



County of Los Alamos

Council Meeting Staff Report

June 16, 2021

Agenda No.:	8.C.
Indexes (Council Goals):	DPU FY26 - 2.0 Achieve and Maintain Excellence in Financial Performance
Presenters:	Bob Westervelt
Legislative File:	14387-21

Title

Receivables Status and Post Moratorium Collections Plan

Recommended Action

None - discussion item only

Staff Recommendation

None - discussion item only

Body

The COVID Pandemic and Governor's moratorium on disconnection of utilities services for non-payment has created unprecedented collections issues for utilities providers. As the Pandemic eases it is anticipated the moratorium will be lifted within the next few weeks or months. Throughout the pandemic DPU staff has done significant outreach to work with customers and help them keep their accounts current. However, some customers have simply not been able or willing to do so. As shown on the monthly receivable reports, many customers have accumulated significant past due balances. The BPU requested a further discussion on our plan for returning to normal collections processes and reducing accumulated past due receivables, while minimizing the immediate impact on customers that may still be struggling with the recovery.

Alternatives

N/A - discussion item only.

Fiscal and Staff Impact

As shown, past due receivables on active accounts have increased from "pre-COVID" level of 26 accounts totaling \$33.9k; the current status is 144 accounts totaling \$121.6k

Attachments

A - Collections Status and Post-COVID Recovery Plan