

Finance depart ment

Billing and
Collections

Fiscal Year 2027



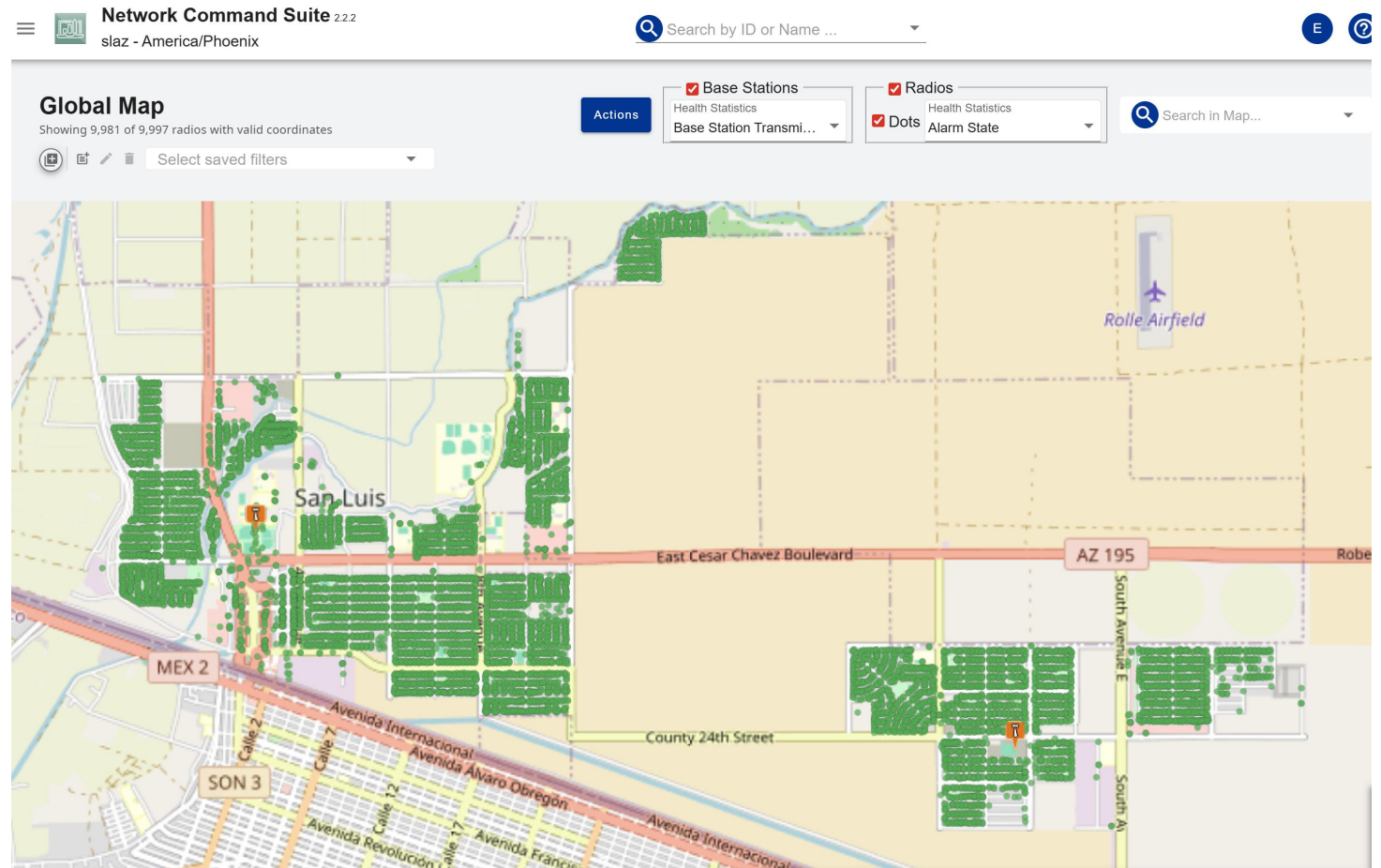
Purpose statement

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

We are committed to delivering the highest level of customer service by providing timely service, accurate information, and effective solutions to address customer concerns.

Ami implementation

- Replaced close to 5,000 water meters and meter antennas
- Installed two base stations for efficient and automated meter reading.
- Immediate leak alert notification



Rate study fy2027



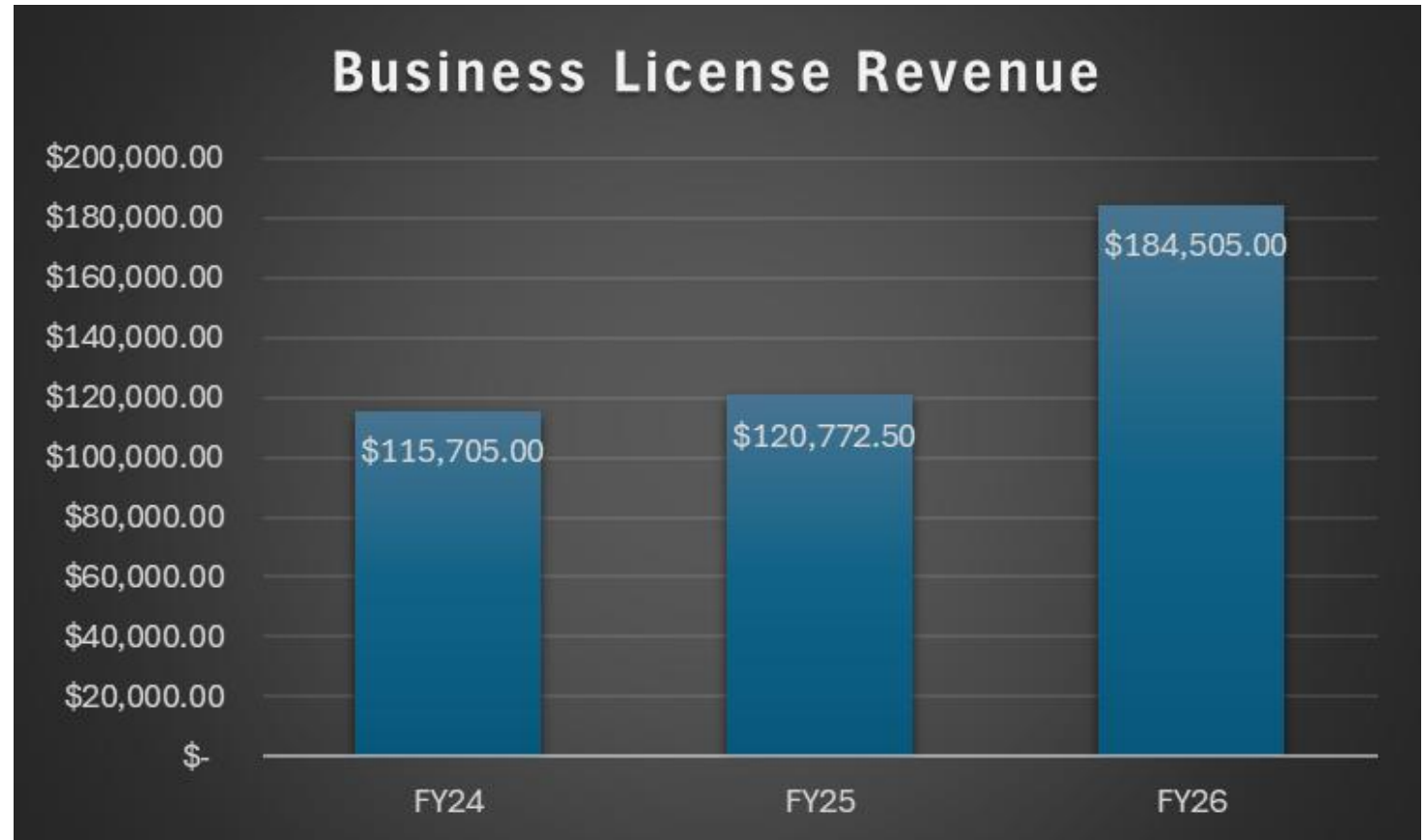
- It is customary for cities and towns to review their utility rates every five (5) years and make any necessary rate adjustments to maintain and improve infrastructure and operations, and provide quality service to the city's residents.
- The city adopted, in March 2023, a five-year utility rate increase plan for water, wastewater, and solid waste.
- Our current five-year utility rate will have its last increase in January 2027. As a result, we plan to

Kiosk – East side



Business License

- Implemented a new business license fee schedule. Increasing revenue by 53%.
- Implemented a Cottage Food Operations license to address food selling from home.
- Initiated field audits to



Position reclassification – business license coordinator

- The current position in the Business License Division is classified as an Administrative Coordinator.
- The position needs to be reclassified as Business License Coordinator, given the duties this position is responsible for.
- Duties of the position include the following:
 - Review, receive, and process new license applications; issue licenses, yard sale permits, and special event permits.
 - Performs field audits to check businesses for compliance with license requirements
 - Contact unlicensed businesses and businesses with expired licenses for proper compliance with the licensing ordinance

Thank you!

A person wearing a blue and white striped shirt is holding a white rectangular sign with both hands. The sign has the word "QUESTIONS?" written on it in a bold, dark blue, sans-serif font. The background is a plain white surface.

QUESTIONS?