

11/16/90

To: Valerie Burrows From: Kim Mueller

6.3

Please note! Thanks.

30-Oct-90
2504 Belhaven Way
Sacramento, Ca. 95826

The City of Sacramento
915 I St.
Sacramento, Ca. 95814

Attn: Councilwoman Kim Mueller
Clerk of the Council: Please enter into the Minutes
City Manager Walter Slipe
Finance Dept Manager Betty Masuoka

I own a house in College Greens. This letter is in regard to my water and garbage bill, where the due date has been "clarified". This bill is one of the last I receive each month, but it is one of the first due back. The bill I received yesterday becomes PAST DUE nine days after receipt!

I cannot understand how other organizations such as Pacific Bell, BankAmericard, Chevron, PG&E, SMUD, Weinstocks, and the County of Sacramento can give the customer the better part of the thirty day cycle to pay and the City cannot. There is even an amazing difference in style between the County and the City as to the language stating "if you do not pay, we will put a lien on your house." Tough talk should be reserved for those ACTUALLY past due and does not create goodwill between the City and the citizens it is supposed to be SERVING.

I would suggest that the City, instead of worrying about their Mid-East foreign policy, put together a Quality Improvement Circle to devise a system to post payments up to the day before the next bills are run. The City should have a FIVE day turnaround from posting-cut off to mailing the next bill and give the customers twenty-five days. This would reduce the City's share of the time to Seventeen percent (17%) from the current lazy lion's share of Seventy percent (9 days for customer, 21 days for City).

I would note that the return address on the bill's envelope says "915 Street". Did you pay full price for this or did you get a reduction?

Very truly yours,

Steven J. Otis
Steven J. Otis

FILED
JAN 8 91
BY THE CITY COUNCIL
OFFICE OF THE CITY CLERK

RECEIVED
MAYOR/
CITY COUNCIL OFFICE
CITY OF SACRAMENTO

Nov 6 11 36 AM '90