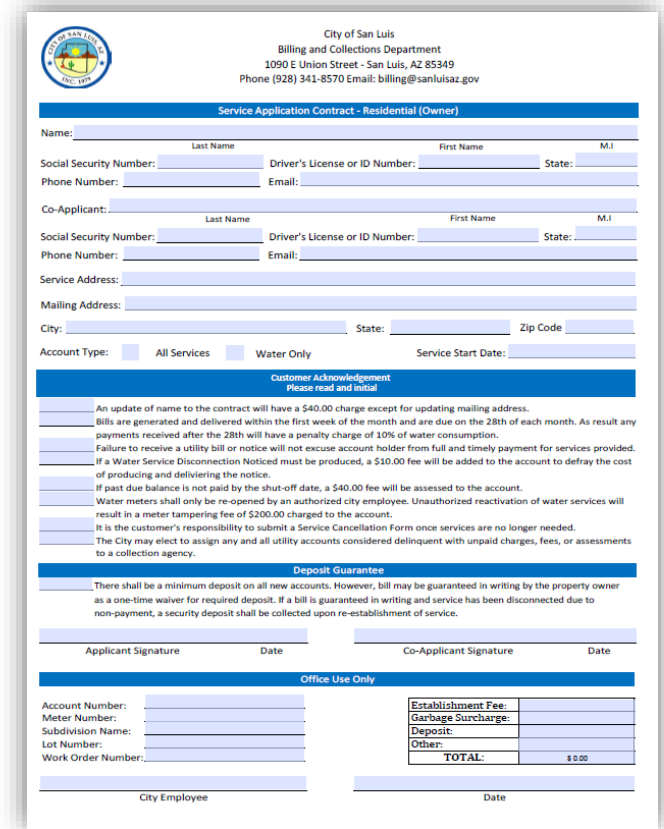
(D) The city may elect to assign any and all utility accounts considered delinquent with unpaid charges, fees, or assessments to a collection agency or attorney to collect, in addition to the disconnection of any and all services.

SECTION 3: Section 11-2-1 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 _____ Customer (Primary) _____
 Date _____ Customer (Associated Customer) _____
 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 Acknowledgment
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 Noticed 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

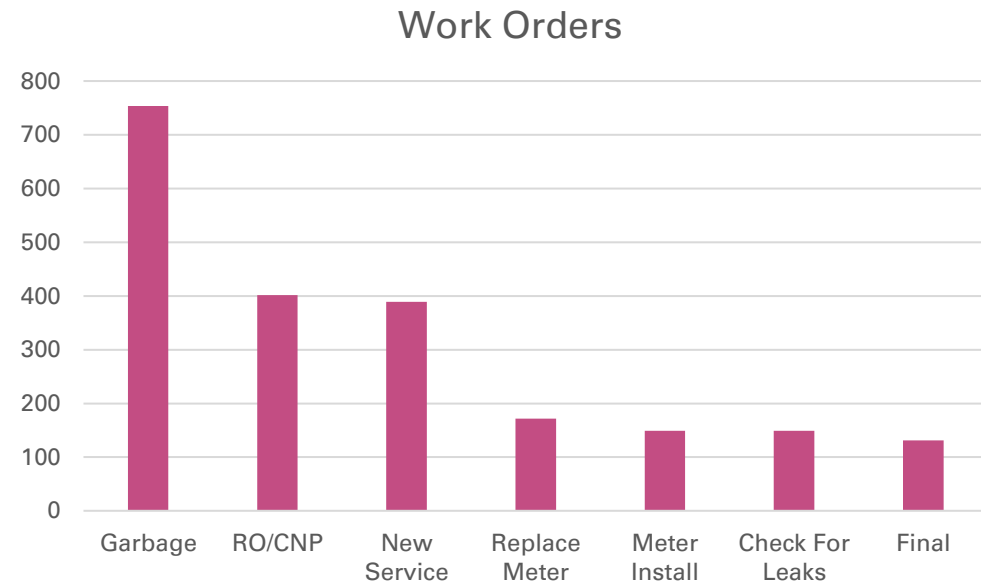
Account Number: _____
 Meter Number: _____
 Subdivision Name: _____
 Lot Number: _____
 Work Order Number: _____

Establishment Fee:	
Garbage Surcharge:	
Deposit:	
Other:	
TOTAL:	\$ 0.00

City Employee _____ Date _____

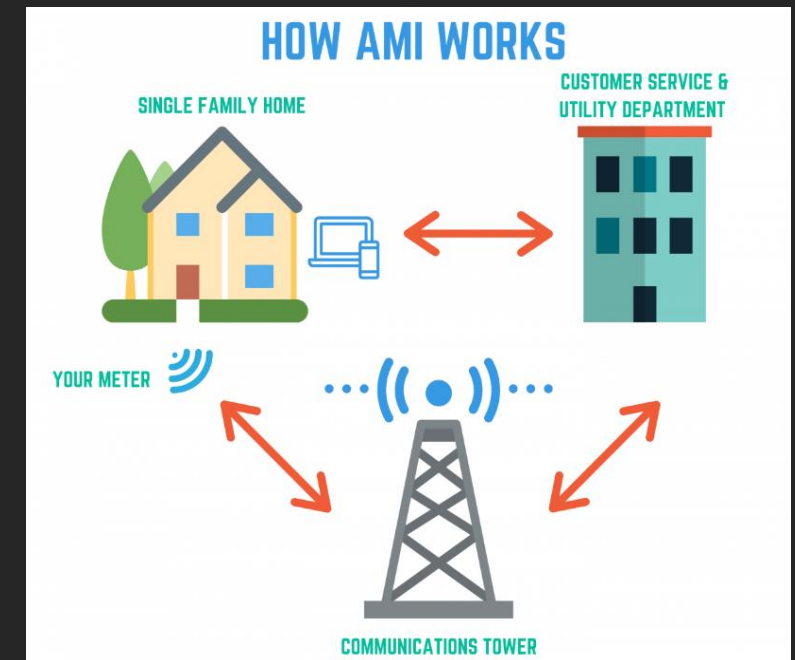
Work Orders Completed

- A total of 3,185 work orders have been completed.
- Our most requested work orders are:
 - Garbage
 - Re-opens
 - New Service
 - Replace Meter
 - New Meter Installs
 - Check for Leaks
 - Finals



Water Conservation Grant Award

- The City of San Luis was awarded with a Water Conservation Grant Fund for a total of \$2,017,065.21.
- With this grant, we will be replacing nearly 5,000 meters that are close to or past their life cycle.
- We will be upgrading our reading system from an Automated Meter Reading (AMR) to an Advanced Metering Infrastructure (AMI) system.



Business
License
Division

Name _____

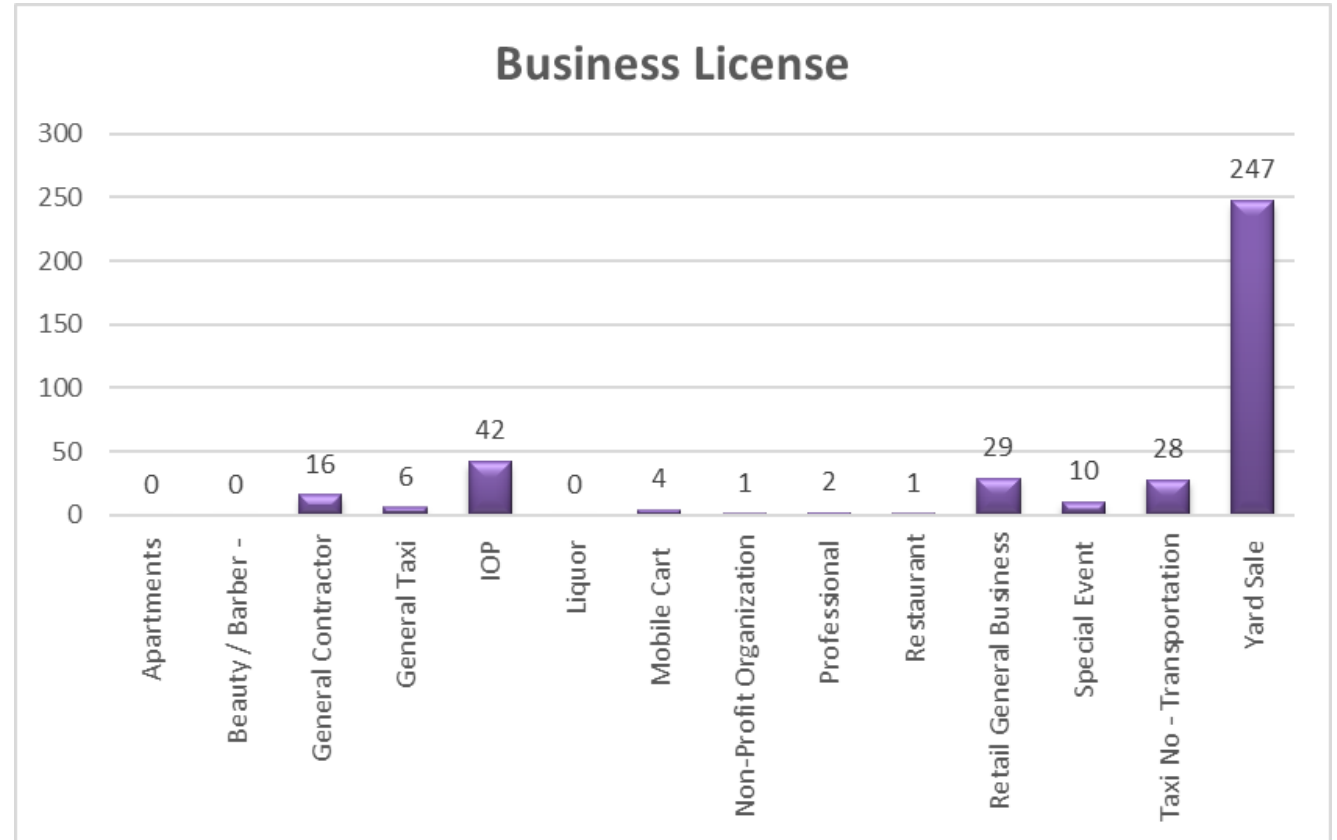
Signature _____

Date _____



Business Licenses Issued

A total of 386 licenses have been issued.




Business License Renewal Process

- In December, a total of 915 notices were mailed out
- Updated our business renewal notice
- Delivered notifications via:
 - Email
 - Text

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 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	
Grid::ChargesTotal1	
Total Due	TotalDue

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

PAYMENT IS DUE 01/01/2024
PENALTY APPLIES AFTER 01/31/2024

[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 or in person at 1090 E. Union St. San Luis, AZ 85336.

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

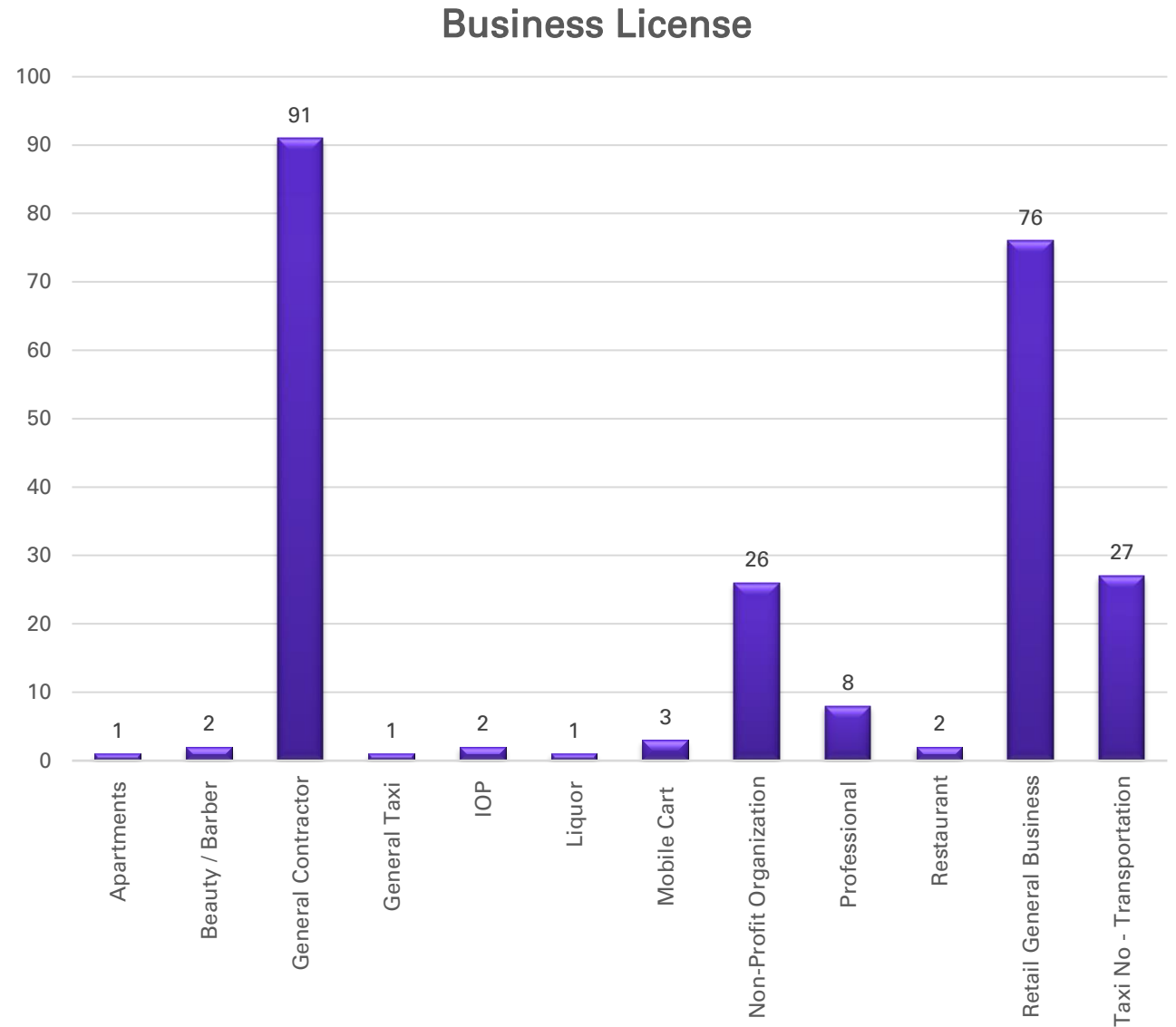
Please detach and return with your payment to ensure proper posting to your account.

MAKE CHECKS PAYABLE TO:	DUE DATE: 01/01/2024 PENALTY APPLIES AFTER: 01/31/2024
 City of San Luis Business License Division P.O. Box 3750 San Luis, AZ 85350	BUSINESS LICENSE NO.: LicenseNumber RENEWAL NUMBER: LicenseAnnualNumber RENEWAL FEE: TotalChargeAmount
ADDRESSEE:	PLEASE REMIT TO:
Licensee LicenseeName AddressLineOne City, State Zip	CITY OF SAN LUIS P.O. BOX 3750 SAN LUIS, AZ 85349

CANCEL LICENSE (SIGNATURE REQUIRED ON BACK)


Licenses Renewed

Out the 915 business license renewal notices mailed out, 240 licenses have already been renewed.



Taxi Vehicle Permit

- There have been circumstances in which Taxi Companies are using taxi vehicles that are not registered to their business license.
- As result, this taxi vehicle permit was created to ensure that all taxi vehicles used by a taxi company are registered to their business license.

	City of San Luis Business License Division Vehicle Permit
Company Information: Licensee AddressLineOne City, State Zip	Year: LicenseUDFValue2 Make: LicenseUDFValue3 Model: LicenseUDFValue4 Plate Number: LicenseUDFValue5 Taxi Number: LicenseUDFValue6
Vehicle Identification Number LicenseUDFValue1	
Taxi Vehicle Number Permit LicenseNumber	Effective Date: LicenseEffectiveDate Expiration Date: LicenseExpirationDate
Vehicle for Hire Permit Number LicenseeUDFValue7	
THIS VEHICLE PERMIT MUST BE CARRY IN VEHICLE AT ALL TIMES	



**THANK
YOU!**
