



**02/20/2024**  
**City Council Regular Meeting**

**Handouts received after  
agenda posted**



# **Utility Billing Software Implementation Update**

# IMPLEMENTATION KICK OFF

- ▶ Implementation of the new utility billing software began December 2022.
  - ▶ Conversion and completion of General Ledger had to be completed prior to Utility Billing. General Ledger software went live July 1, 2023.
- ▶ Implementation team consists of 1-2 staff.
- ▶ Expedited conversion timeline due to old software becoming obsolete.
- ▶ Staff Changes
  - ▶ Multiple turnover and reorganization of staff occurred during the implementation.

# TRANSITION

- ▶ Account transition for utility billing customers occurred October 2023.
- ▶ New Utility Bills launched November 2023.
  - ▶ New 7-Digit Account Number XXX-XXXX.
  - ▶ New Bill includes a 12-month consumption history.
  - ▶ Each resident was assigned a customer ID Number.
  - ▶ Customers gained access to self service portal.

## ONLINE BILL PAY

Welcome to the City of Lemoore utility billing payment system! The City accepts payments using Visa, MasterCard, Discover, and Electronic Check by phone or online.

For each payment, an email confirmation will be sent. Bills are due on the 24<sup>th</sup> of each month. Any Past Due Balances not paid by the 24<sup>th</sup> of the following month will receive a 10-day notice and associated fees. Account balances are updated at the close of each business day, therefore they may not reflect past due amounts, associated fees and other charges. To obtain the most up to date balance, contact the Utility Billing Office at (559) 924-6744 x715.

\*\*\* Per Ordinance 2018-07, a fee of \$25.00 will be charged for any return payments regardless of the return reason. \*\*\*

If water has been shut off and a payment has been made online, please notify the Utility billing office at (559) 924-6744 x 715 for service to be reinstated. The total delinquent billing amount plus the penalty charges and any fees must be paid in full to have your water, sewer, and refuse continued or reestablished.

To pay by phone, call 1-844-234-1827.

To pay your bill online, click the below link to be directed to Paymentus Online Bill Pay. An account number as it appears on the bill is required for online payment.

Please be advised account balances are not updating currently as we have migrated to a new software. For the time being, you will need to enter the amount of payment from your mailed statements and your old 11 digit account number (XXX-XXXX-XX). We apologize for the inconvenience.

Online Self Service

Online Bill Pay

# UTILITY BILLING ISSUES

## ▶ Misapplied Payments:

- ▶ During conversion, a crosswalk which was to link old accounts to new accounts malfunctioned causing some payments to be misapplied.
- ▶ Staff is working to audit accounts and crosswalks have been updated to reduce the misapplied payments.

## ▶ Payments Online:

- ▶ Since conversion, the payment processing portal has been unable to link with customer accounts. Resulting in balances not being updated.
- ▶ Notices have been posted on the website and a work order has been established to correct the system link.
- ▶ Expected to be resolved in 8 weeks.
- ▶ All customers need their old account numbers to access paymentus online.

# NOTICES

## NOTICE

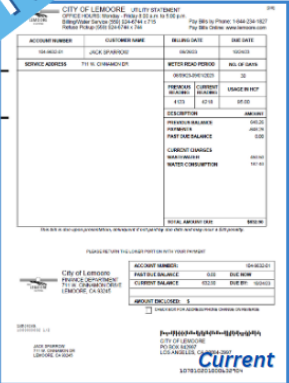
**THE CITY OF LEMOORE WILL NOT BE ABLE TO ACCEPT ANY CASH PAYMENTS FOR UTILITIES OCTOBER 25-30, 2023, AS WE WORK THROUGH THE FINAL TRANSITION TO THE NEW UTILITY BILLING SOFTWARE.**

**THE OFFICE WILL REMAIN OPEN TO THE PUBLIC AND PAYMENTS CAN BE MADE VIA CHECK, MONEY ORDER, CASHIER'S CHECK, ONLINE OR BY PHONE. WE APOLOGIZE FOR ANY INCONVENIENCE THIS MAY CAUSE.**



NEW

## UTILITY BILLS

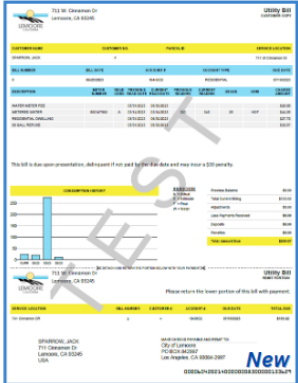


Current

**New bills begin with the November 25th billing!**

➤

**EFT Auto Pay & Customer Self Service Portal will be coming soon!**



New

**✗ 9-Digit Account Number XXX-XXXX-XX**

**City of Lemoore-Utility Office**  
 711 W. Cinnamon Drive  
 (559) 924-6744 ext. 715  
 finance@lemoore.com

**✓ New 7-Digit Account Number XXX-XXXX**

**✓ New bill will include a 12 month consumption history.**

**✓ Each resident will be assigned a customer ID number.**

**Please be advised account balances are not updating currently as we have migrated to a new software. For the time being, you will need to enter the amount of payment from your mailed statements and your old 11 digit account number (XXX-XXXX-XX). We apologize for the inconvenience.**

To have questions regarding utility services (water, wastewater and refuse collection) please call:

Utility Bills (Turn-offs and Turn-ons): (559) 924-6744 ext 715

Wastewater Service: (559) 924-6744 ext 744

Refuse Pick-Up: (559) 924-6744 ext 744



# UTILITY BILLING ISSUES

## ▶ Late Fees on credit balance accounts or zero balance accounts:

- ▶ An unknown processing issue has resulted in some credit accounts receiving a late fee.
- ▶ Staff is proactively reviewing all accounts with credit balances – approximately 900 accounts.
- ▶ Removing any late fees that have been applied incorrectly.
- ▶ Staff will be opening a ticket once the review is complete to fix the processing issue.

## ▶ Payment Plan Applications:

- ▶ Some payments on accounts with payment plans have resulted in erroneous late fees applied.
- ▶ 3 tickets are currently open with Munis to review the application of the payment plans
- ▶ Currently reviewing all payment plans and proactively fixing these accounts.



# UTILITY BILLING FIXES

- ▶ City Manager has authorized overtime to assist in auditing the back log.
- ▶ The Utility Billing office is experiencing high traffic in the lobby and phones
  - ▶ If citizens have concerns, the best way to communicate them with staff is via email at [finance@lemoore.com](mailto:finance@lemoore.com)
  - ▶ We appreciate your patience as we work through the transition.



# Advanced Clean Fleets Regulation

State and Local Government Agency Fleet  
Requirements

# Affected Fleets

- In this regulation, a State or local government agency is a city, county, public utility, special district, local agency or district, or a public agency of the State of California, and any department, division, public corporation, or public agency of the State of California. Affected agencies are those that have jurisdiction in California and own, lease, or operate in California, one or more vehicles with a gross vehicle weight rating greater than 8,500 lbs.

# Compliance Requirements

- Starting Jan 1, 2024, 50 percent of all vehicles purchased, over 8500 gvwr, must be ZEV (zero emissions vehicle).
- Beginning Jan 1, 2027, 100% of vehicles purchased, over 8500 gvwr, must be ZEV.
- Near-zero emission vehicles (NZEV), as defined in the regulation, count as ZEVs for this requirement up to 2035.
- Alternatively, fleets may choose to permanently switch to the ZEV Milestones Option.

# ZEV Milestones Option

- Local government fleets can switch to the ZEV Milestones Option up until Jan 1, 2030.
- This option allows fleets to phase in ZEVs between 2025 and 2042, depending on vehicle type and use.
- Starting Jan 1, 2025, fleets must continuously meet or exceed the ZEV Fleet Milestones percentage requirements.

# ZEV Fleet Milestones by Milestone Group & Year

**Table 1: ZEV Fleet Targets by Vehicle Group**

<b>Milestone Group</b>	<b>Zero-Emission Fleet Percentage Adoption</b>	<b>10%</b>	<b>25%</b>	<b>50%</b>	<b>75%</b>	<b>100%</b>
<b>Group 1</b>	Box trucks, vans, two-axle buses, yard trucks, light-duty package delivery vehicles	2025	2028	2031	2033	2035+
<b>Group 2</b>	Work trucks, day cab tractors, three-axle buses	2027	2030	2033	2036	2039+
<b>Group 3</b>	Sleeper cabs, speciality vehicles	2030	2033	2036	2039	2042+

The City has 12 group 2 and 15 group 3 vehicles

- Our first action under ZEV Milestones would take place in 2027. We would have to replace 1 group 2 vehicle with a ZEV or NZEV.
- Using the ZEV Milestone is a permanent decision. If we chose to use the State and Local Government requirements first, we have until Jan 1, 2030, to switch to ZEV Milestone.
- When using ZEV Milestone the City would have to forfeit the right to use a vehicle for its full “Useful Life” as described by the Health and Safety Code sec 43021(a).
- This means if the City purchased an ICE (Internal Combustion Engine) in 2035, we would have no choice but to replace it with ZEV in 2040 when we are required to have 100% ZEVs.

# Exemptions

- Within the regulation, emergency vehicles and some two engine vehicles are exempt. (E.G. Fire trucks and two engine vector trucks.)
- Daily Usage Exemption. This exemption is one we would have to submit an application for. If approved would allow the City to purchase an ICE vehicle (internal combustion engine) that would count as a ZEV purchase for compliance.
- ZEV Purchase Exemption. This exemption allows fleets to purchase approved ICE vehicles if no ZEV or NZEV is available in the same configuration as the vehicle that is to be replaced. A preapproved list will be available starting Jan 1, 2025.

**From:** [Lawrence J Williamson](#)  
**To:** [City Manager](#)  
**Cc:** [City Clerk](#)  
**Subject:** Public Concern with the Lemoore Volunteer Fire Department; 5:30p  
**Date:** Tuesday, February 20, 2024 6:16:41 AM

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My name is Dr. Lawrence Williamson and I am a physician and resident of Lemoore.

I have had the unique opportunity to volunteer my time and observe first hand several Tuesday evening training sessions of our Fire Department as an invited guest of the Fire Inspector from about October 2023 through January 2024. Sadly, I was able to reach the conclusion that our century old department has both a racist and misogynistic culture. Furthermore, I have come to know that as a resident, my funds, and our city is funding a public safety entity that is not as forward thinking as perhaps they should be. For example, the National Fire Protection Association standard 1901 states in part that, "all firefighters must be seated and belted when a truck is in motion" was routinely breached. I am interested in the safety and wellbeing of our young men and women of our fire department. Oh, excuse me, I'm sorry, our fire department does NOT have female firefighters and only has underrepresentation of firefighters of color as there does not appear to be any African Americans nor Asians on the roster.

Lastly, I would hope that in the near future, the department can be have a modernized and forward thinking mentality with respect to personal firefighter wellness by actively prohibiting the open utilization of tobacco products at the firehouse and during training exercises.

Thank you for your attention.

Partnered for our Mutual Safety,

Lawrence J. Williamson, M.D.