

Serving our customers

Customer Services Fee Review

PUB Study Session | September 9, 2026

Shana Williams & Tasha Moore

Why is Action Needed?



- Several fees have remained unchanged since 1985, 1997, or 2003.
- Labor costs, technology, and service delivery have changed.
- Current fees no longer recover the cost of providing these services.
- Proposed fees reflect the current cost of each service.

How the Proposed Fees Were Developed



- Staff time

Time required to complete and document the service

- Labor costs

Current loaded labor rates for the employees performing the work

- Direct costs

Field response, transportation, ferry fares, and other applicable costs

- Service delivery changes

Technology and process changes affecting the work required

- Peer comparison

Regional utility fees used as a reasonableness check

- Administrative requirements

Required account review, authorization, documentation, and exception handling

Proposed Fee Schedule



Service	Current	Proposed
AMI opt-out monthly	\$15	\$40 / \$75 Ketron Island
Bankruptcy preparation	\$10	\$25
Service establishment	\$21.60	\$15 Power, \$15 Water, \$5 per ES utility, \$45 maximum
Field charge	\$10	\$40
Power AMI reconnect	\$0	\$20
Daytime reconnect	\$12	\$40
After-hours reconnect	\$60	\$200
Failure to appear	\$6	\$40
Meter reading verification	\$5	\$40
Lockout / no access	\$5	\$40
Skip tracing	\$5	\$25
Late fee	\$3 or 1%	Greater of \$5 or 1%

Rationale for Key Fee Changes



- Service establishment, up to \$45
Reflects the cost of establishing each utility service.

- Power AMI reconnect, \$20
Remote restoration still requires account review, authorization, system processing, confirmation, and documentation.

- AMI opt-out, \$40 monthly; \$75 Ketron Island
Recovers recurring manual meter-reading costs. The Ketron Island fee includes travel and ferry costs.

- After-hours reconnect, \$200
Recovers overtime and field-response costs. Under the collective bargaining agreement, two employees are required for work performed after dusk.

- Late fee, greater of \$5 or 1%
Maintains the existing 1% calculation while increasing the minimum charge from \$3 to \$5 to reflect administrative costs.

Proposed Reconnect Timing Change



TMC change required

- Standard same-day reconnect requests must be received by 3:00 p.m.
- Payment or arrangement requirements must also be completed by 3:00 p.m.
- Requests received after 3:00 p.m. generally move to the next business day.
- If TPU approves a field reconnect for completion after the cutoff, the \$200 fee applies.

The proposed cutoff provides adequate time to complete field work within staffed hours.

Recommendation and Next Steps



Recommendation

- Seek PUB direction to advance the proposed customer service fee schedule and related TMC changes.

Next steps

- Finalize the fee schedule and required ordinance amendments.
- Configure billing systems and operating processes.
- Prepare employee guidance and customer communications.
- Return for required PUB and City Council approvals.
- Implement and monitor fee activity and customer impacts.
- Review fees every two years to confirm alignment with service costs.