



MEMORANDUM

To: Sandy City Council
From: Brett Neumann, Budget & Billing Manager
Cc: Dustin Fratto, City Council Analyst
Date: November 16, 2017

Re: Staff Time Spent on Utility Accounts on Assistance Rates

Sandy City typically has 50-65 utility accounts on assistance rates each year. Eligibility for these assistance rates is tied to certain Salt Lake County tax relief programs. In order to verify continued eligibility for these accounts we annually (typically in October) request from Salt Lake County a list of Sandy properties eligible for tax relief. We then compare this list of properties to our list of utility accounts currently on assistance rates, send letters to customers no longer eligible, and enroll eligible customers on assistance rates, at their request.

This process requires approximately 7-8 hours of staff time annually between six staff members. In addition, I estimate that there may be another hour or two of work related to assistance accounts and rates throughout a normal year. In some years, we may spend more time on refining processes and policies, researching and clarifying eligibility, and/or exploring alternatives related to assistance rates.

If assistance rates eligibility is expanded, I estimate it would initially create a minute or two of extra work per eligible property. After the first year, that impact would likely be cut in half. If the discount structure is modified, it would initially require approximately two hours of setup and testing with no additional ongoing impact on staff time.

In general, the administrative burden on our staff related to this program is relatively low. If eligibility remains tied to tax relief programs administered by Salt Lake County, the impacts associated with eligibility expansion could be absorbed by existing staff with relative ease.