

## Billings City Administrator Weekly Report

December 26, 2025

- 1. Utility Payment Update** - Weekly Delinquent Billing Update: Please find the update for Dec 26, 2025 attached. Note the number of accounts that meet the criteria to be turned off has went from almost 3,000 to just over 2,300 – a decrease of more than 650 accounts.
- 2. Airport News** – Billings airport celebrates 1 million travelers in one year.  
<https://www.ktvq.com/news/local-news/billings-airport-celebrates-1-million-travelers-in-one-year>  
Billings airport welcomed its one millionth traveler in a single year with a celebration on Monday as it reached that milestone for the first time. [https://www.kulr8.com/billings-airport-hits-milestone-with-one-millionth-passenger-this-year/video\\_39b62a5c-f6fd-5ba8-b43e-dede42f262f6.html](https://www.kulr8.com/billings-airport-hits-milestone-with-one-millionth-passenger-this-year/video_39b62a5c-f6fd-5ba8-b43e-dede42f262f6.html)
- 3. 2026 Council Meeting Schedule** – Please review the attached draft agendas and provide any feedback regarding the order of business, modification of agenda items, or other changes to the consent or regular agendas. City code requires a specific order of business as it relates to certain items on meeting agendas, e.g., placement of public hearings first on the regular agenda, so your feedback will be incorporated with those code requirements in mind. [\(BMCC 2-214\)](#) Work session agendas are more flexible and can also easily be modified by the mayor with the consensus of Council during those informal meetings.
- 4. Next Week's Meetings/Task Forces**
  - a. New Year's Day, Thursday, January 1<sup>st</sup> city offices will be closed.

**Hope everyone has a Happy New Year!**

## **Weekly Delinquent Utility Bill Update**

City staff continues to work on utility billing late fees and turnoffs in accordance with the plan discussed with City Council on September 15, 2025. The schedule that was discussed is below. Late fees for cycles 3 and 4 have been assessed.

Cycle	Bill Date	Late Fee Assessed	Delinquent Letter	Phone Call /Email	Shut-off
Cycle 3	Monday, Nov 17, 2025	Monday, Dec 15, 2025	Tuesday, Dec 23, 2025	Tuesday, Jan 6, 2026	Monday, Jan 12, 2026
Cycle 4	Monday, Nov 24, 2025	Monday, Dec 22, 2025	Tuesday, Dec 30, 2025	Tuesday, Jan 13, 2026	Monday, Jan 20, 2026
Cycle 1	Wednesday, Dec 3, 2025	Tuesday, Dec 30, 2025	Tuesday, Jan 6, 2026	Tuesday, Jan 20, 2026	Monday, Jan 26, 2026
Cycle 2	Wednesday, Dec 10, 2025	Tuesday, Jan 6, 2026	Tuesday, Jan 13, 2026	Tuesday, Jan 27, 2026	Monday, Feb 2, 2026

Collection schedule for Sewer and Garbage customers				
Cycle	Bill Date	Late Fee Assessed	Delinquent Letter	Phone Call /Email
8	Monday, Dec 1, 2025	Monday, Dec 29, 2025	Monday, Jan 5, 2026	Friday, Jan 9, 2026
5	Wednesday, Dec 3, 2025	Tuesday, Dec 30, 2025	Tuesday, Jan 6, 2026	Tuesday, Jan 20, 2026

### **Delinquent Account Summary**

		12-Dec		19-Dec		26-Dec	
Account Status		Count	Total Amount Due	Count	Total Amount Due	Count	Total Amount Due
Delinquent Accounts		5,894	\$3,584,689	5,736	\$3,347,848	5,696	\$3,283,539
Delinquent accounts on payment plans		99	\$157,210	184	\$231,247	294	\$360,277
Delinquent accounts that meet turnoff criteria*		2,959	\$2,340,622	2,497	\$2,170,661	2,305	\$1,983,318
Previous Week Disconnections		0	N/A	0	N/A	0	N/A

*\*Accounts that do not meet criteria include accounts with a balance <\$100, inactive accounts, accounts with a payment plan, and non-water accounts.*

	12-Dec	19-Dec	26-Dec
Past Due Amount	# of Accounts	# of Accounts	# of Accounts
<\$100	1,625	1,602	1,750
\$101-\$500	2,418	2,288	2,166
\$501-\$1,000	889	877	839
>\$1,001	962	969	941

## Communication

Communication Type	Date of Contact
Notice on bill to all customers	Started 9/18 and was on for 3 months
Letter to all customers with any past due balance	December 5, 2025
Phone calls to cust starting with largest balances	October 1 through today
Mass phone calls by automated system to Cycle 3 customers with past due balances	Tuesday December 16
Mass phone calls by automated system to Cycle 4 customers with past due balances	Friday December 18
Mass phone calls by automated system to Cycle 1 customers with past due balances	Tuesday December 23
Delinquent letters	December 23 – January 13
Mass phone calls by automated system to Cycle 5 and 8 customers with past due balances	Friday December 26
Phone calls and/or emails	January 6 – January 27

## Disconnection Plan

- First Disconnection Dates: January 12 – February 2, depending on cycle
- Criteria for Disconnection: Accounts with past due balances > \$100
- Suspended Disconnection: Disconnection for accounts with active payment plans will be suspended unless the terms of the payment plan are not met.
- Staff Resources: Staff is currently evaluating resources necessary to perform and support turnoffs. Both the meter shop and customer service staff may limit our ability to do all turnoffs during the initial week that they meet the criteria. Staff is looking at options.

## Recommendations

- Evaluate the effectiveness of communication methods and adjust as necessary.
- Continue mass calls to delinquent customers as this seemed to be effective in increasing customer responsiveness.

## Next Steps

- Consultant actions: SL Serco has been engaged to do a review of the current status of the billing system. The work that SL Serco is doing now is not another audit or repeat of what was done before. Rather, it is a review of the processes from meter to cash which will result in recommendations to improve processes and procedures.
- Letters and phone calls have successfully increased phone calls to customer service staff. We will monitor phone traffic daily and adjust resources as necessary.

# 2026

## UPCOMING DRAFT AGENDAS FOR COUNCIL / LEADERSHIP

*Please review the draft agendas below and provide any feedback regarding the order of business, modification of agenda items, or other changes to the consent or regular agendas. City code requires a specific order of business as it relates to certain items on meeting agendas, e.g., placement of public hearings first on the regular agenda, so your feedback will be incorporated with those code requirements in mind. ([BMCC 2-214](#)) Work session agendas are more flexible and can also easily be modified by the Mayor with the consensus of Council during those informal meetings.*

*Thank you for your feedback!*

### January 5, 2026 WORK SESSION

1. Swearing In Ceremony (New Mayor and Councilmembers)
2. Contract for short term lease of the Animal Shelter
3. Lockwood Water and Sewer Amendment to Agreement
4. PRPL Fees update
5. Part 1 - Timing of Traffic Study Submittals (Aspenlieder Initiative)

### WORK ON COUNCIL ORIENTATION SCHEDULE FOR JANUARY

### January 12, 2026 REGULAR BUSINESS

#### CONSENT:

1. Board and Commission Term Revisions
2. BID AWARD: WO 26-08: WRF Digester Gas Piping Buried Pipe Replacement
3. Purchase of 1 2026 Vactor
4. Purchase of 2 Elgin Sweepers
5. W.O. 26-01, Contract 1: 2026 Water Main Replacement
6. MOU for Career Center and Central High for SRO's
7. Police Officers Collective Bargaining Agreement
8. Amendment 32, Taxilane Design/Construction - Airport
9. Airport Confiscated Firearms Storage Fee
10. Donation to Police Department/Rimrock Credit Union
11. Preliminary Plat Extension Request for Fifty-Four West Subdivision
12. Clearwater Estates Subdivision, 3rd Filing

#### REGULAR:

2. PH and Amendment to Agreement with Lockwood Water and Sewer
3. Nomination and Election of Deputy Mayor Pro Tempore
4. Council Appointments to Community Boards, Council Subcommittees and Urban Renewal Boards

### January 20, 2026 (Tuesday) WORK SESSION

1. Energy and Conservation Commission (Louis Engels / Glenn Foy, Chair) (20 min.)
2. MDT – MT3 Corridor Study and Access Management Plan Presentation (Jackson Lang) (20 min.)
3. 2023 Long Range Transportation Plan/MPO Boundary Amendment (Lora Mattox)
4. Rimrock Road – 30% Design Update (Mac) (15 Min.)
5. Stagecoach Trail Update (Mac) (15 Min.)
6. Citizen's Police Advisory Board discussion

**January 26, 2026 REGULAR BUSINESS**

Closed Executive Session (Litigation Update)

**CONSENT:**

1. Boards and Commissions
2. Contract Amendment - Northern Lights Family Justice Center

**REGULAR:**

**February 2, 2026 – WORK SESSION**

**(DAN CLARK, Local Government Center) Orientation – Board Training**

**February 9, 2026 REGULAR BUSINESS**

**CONSENT:**

1. 2023 Long Range Transportation Plan/Metropolitan Planning Organization Boundary Amendment
2. Redesignation letter (Lora Mattox)

**REGULAR:**

**February 17, 2026 (Tues) – WORK SESSION**

**February 23, 2026 REGULAR BUSINESS**

**CONSENT:**

1. Redesignation of the Billings MPO to a Transportation Policy Coordinating Committee (TPCC) Structure

**REGULAR:**

3. PH and 1<sup>st</sup> Rdg. Ordinance - Aggressive Traffic and Excessive Noise (Rupsis Initiative) (Rich / Gina) If this is going it needs to be advertised 2 weeks ahead.

**March 2, 2026 – WORK SESSION**

1. Proposed Revisions to Article 2-200, BMCC, Mayor and City Council

**March 9, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**March 16, 2026 (Tues) – WORK SESSION**

**March 23, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**April 6, 2026 – WORK SESSION**

Executive Session 4:30 P.M. – 5:30 P.M.

**April 13, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**April 20, 2026 – WORK SESSION**

**April 27, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**May 4, 2026 – WORK SESSION** (Budget Only)

**May 5, 2026 – WORK SESSION** (Budget Only)

**May 11, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**May 18, 2026 – WORK SESSION** (Budget Only)

**May 19, 2026 – WORK SESSION** (Budget Only)

**May 26, 2026 (Tues) **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**June 1, 2026 – WORK SESSION**  
**Executive Session 4:30 P.M. – 5:30 P.M.**

**June 8, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**June 15, 2026 – WORK SESSION**

**June 22, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**July 6, 2026 – WORK SESSION**

**July 13, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**July 20, 2026 – WORK SESSION**

**July 27, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**August 3, 2026 – WORK SESSION**

**August 10, 2026 **REGULAR BUSINESS****

**CONSENT:**

**REGULAR:**

**August 17, 2026 – WORK SESSION**

**August 24, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**September 8, 2026 (Tues)– WORK SESSION**

**Executive Session 4:30 P.M. – 5:30 P.M.**

**September 14, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**September 21, 2026 – WORK SESSION**

**September 28, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**October 5, 2026 – WORK SESSION**

**October 12, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**October 19, 2026 – WORK SESSION**

**October 26, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**November 2, 2026 – WORK SESSION**

**November 9, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**November 16, 2026 – WORK SESSION**

**November 23, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**December 7, 2026 – WORK SESSION**

Executive Session 4:30 P.M. – 5:30 P.M.

**December 14, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

**December 21, 2026 – WORK SESSION**

**December 28, 2026 REGULAR BUSINESS**

**CONSENT:**

**REGULAR:**

## **CLERK'S NOTES**

\*Annual Items shown in Blue

**January (First Work Session) after an election:** Swearing in of new Councilmembers

**January (First Regular Business Meeting):** Nominations and Elections of Deputy Mayor Pro Tempore

**January:** Amend Park Development Council Proposed Budget

**January:** Beartooth RC&D MOU

**February or March:** Legislative Updates (ODD years only)

**March:** Budget Calendar

**March:** Council Priorities

**September:** City Administrator's Annual Review

**October:** TRP, ERP and CIP

**October:** Council Holiday Schedule for December

**November (First Regular Business Meeting) after an election:** Nominations and Elections of Deputy Mayor

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