

UTILITY SETUP CHECKLIST - DECISIONS

- Purpose and objective of the utility
- Funding needs
- Rate structure
- Billing procedures
- Appeals procedures
- Credit policies
- Utility management and staff responsibilities
- Utility oversight
- Fund accounting
- Public education and outreach plan

UTILITY SETUP CHECKLIST — THINGS TO DO

- Prepare customer database and calculate billing units
- Financial analysis and forecasts
- Conduct public education and outreach
- Prepare and adopt ordinance
- Adopt rates by resolution
- Input customer and rate information in utility billing software / create new customer accounts
- Develop procedures and forms for collecting information to update customer database
- Prepare detailed credit policy and credit application forms