



Legislation Text

File #: 13-1555, **Version:** 1

A Resolution to Transfer the Responsibility for Billing of Water, Sanitary Sewer, and Stormwater Service from the Public Services Area to the City Treasurer

The position of Customer Service Manager has been vacant since mid-2012. City management believes this function should be filled and desires to explore the opportunities and synergies of transferring responsibility of this position to the City Treasurer. Primary initial benefits include greater internal coordination of the processes that affect customer facing activities.

By code, water, sanitary sewer, and stormwater service billing is the responsibility of the Public Services Area. The City of Ann Arbor Code, Chapter 29, Section 2:71 states:

“Billing for water service, sanitary sewer service, and stormwater service shall be the responsibility of the Public Services Area of the City, but the Council may, by resolution, transfer such responsibility to the City Treasurer.”

This resolution transfers the responsibility for billing of water, sanitary sewer, and stormwater service from the Public Services Area to the City Treasurer.

Prepared by: Matthew V. Horning, Treasurer

Reviewed by: Tom Crawford, Financial Services Area Administrator & CFO

Approved by: Steven D. Powers, City Administrator

Whereas, The Customer Service Manager position is currently vacant;

Whereas, The City Administrator is consolidating the management of Treasury and Customer Service; and

Whereas, Transferring the responsibility for billing of water, sanitary sewer, and stormwater service from the Public Services Area to the City Treasurer as provided for in Chapter 29, Section 2:71 of the City of Ann Arbor Code of Ordinances will provide organizational effectiveness and efficiency;

RESOLVED, That City Council hereby transfers the responsibility for billing of water, sanitary sewer, and stormwater service from the Public Services Area to the City Treasurer as provided for in Chapter 29, Section 2:71 of the City of Ann Arbor Code of Ordinances; and

RESOLVED, That the City Administrator is authorized to take all necessary actions to implement this Resolution.