

Billings City Administrator Weekly Report

January 2, 2026

1. **Utility Payment Update** - Please find the update for January 2, 2026, attached. Note the number of accounts that meet the criteria to be shut off for delinquency has decreased by 34% since we implemented collection practices three weeks ago.
2. **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.
3. **Next Week's Meetings/Task Forces**
 - a. North Park Task Force, Wednesday, January 7th 7:00 PM, NorthPark Community Center.

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 all cycles except cycle 2 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		2-Jan	
Account Status	Count	Total Amount Due	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	5,079	\$3,097,502
Delinquent accounts on payment plans	99	\$157,210	184	\$231,247	294	\$360,277	385	\$474,638
Delinquent accounts that meet turnoff criteria*	2,959	\$2,340,622	2,497	\$2,170,661	2,305	\$1,983,318	1,945	\$1,726,192
Previous Week Disconnections	0	N/A	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	2-Jan
Past Due Amount	# of Accounts	# of Accounts	# of Accounts	# of Accounts
<\$100	1,625	1,602	1,750	1,464
\$101-\$500	2,418	2,288	2,166	1,949
\$501-\$1,000	889	877	839	764
>\$1,001	962	969	941	902

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 to all customers with past due balances	December 16 – December 30
Delinquent letters – Cycle 3	December 23, 2025
Delinquent letters – Cycle 4	December 30, 2025
Delinquent letters for Cycles 1, 5, and 8	Week of January 5, 2026
Delinquent letter – Cycle 2	January 13, 2026
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.
- Mass calls to delinquent customers were 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.

Financial Assistance for Customers

- Organizations that will provide utility bill assistance for customers include St. Vincent de Paul, Family Services, Salvation Army, Veterans Navigation Network (for veterans only), and local churches.
- St. Vincent de Paul has informed Public Works that in order to receive any financial assistance, a customer must have:
 - Received a disconnect notice
 - Been making some kind of monthly payments
 - Tried to set up a payment arrangement with the City.

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

Oaths of Office - Swearing in Ceremony

1. Lockwood Water and Sewer Amendment to Agreement
2. PRPL Fees update
3. Part 1 - Timing of Traffic Study Submittals (Aspenlieder Initiative)
4. Council Appointments to Community Boards, Council Subcommittees and Urban Renewal Boards

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 (MOA)??? for Career Center and Central High for SRO's
7. Police Officers Collective Bargaining Agreement
8. Amendment 32, Taxilane Design/Construction - Airport
9. Donation to Police Department/Rimrock Credit Union
10. Preliminary Plat Extension Request for Fifty-Four West Subdivision
11. 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. Redesignation of the Billings MPO (15 min – Lora)
4. 2023 Long Range Transportation Plan/MPO Boundary Amendment (15 min - Lora Mattox)
5. Stagecoach Trail Update (Mac) (15 Min.)
6. Citizen's Police Advisory Board discussion (Kennedy)

January 26, 2026 REGULAR BUSINESS

Closed Executive Session (Litigation Update) 4:30 PM

CONSENT:

1. Boards and Commissions
2. Contract Amendment - Northern Lights Family Justice Center
3. Airport Confiscated Firearms Storage Fee
4. Resolution Setting Building, Electrical, Plumbing, Mechanical, and Fire System Permit Fees

REGULAR:

February 2, 2026 – WORK SESSION

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

February 9, 2026 REGULAR BUSINESS

CONSENT:

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

REGULAR:

February 17, 2026 (Tues) – WORK SESSION

1. Rimrock Road – 30% Design Update (Mac) (15 Min.)

February 23, 2026 REGULAR BUSINESS

CONSENT:

REGULAR:

1. PH and 1st 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