



MUNICIPAL BUILDING
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To: Mayor, Members of City Council and Administrator

From:  Jason Carr, CPA, Finance Director

Date: April 6, 2020

RE: Council Report

Utilities

Codified Ordinance Section 933.10 ***Billing, Meter Reading, Terms of Payment***, Section (b) Hardship Arrangement provides the following:

(b) Hardship Arrangement. A customer may request a hardship arrangement by completing a Hardship Arrangement application form. The application must be approved by the Assistant Administrator/Finance Director. The following rules apply to the Hardship Arrangement.

- (1) The application must be submitted AND approved PRIOR to late bills being mailed.
- (2) If approved, the bill in question may be paid in three installments.
- (3) If approved, the late fee for the bill in question will be waived.
- (4) If the bill in question is not paid in its entirety by the end of the approved hardship period, the late fee for the entire bill will be added to the account.
- (5) Only one (1) hardship arrangement can be approved once every four billing cycles.
- (6) The arrangement will be nullified if a check is returned for non-sufficient funds. Payment in full will then be required.

We request Council consider the following motion to suspend the requirement that only one hardship application arrangement be approved every four billing cycles:

Motion to suspend the enforcement of Groveport Codified Ordinance Section 933.10 Billing, Meter Reading, Terms of Payment, Section (b)(5) "Only one (1) hardship arrangement can be approved once every four billing cycles". This motion shall stay in effect for the duration of the current State of Emergency Declared by Ohio Governor DeWine in Executive Order 2020-01D, or December 1, 2020, whichever occurs first.

This motion will allow the Finance Department to allow hardship application submissions for those residents who have submitted for hardship within the past four billing cycles.

The Finance Department will also not enforce the current policy that hardship applications be denied if a resident has incurred late charge penalties or shut-off penalties within the past four billing cycles.