



## **SBStat Post Meeting Notes**

### **Urgent Issues Review During Meeting:**

- No urgent issues

### **Decisions and Key Takeaways**

- Notre Dame mulch partnership potentially moving forward after quality inspection
- Automated Merchant Systems to remain credit card vendor but will be evaluated for fit with new utility billing system
- Discussed providing or selling energy conservation kits to decrease utility bill amounts for at-risk residents
- Explored shutoff patterns in 2016, extensions and outcomes in 2017-2018, and the disconnect notice trial outcome
- Discussed potential for extension information signage in the customer service office
- Discussed editing payment arrangement knowledge article to have 311 liaisons promote payment arrangements if residents know they cannot pay within 10 day extension timeframe
- Discussed the potential to offer less number of extensions per year but longer extension period
- Discussed the need to offer a multi-faceted and targeted intervention that combines information with resources for those who cannot pay

### **Potential Topics to Discuss Next Meeting:**

- Hardship Fund Development and Distribution
- Findings from resident survey of how money is acquired to pay same day shut off amount
- Strategy for a multi-faceted intervention with high risk residents

### **Other Topics Discussed:**

- Late fees or shut off fees distribute into loan fund that would offer lower interest rates than payday loan businesses
- Escrow account that residents pays \$5-10 extra each month to have no bill in December or to utilize