



City of Venice  
Office of the Finance Director

**MEMORANDUM**

**To:** Honorable Mayor and City Council  
Edward Lavalley, MPA, City Manager

**From:** Jeff Snyder, CPA, Finance Director

**Date:** July 2, 2014

**Re:** **Resolution for Reclaimed Billing Credits and/or Refunds**

Pursuant to City Council's direction at the April 22, 2014 City Council Meeting to provide credit or otherwise reimburse reclaimed water pressure customers for reclaimed water readiness-for-service and billing charges incurred for billing periods between October 1, 2013 to June 30, 2014, staff has drafted the attached resolution for consideration.

There are 3,022 customer service locations which have been billed for reclaimed water readiness-for-service and billing charges for up to nine months. Of these 3,022 customer service locations there are an additional 310 customers for which the service locations have been sold, rented, or otherwise vacated that will require reimbursement. The total amount to be refunded is \$103,081.63 which equates to an average refund of approximately \$31.00 per customer. The vast majority of the customers will receive a credit between \$24.56 and \$27.63 each for the nine month period.

Current customer service locations in which the customer remains an active City customer will receive a credit to their next regularly scheduled utility bill (3,022 customer service locations) sometime in August 2014 if this resolution is approved. The remaining 310 customers will be issued refunds in the form of a paper check. As we are required to treat all customer classes equally there will be checks issued for as little as \$1.26 and manually placed in an envelope with appropriate postage of \$0.49. Of the paper checks issued 25% will be for less than \$10.00.

These checks will be mailed to the customer at the last known address, for many the former customer service location. The checks that are returned to the City will be held for one year and then dealt with as required by State Unclaimed Property Statutes.

Please do not hesitate to contact me if you have additional questions or require additional information.