

RESOLUTION NO. 8066

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF REDLANDS
SUSPENDING ENFORCEMENT OF CERTAIN PROVISIONS OF THE
REDLANDS MUNICIPAL CODE RELATING TO CUSTOMER PAYMENTS
FOR CITY UTILITY SERVICES

WHEREAS, the City Council of the City of Redlands has ratified and confirmed the “Proclamation of the Existence of a Local Emergency,” as issued by the City’s Director of Emergency Services; and

WHEREAS, the Governor of the State of California has issued Executive Orders to mitigate the adverse effects of the COVID-19 virus that direct bars, wineries, restaurants, and nightclubs to either close for an indefinite period of time and/or significantly reduce occupancy of patrons amid the coronavirus pandemic, and has also discouraged large gatherings; and

WHEREAS, as a result of the directives issued in connection with the COVID-19 virus, those who work in the hospitality service and other industries, including other hourly “gig” employees, could face significant financial hardships; and

WHEREAS, similar actions have been taken by public agencies throughout the country to protect utility customers from adverse actions based upon nonpayment of their utility service accounts as a result of the COVID-19 pandemic; and

WHEREAS, the City Council of the City of Redlands recognizes that its utility services customers may experience financial difficulty as a result of the COVID-19 pandemic as a result of illness; quarantines; “social-distancing;” disruptions to, and/or loss of employment; or because their income has been, or will be, otherwise unexpectedly affected;

NOW, THEREFORE, BE IT RESOLVED by the City Council of the City of Redlands as follows:

Section 1. During the time period commencing on the effective date of this resolution through and including April 30, 2020, and as this time period may be extended by written action of the Director of Emergency Services/City Manager pursuant to Section 2, below, City staff shall process City utility service customer billings as follows:

A. The imposition of late charges and penalties shall be suspended and shall not accrue to a customer’s account.

B. Disconnections of City utility services for the reason of nonpayment of City utility service accounts shall be suspended.

C. The City Manager, or his designee, may waive the requirement for a prepayment deposit in circumstances of extreme financial hardship based upon the financial hardship criteria established for the processing of administrative citations as set forth in Chapter 1.22 of the

Redlands Municipal Code and the City Council resolutions implementing that Chapter relating to financial hardship.

D. The City Manager shall have the authority to modify the billing process (e.g., the dates upon which utility billings are sent to customers and the time at which utility meters are read by City staff) for any or all utility service accounts dependent on the availability of City staff resources and other COVID-19 emergency-related factors.

Section 2. Suspension of the above provisions shall continue through April 30th, 2020, unless otherwise deemed appropriate for extension by written action of the Director of Emergency Services/City Manager for a period thereafter not to exceed ninety (90) days. Any such written action shall be immediately communicated in writing to the City Council.

ADOPTED, SIGNED AND APPROVED this 17th day of March, 2020.

Paul W. Foster, Mayor

ATTEST:

Jeanne Donaldson, City Clerk