

M E M O

TO: Board of Directors
FROM: District Manager
SUBJECT: RETURN SERVICE REQUESTED POLICY
DATE: October 31, 2008

RECOMMENDATION:

It is recommended that the Board of Directors review this memo and provide direction to Staff regarding this matter.

BACKGROUND:

At the October 2, 2008 Board of Directors Meeting Mr. Leonard Knotts addressed your Board regarding the District's policy of bills sent to customers in an envelope marked "Return Service Requested". As stated by Mr. Knotts, if a customer has notified the post office of a change in address, the post office will return the mail to the District. Attached please find a memo from the Finance Manager with additional information regarding this matter. See Attachment 1.

It is recommended that the Board of Directors this memo and provide direction to Staff.

James A. Mueller
District Manager

JAM/bsb

MEMO

Attachment 1

TO: Board of Directors

FROM: District Manager

SUBJECT: RETURN SERVICE REQUESTED POLICY

DATE: October 31, 2008

The purpose of this memo is to explain our current policy regarding the way that our bills are sent out. Although it is not formally written anywhere that I can find, this has been our practice for as long as anyone can remember.

The bills are sent out to the customers in an envelope marked "Return Service Requested". If a customer has notified the post office that they have moved, are temporarily away, or have requested that their mail be forwarded, the post office will return the mail to us with the reason noted and with the new address if they have one. If we have a new address, we can then change our information in the computer and immediately resend out the bill to the new address. This allows us to keep our records accurate. If we do not have a new address listed, then we hold the bill in our office until we are contacted (usually after a 48 hour tag has been left).

We have asked the post office if they could only return the envelopes that have a new address, not the "temporarily away" but they said no. As long as our envelopes are marked with "Return Service Requested" then that is what they will do.

We get approximately 3-5 returns per day. We have had customer complaints about this in the past but it was decided that the forwarding address information was important enough to maintain the current practice. If it is a closing bill and we don't have the correct address and they don't pay, the balance would eventually go to collection.

In my opinion, it is nice but we don't really need to have the forwarding address. If a customer doesn't pay a bill we have the ability to lien the property and/or turn their water off. If I were a customer and had asked the post office to forward my mail and they didn't, I would not be very happy about it.

My suggestion is that we use up our remaining envelopes that have this printed on them and then remove the wording "Return Service Requested" when we reorder. This will result in less work for us and in mail being delivered by the post office per the instructions of the customer.

Please let me know if you agree. Thank you.

Karen Alvarez
Finance Manager