

Memorandum



CITY OF DALLAS

DATE December 30, 2021

TO Honorable Mayor and Members of the City Council

SUBJECT Council Agenda Item #45 for January 12, 2022 – Water Utilities Department

Dallas Water Utilities (DWU) has item #45 listed on the January 12, 2021 Council agenda to renew the supplemental agreement with the third-party collections agency, Southwest Credit Systems, L.P., for delinquent utilities and other miscellaneous accounts.

DWU provides services including billing for water, sewer, sanitation, and stormwater services for more than 320,000 customers. To provide due process, DWU sends delinquent, termination, and/or final bill notices to its customers who are past due in paying for services already rendered. Delinquent accounts are only referred to the collection agency once all efforts are exhausted within the utility and the account is closed by the customer. DWU understands the financial hardships that customers may face, especially as the community is dealing with the pandemic effects, therefore, DWU continually works with customers to find payment plans that meet their needs. No active utility accounts are sent to the collection agency except for some stormwater-only accounts.

With the onset of the pandemic in March 2020, DWU ceased all dunning and collection activities to assist DWU customers as they maneuvered the many economic challenges of COVID-19, and no new collection files were sent to the third-party collection agency. In October 2021, DWU resumed dunning and collection activities, and delinquent files were submitted to Southwest Credit Systems to resume their collection activities, that were suspended in March 2020.

The chart below shows the last four fiscal years' collection amounts. Please note Fiscal Years 2020 and 2021 show reductions in collections due to pandemic conditions. Fiscal Year 2022 is year to date through November 2021.

	Collected Amount	SWC Commission
FY 18	\$414,319.85	\$70,382.12
FY 19	\$516,913.56	\$86,799.39
FY 20	\$422,622.45	\$71,312.73
FY 21	\$259,750.21	\$42,097.29
FY 22	\$47,357.00	\$6,606.07
Total	\$1,660,963.07	\$277,197.60

DATE December 30, 2021

SUBJECT Council Agenda Item #45 for January 12, 2022 – Water Utilities Department

If you have additional questions, please contact Terry Lowery, Director of Dallas Water Utilities, at 214-670-3143.



Majed A. Al-Ghafry, P.E.
Assistant City Manager

c: T.C. Broadnax, City Manager
Chris Caso, City Attorney
Mark Swann, City Auditor
Biliera Johnson, City Secretary
Preston Robinson, Administrative Judge
Kimberly Bizzor Tolbert, Chief of Staff to the City Manager

Jon Fortune, Assistant City Manager
Joey Zapata, Assistant City Manager
M. Elizabeth Reich, Chief Financial Officer
Dr. Eric A. Johnson, Chief of Economic Development and Neighborhood Services
M. Elizabeth (Liz) Cedillo-Pereira, Chief of Equity and Inclusion
Directors and Assistant Directors