



**AGENDA**  
**CITY OF LAKE WORTH BEACH**  
**SPECIAL CITY COMMISSION MEETING - UTILITY PAYMENT PLAN**  
**BY TELECONFERENCE**  
**THURSDAY, JUNE 18, 2020 - 6:00 PM**

**ROLL CALL:**

**PLEDGE OF ALLEGIANCE:** led by Commissioner Omari Hardy

**NEW BUSINESS:**

- A. [Report update on the Lake Worth Beach, School District and Palm Beach County \(ISS\) WiFi Project brought forward by Mayor Triolo and Vice Mayor Amoroso](#)
- B. [Resumption of Disconnects for Non-Payment and Implementation of Utility Bill Payment Plan](#)

**ADJOURNMENT:**

If a person decides to appeal any decision made by the board, agency or commission with respect to any matter considered at such meeting or hearing, he or she will need a record of the proceedings, and that, for such purpose, he or she may need to ensure that a verbatim record of the proceedings is made, which record includes the testimony and evidence upon which the appeal is to be based. (F.S. 286.0105)

# EXECUTIVE BRIEF SPECIAL MEETING

**AGENDA DATE:** June 18, 2020

**DEPARTMENT:** Commission

**TITLE:**

Report update on the Lake Worth Beach, School District and Palm Beach County (ISS) WiFi Project brought forward by Mayor Triolo and Vice Mayor Amoroso

**SUMMARY:**

The WiFi project Report Update will provide the Commission and the public an overview of the ongoing effort to provide Broadband WiFi services to students and their families who might not otherwise be able to afford the requisite level of connectivity for learning from home.

**BACKGROUND AND JUSTIFICATION:**

The City, School District and Palm Beach County have been working together to address the digital divide for students and their families within Lake Worth Beach. The recognition that there were many students who did not have home access to adequate or any internet services led to a partnership with the School District and Palm Beach County. The goal has been to find a way to install and operate a WiFi system throughout the City for access by students who are in need. Almost 4 years earlier, with the leadership of the CRA and LWB Electric Utilities staff, the City participated in a similar WiFi grant application to fund a similar project. Unfortunately, the grant was unsuccessful and the needs in the community persist.

The current COVID-19 closures of schools and libraries has exacerbated the problems with internet access as children are having to do their school work from home. The ability to access reliable internet services regardless of ability to pay, directly affects the learning process especially during the pandemic. As part of the CARES Act, funding has been identified to help with the implementation of free WiFi for students in Lake Worth Beach.

It is important to remember that the City's Electric Utility by providing access to poles and electricity will require specific Commission action. This will involve possible in-kind contributions of our pole access fees and charges normally charged to private sector companies.

**MOTION:**

N/A

**ATTACHMENT(S):**

Fiscal Impact Analysis – N/A

											Internet at Home					
											Disrict Devices		Yes		No	
Inst_Sup	Type	TITLE_1	Municipality	School Name	Enrolled	% ELL	% FRL	% SWD	n	%	n	%	n	%		
District Total					174813	18.4	63.7	16.6	68215	39.0	133574	89.6	15431	10.4		
Central Regional	EL	Y	Lake Worth	Barton Elementary	1120	66.4	99.0	12.9	604	53.9	521	60.6	339	39.4		
Central Regional	EL	Y	Lake Worth	Highland Elementary	1092	72.9	98.4	13.4	676	61.9	542	65.9	281	34.1		
Central Regional	EL	Y	Lake Worth	South Grade Elementary	745	73.3	98.8	11.1	573	76.9	160	66.1	82	33.9		
South Middle	MS	Y	Lake Worth	Lake Worth Middle	1282	50.1	93.5	17.5	694	54.1	771	68.5	354	31.5		
Central Regional	EL	Y	Lake Worth	North Grade Elementary	755	49.4	78.4	13.8	482	63.8	562	75.2	185	24.8		
Central Secondary	HS	Y	Lake Worth	Lake Worth High	2429	31.0	89.6	16.4	1262	52.0	1556	76.6	476	23.4		
LWB TOTAL					7,423	57.18	92.95			60.4				31.2		



**THE SCHOOL DISTRICT OF  
PALM BEACH COUNTY, FL**

**ADAM MILLER, Ph.D.**  
DIRECTOR

**KEITH OSWALD**  
DEPUTY SUPERINTENDENT/CHIEF OF SCHOOLS

**EDUCATIONAL TECHNOLOGY DEPARTMENT**  
3300 FOREST HILL BOULEVARD, B-332  
WEST PALM BEACH, FL 33406

**MARK HOWARD**  
CHIEF PERFORMANCE ACCOUNTABILITY

PHONE: 561-434-8499 / FAX: 561-434-8392

[WWW.PALMBEACHSCHOOLS.ORG/DEPARTMENTS/EDUCATIONAL\\_TECHNOLOGY](http://WWW.PALMBEACHSCHOOLS.ORG/DEPARTMENTS/EDUCATIONAL_TECHNOLOGY)

## **City of Lake Worth Beach Wifi Project Fact Sheet**

### **DRAFT**

- What is the goal of the project?
  - The goal for this collaborative project is to provide wifi service to students and their families who might not otherwise be able to afford the requisite level of connectivity for learning from home.
- Who will be involved in this project?
  - This project will be a collaborative effort between the municipality, Palm Beach County and the School District of Palm Beach County.
- What are responsibilities of each organization during the project?
  - Municipality
    - Provide approval for the project
    - Provide funding for electricity to wifi radios placed within the municipality
      - Estimated need for 225 radios. Each radio at max power uses about 17Kwh per month. Based on \$.09 to \$.11 per Kwh that's less than \$2 per month per radio. Estimated annual cost of \$5,400.
    - Fundraise for wifi extenders (with school district) at approximately \$50
    - Consider other services and opportunities for students and families
  - Palm Beach County
    - Conduct a survey of the area to determine radio placements and fiber buildout
    - Complete fiber buildout
      - Estimated \$600,000 in fiber buildout
    - Install and maintain radios
      - Estimating 225 radios total at a \$200,000 cost
    - Utilize CARES Act funds to absorb the installation and maintenance of the fiber and radios
  - School District of Palm Beach County
    - Identify areas of focus based on density of students on free/reduced lunch and parent survey results (indicating no internet access at home)
    - Allow Wifi radios to be installed on School District buildings and provide electricity for the radios

- Fundraise for wifi extenders (with municipality)
  - Provide a system to train identified families on the use of the wifi system and distribute wifi extenders
- Who will install the radios to the poles?
  - Palm Beach County will configure and manage the radios. Given the number of areas throughout the County that we will likely be extending this project to, the County would absolutely be open to having the City assist with the install of the radios. The CARES Act funding only covers the equipment. There is no component for salary or labor reimbursement as part of the project. All the labor the County team will be putting towards this project will be absorbed into their daily responsibilities.
- What is the longevity of the radios?
  - The radios normal replacement cycle would be 8-10 years however the current Pleasant City radios have been operational for over 12 years. We intend to replace them as part of this project.
- Are the attachments to the telephone poles wired or wireless?
  - Approximately 10%-20% of the radios are considered root radios and are fiber attached. These include the radios that the County will install on the monopoles at each school. The school radios are considered the primary root or base radios. All other radios are considered mesh radios and connect wirelessly back to the roots. The new radios selected for this project would be mounted to the vertical portion of the pole. Power would either be delivered via an intercept of power to the streetlight or a secondary feed provided by the utility. Pictures of the proposed types of radios are below.



**DRAFT**

# Ensuring Access to Quality Distance Learning Opportunities for All

June 2020



# Our Vision

The School District of Palm Beach County envisions a dynamic, ***collaborative*** multi-cultural community where education and lifelong learning are valued and supported and ***all learners reach their highest potential*** to succeed in the global economy.

# Our Mission

The School District of Palm Beach County is committed to providing a ***world-class education with excellence and equity*** to ***empower each student to reach his or her highest potential*** with the most effective staff to foster the knowledge, skills, and ethics required for responsible citizenship and productive careers.



*Our mission is to grant all residents, regardless of zip code access to reliable internet service in their neighborhoods.*

## **Challenge**

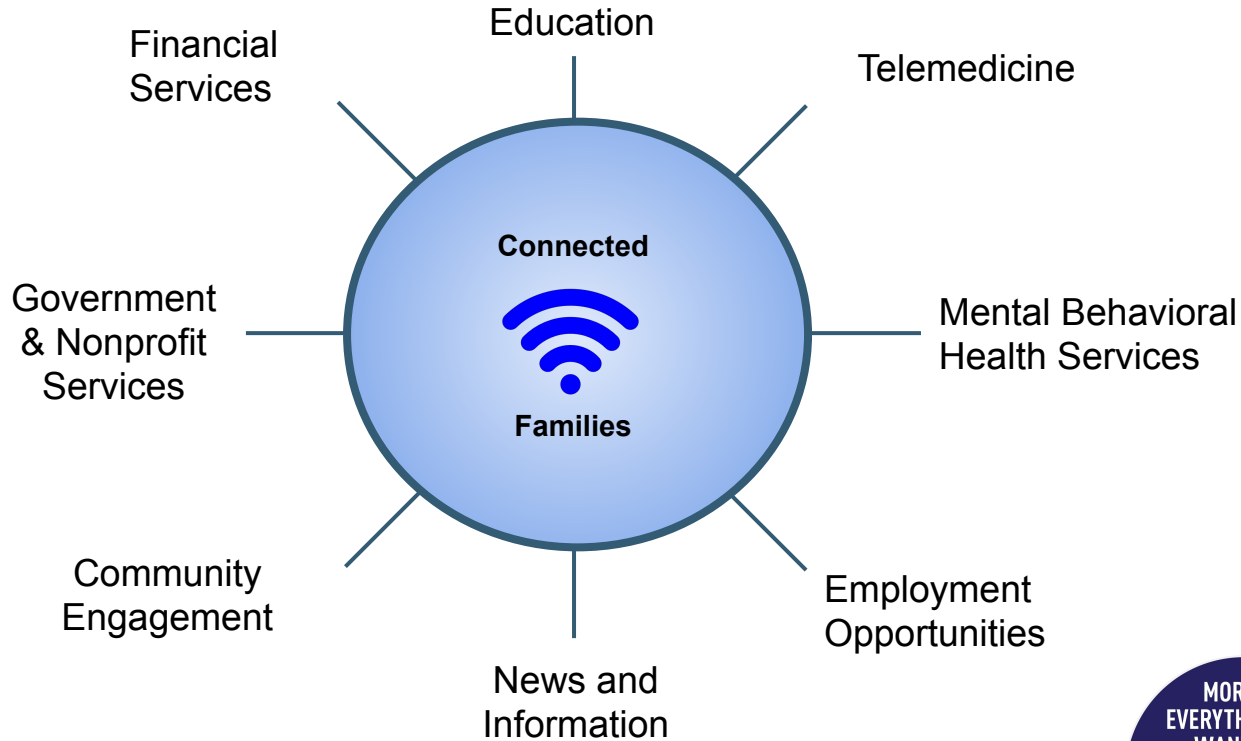
Ensure equitable access to in-home Broadband Internet for all students to reach their potential by fully participating in education and community engagement opportunities.

## **Solution**

Connect and collaborate with public and private partners to identify a series of solutions to bridge the divide to access sustainable, in-home Broadband Internet.



# Opportunities to Connected Students/Families



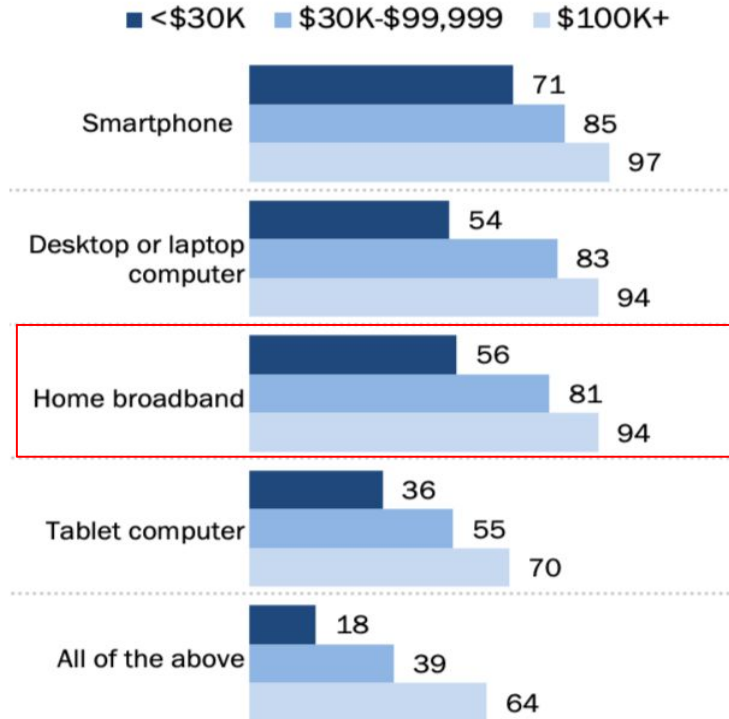
# High-performing A-rated District

MORE OF  
EVERYTHING YOU  
WANT FOR  
YOUR CHILD

PALM BEACH COUNTY SCHOOLS  
Your **BEST** Choice!

## Lower-income Americans have lower levels of technology adoption

*% of U.S. adults who say they have the following ...*

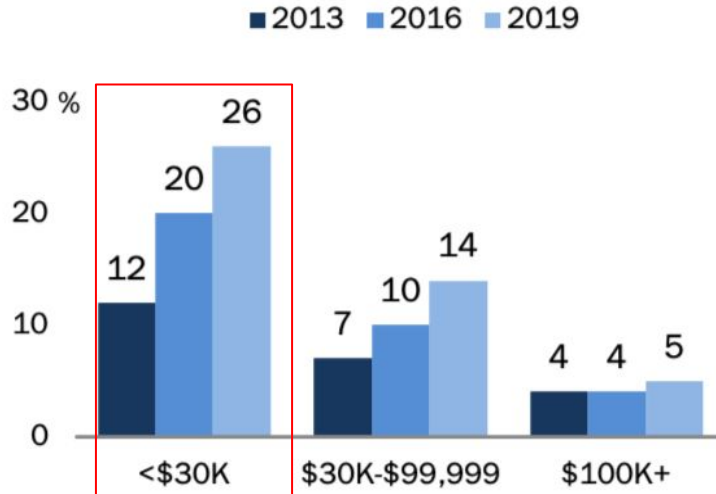


MORE OF  
EVERYTHING YOU  
WANT FOR  
YOUR CHILD



## The share of lower-income Americans who rely on their smartphone for going online has roughly doubled since 2013

*% of U.S. adults who say they have smartphone, but no broadband at home, by annual household income*



## Limited Engagement Students Access Internet via Cell Phone

Inst Sup	SchoolName	% Cell
Central Elem 2	Loxahatchee Groves Elementary	36.7
South Elem 1	Sunrise Park Elementary	33.3
Central Secondary	Royal Palm Beach High	30.3
North Elem	Jupiter Elementary	27.6
North Elem	Lake Park Elementary	25.0
North Elem/Middle	HL Watkins Middle	22.7
North Regional	West Riviera Elementary	22.4
Central Elem 2	Wellington Elementary	22.2
Glades Regional	Lake Shore Middle	21.9
Central Elem 1	West Gate Elementary	20.4
Central Secondary	Polo Park Middle	20.0
Central Regional	Highland Elementary	18.4
Central Elem 1	Belvedere Elementary	18.2
South Elem 1	Plumosa Sch of the Arts	17.6
Central Regional	North Grade Elementary	17.0
South Elem 2	Hagen Road Elementary	14.3
South Elem 2	Sunset Palms Elementary	14.3
Central Elem 1	Meadow Park Elementary	14.3

MORE OF  
EVERYTHING YOU  
WANT FOR  
YOUR CHILD



## SDPBC Home Technology Survey No Internet - Across Communities and Schools

### 15,000+ indicated NO Internet Across Each Community

School City	No Internet	% No Internet
Lake Park	233	23.3
South Bay	67	19.5
Belle Glade	625	19.7
Canal Point	39	17.5
Palm Springs	257	17.6
Pahokee	115	15.3
Greenacres	1275	16.4
Riviera Beach	438	14.4
Delray Beach	822	14.2
Lantana	563	13.7
Lake Worth	2584	14.4
West Palm Beach	3742	13.4
Boynton Beach	1166	11.4

### NO Internet Across Each School

Municipality	SchoolName	Internet	No Internet	% No Internet
<b>District Survey Total</b>		<b>133574</b>	<b>15431</b>	<b>10.4</b>
Belle Glade	Crossroads Acad	17	8	32.0
Belle Glade	Glade View Elementary	238	97	29.0
Belle Glade	Lake Shore Middle	486	154	24.1
Belle Glade	Pioneer Park Elementary	341	84	19.8
Belle Glade	Glades Central High	661	140	17.5
Belle Glade	Belle Glade Elementary	317	62	16.4
Belle Glade	Gove Elementary	679	130	16.1
<b>Belle Glade Total</b>			675	
Boca Raton	JC Mitchell Elementary	697	65	8.5
Boca Raton	Boca Raton Elementary	266	24	8.3
Boca Raton	Boca Raton High	1911	102	5.1
Boca Raton	Boca Raton Middle	1346	70	4.9
Boca Raton	Verde Elementary	963	41	4.1
Boca Raton	Omni Middle	1526	37	2.4
Boca Raton	Spanish River High	1506	35	2.3
Boca Raton	Calusa Elementary	909	21	2.3
Boca Raton	Don Estridge High Tech Middle	1086	24	2.2
Boca Raton	Addison Mizner Elementary	933	20	2.1
<b>Boca Raton Total</b>			439	
Boynton Beach	Forest Park Elementary	537	178	24.9
Boynton Beach	Rolling Green Elementary	501	164	24.7
Boynton Beach	Galaxy Elementary	450	110	19.6
Boynton Beach	Congress Middle	757	167	18.1
Boynton Beach	Boynton Beach High	595	125	17.4
Boynton Beach	Crosspointe Elementary	504	78	13.4
Boynton Beach	Poinciana Elementary	562	73	11.5
Boynton Beach	Freedom Shores Elementary	667	60	8.3
Boynton Beach	Citrus Cove Elementary	966	84	8.0
<b>Boynton Beach Total</b>			1039	

# Focused Strategies

## Short Term

- Hotspots (*tentative and limited*)
- Income-based Subscriptions
- Internet Sponsorships

## Long Term

- Municipal Wifi - Digital Inclusion
- Income-based Subscriptions
- Internet Sponsorships



# Long Term Solution - Municipal Wifi - Digital Inclusion

- **PBC Digital Inclusion \$10m CARES Funds**
  - Buildout of infrastructure in coverage areas prioritized with PBC & School District
  - County-wide Community Revitalization Teams (CCRT)
  - Expend funds by December 30th
  - Pole attachment agreements with FPL
  - One-time & Recurring Costs
- **WPB (1,200+ students) and Delray**
  - Proof-of-Concept, old technology needs updated
  - PB County fiber & access points mounted on traffic signals, FPL poles
  - Student devices \$50 to boost signal strength
  - Two networks available
    - Life and Safety
    - Education



# Creating a Municipal Wifi Mesh

Lay Fiber Optic Cable



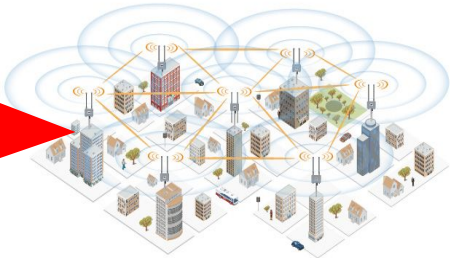
Connect Fiber to Root Radios



Root Radios Connect to Mesh Radios



Root & Mesh Radios Create Wifi Mesh



Wifi Extenders Capture Wifi Mesh Signal

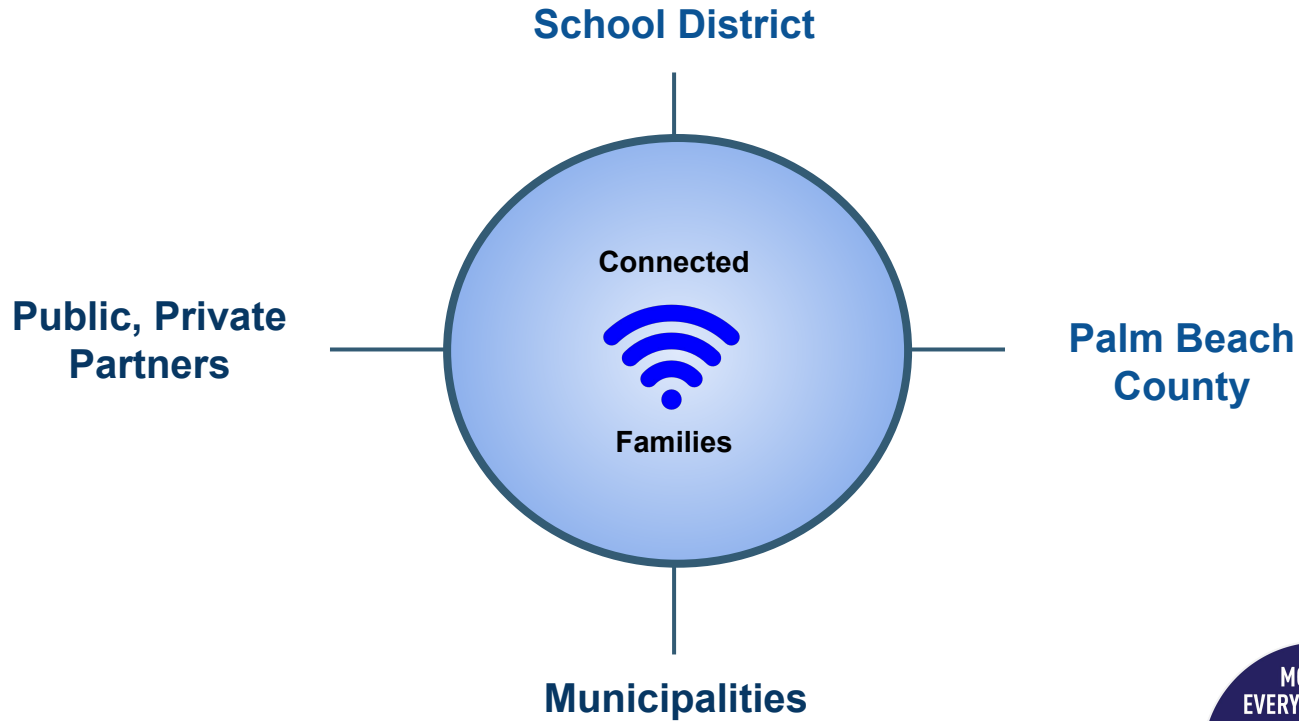


Family Enjoys Wifi





# Long Term Strategy Municipal Wifi - Digital Inclusion



High-performing A-rated District

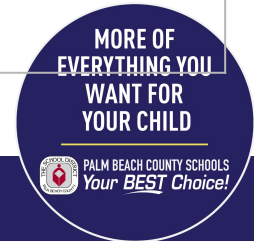




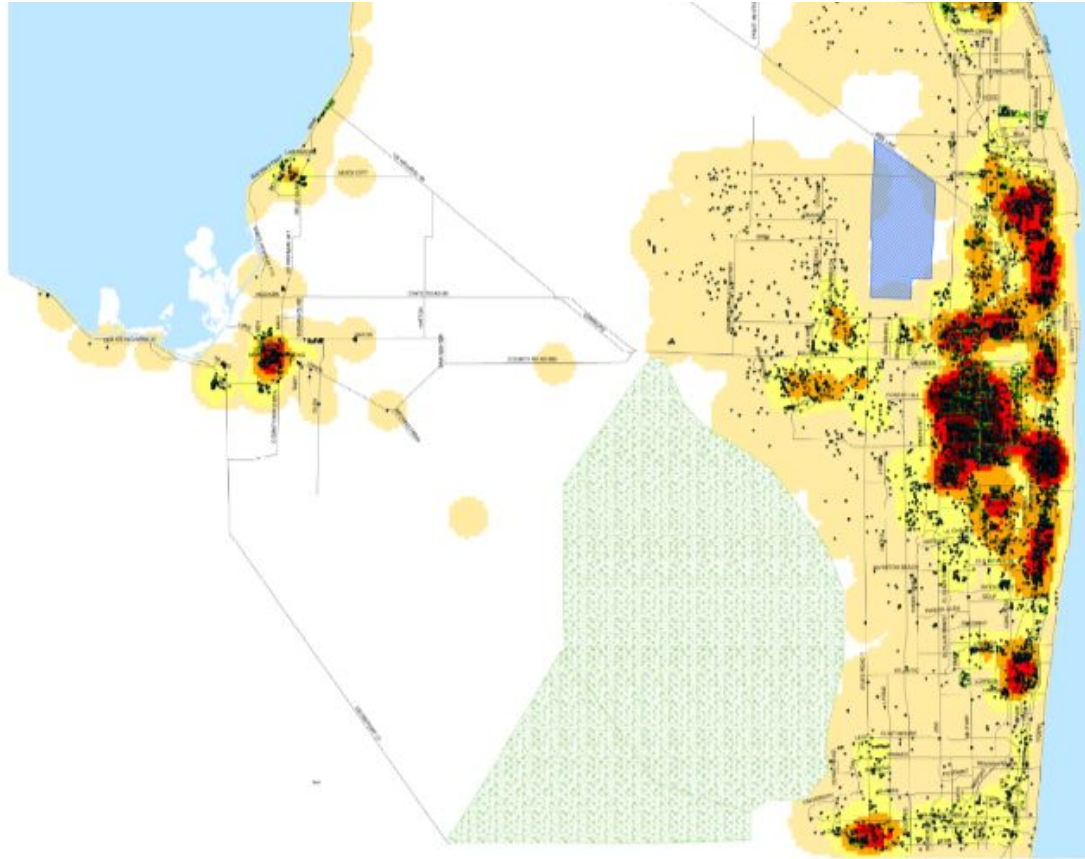
# Long Term Solution - Municipal Wifi - Digital Inclusion

## Agencies and Roles

Agency	Role
School District	Connect organizations, identify students, establish priority zones, provide devices, train families, communication, community engagement
PB County	CARES budget, engineering, technical setup
Municipality	Interlocal agreements, sustainability, budget, communication, services
Community Organizations	Training, support, services, funding, advocacy
Utilities	Support access to infrastructure, power
Policy Makers	Legislation, policy, funding



# Long Term Solution - Municipal Wifi - Digital Inclusion



High-performing A-rated District



# Long Term Solution - Municipal Wifi - Digital Inclusion

## Potential Municipalities

### Extreme Density (Dark Red)

Greenacres  
Haverhill  
Lake Worth Beach  
Lantana  
Palm Springs  
Riviera Beach  
Unincorporated PBC  
West Palm Beach

### High Density (Red)

Belle Glade  
Boca Raton (Unincorp.)  
Boynton Beach  
Delray Beach  
Greenacres  
Haverhill  
Hypoluxo  
Lake Park  
Lake Worth Beach  
Lantana  
Mangonia Park  
Palm Springs  
Riviera Beach  
Unincorporated PBC  
West Palm Beach

### Medium Density + Additional (Orange) + (Yellow)

Belle Glade  
Boca Raton (Unincorp.)  
Boynton Beach  
Delray Beach  
Greenacres  
Haverhill  
Hypoluxo  
Jupiter  
Lake Park  
Lake Worth Beach

Lantana  
Mangonia Park  
Pahokee  
Palm Springs  
Riviera Beach  
South Bay  
Royal Palm Beach  
Unincorporated PBC  
Wellington  
West Palm Beach

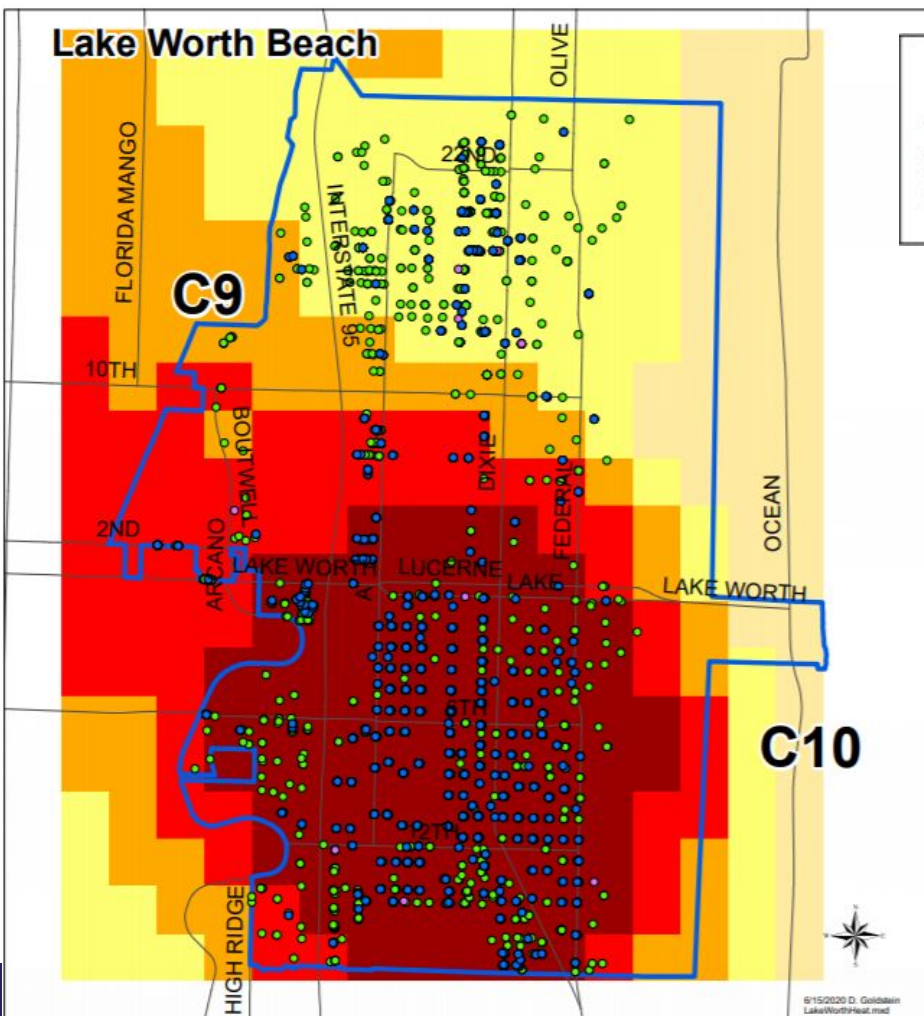
MORE OF  
EVERYTHING YOU  
WANT FOR  
YOUR CHILD



# Long Term Solution - Municipal Wifi - Digital Inclusion

Heat Map Zone	Square Miles	# of Students Impacted
Extreme Density (Dark Red)	14.6	21,710 (19,435 FRL)
High Density (Red)	35.62	32,009 (28,251 FRL)
Medium Density (Orange)	56.1	29,418 (22,341 FRL)
Additional Area	1.04	443 (288 FRL)
Total	107.34	83,580 (70,225 FRL)

# Lake Worth Beach



Jenks Natural Break Classification by All Students receiving Free and Reduced Lunch

- Free & Reduced and Responding No Interest
  - Responding No Interest
  - Free & Reduced
- | Density per 1/2 mile |             |
|----------------------|-------------|
| 3 - 120              | 3034 - 537  |
| 121 - 303            | 538 - 904   |
|                      | 905 - 1,613 |

6/15/2020 D. Goldstein  
LakeWorthHeat.mxd

High-performing A-rated District

**MORE OF  
EVERYTHING YOU  
WANT FOR  
YOUR CHILD**

**PALM BEACH COUNTY SCHOOLS**  
*Your BEST Choice!*

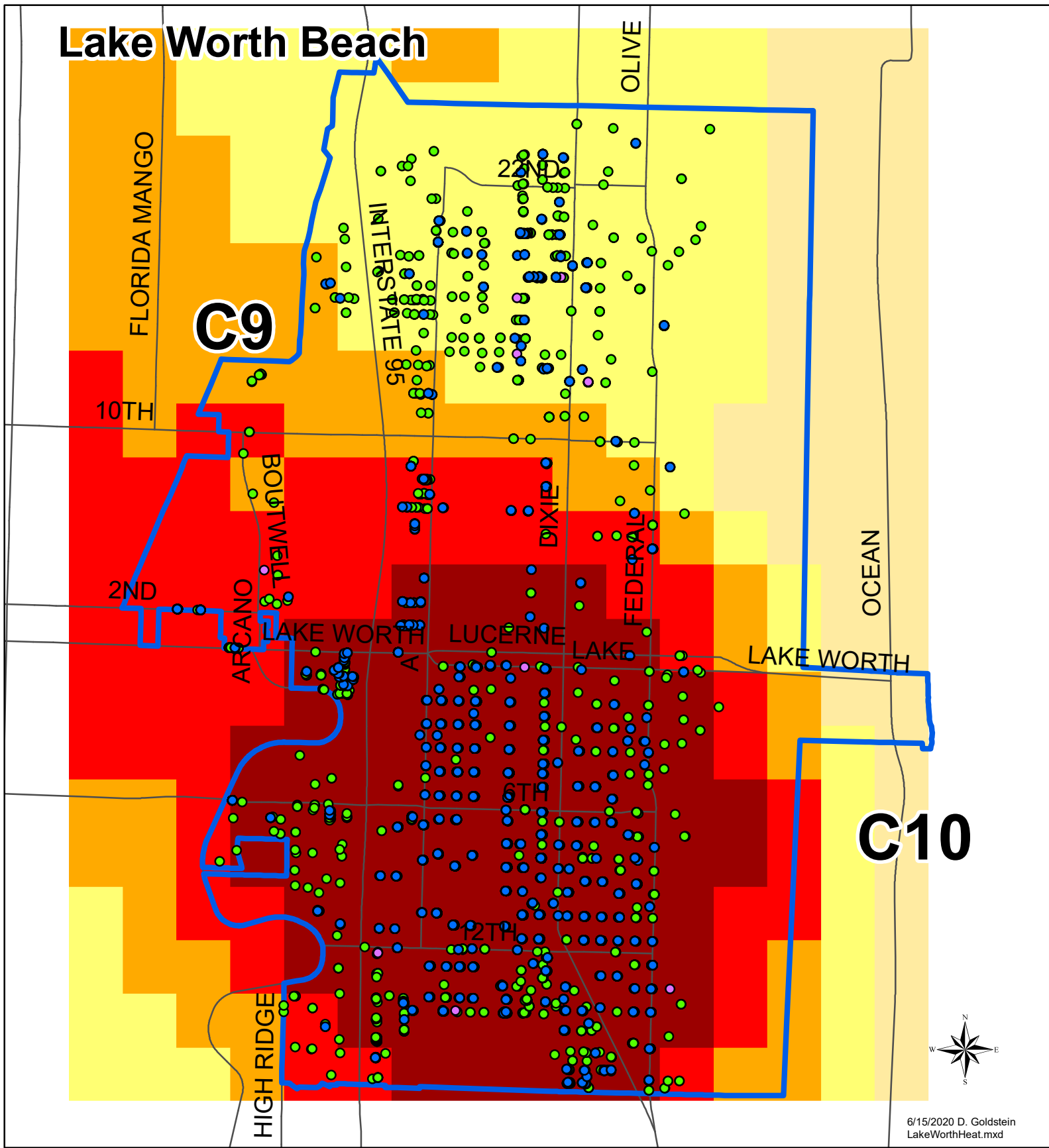
# Students in Lake Worth Beach

School Name	Enrolled	% ELL	% FRL	% SWD	District Devices		Internet at Home			
					n	%	Yes		No	
							n	%	n	%
<b>District Total</b>	<b>174813</b>	<b>18.4</b>	<b>63.7</b>	<b>16.6</b>	<b>68215</b>	<b>39.0</b>	<b>133574</b>	<b>89.6</b>	<b>15431</b>	<b>10.4</b>
Barton Elementary	1120	66.4	99.0	12.9	604	53.9	521	60.6	339	39.4
Highland Elementary	1092	72.9	98.4	13.4	676	61.9	542	65.9	281	34.1
South Grade Elementary	745	73.3	98.8	11.1	573	76.9	160	66.1	82	33.9
Lake Worth Middle	1282	50.1	93.5	17.5	694	54.1	771	68.5	354	31.5
North Grade Elementary	755	49.4	78.4	13.8	482	63.8	562	75.2	185	24.8
Lake Worth High	2429	31.0	89.6	16.4	1262	52.0	1556	76.6	476	23.4
	<b>7,423</b>	<b>57.18</b>	<b>92.95</b>			<b>60.4</b>				<b>31.2</b>

High-performing A-rated District



# Lake Worth Beach



6/15/2020 D. Goldstein  
LakeWorthHeat.mxd



## Jenks Natural Break Classification by All Students receiving Free and Reduced Lunch

- |   |                             |             |
|---|-----------------------------|-------------|
| ● Free & Reduced and Responding No Interent | <b>Density per 1/2 mile</b> | 3034 - 537  |
| ● Responding No Interent                    | 3 - 120                     | 538 - 904   |
| ● Free & Reduced                            | 121 - 303                   | 905 - 1,613 |

## Palm Beach County School District

Planning & Intergovernmental - GIS





# EXECUTIVE BRIEF SPECIAL MEETING

**AGENDA DATE:** June 18, 2020

**DEPARTMENT:** Electric Utility

**TITLE:**

Resumption of Disconnects for Non-Payment and Implementation of Utility Bill Payment Plan

**SUMMARY:**

This item proposes the resumption of service disconnects for non-payment of utility bills on July 17, 2020 and the implementation of a residential and commercial customer payment plan for utility bills

**BACKGROUND AND JUSTIFICATION:**

The City of Lake Worth Beach ("City") has been operating under an administrative order which suspended service disconnections through the end of June 2020 due to COVID-19. To date this order has allowed customers to defer payment on their City electric, water, sewer, and commercial refuse utility charges without late fees or penalties. As of June 8, 2020, a total of 1,747 customer accounts, or approximately 6.4% of City's utility customers, are in arrears greater than 30 days and 60 days in the collective amount of \$998,459, or 15.1% of City utility receivables; with the understanding that the data of customer accounts and collection amounts on the aging report change daily and have been increasing.

In addition to suspension of service disconnects and waiver of late fees, City Staff has undertaken an outreach program to affected customers to make them aware of sources of assistance in paying utility bills. Efforts to make customers aware of assistance programs have been undertaken via web on the City's web site, and phone and direct mail campaigns. Staff has made 3,723 phone calls to customers, leaving 1,489 voice mail messages and speaking directly with 1,523 customers, of which 1,391 expressed interest in receiving information on assistance programs. All interested customers were mailed program information. Program information has also been mailed to all City customers in the same envelope as their monthly bills, and also in lieu of traditional late payment reminder notices. A total of 619 applications for assistance by City utility customers have been received by the Palm Beach County assistance agency.

City Staff has provided periodic updates to the City Commission throughout the period as well as participating in public presentation and discussion on the elements of a plan that would include payment of outstanding balances and resumption of service disconnects.

**MOTION:**

Move to approve/disapprove the following:



- a) The City utility service disconnects shall resume on July 17, 2020 in order of meter read cycles, and
- b) The implementation of City utility payment plans for customers with accounts subject to service disconnection during the period of March 16, 2020 to July 16, 2020 for non-payment, upon request by customer, and
- c) The payment plans shall provide for payment of current and past due amounts over a period of \_\_\_\_\_ months for residential customers and \_\_\_\_\_ months for commercial customers (*number of months to be determined by the Commission*), and
- d) The reviews of utility bill deposits as required in City Resolution 70-2013 Sections 3.A.1, 3.A.3, 3.B.1, and 3.B.3 be suspended for all customers through September 30, 2020, and
- e) When the reviews of utility bill deposit reviews resume (October 1, 2020), that any delinquent payments from any customer during the period of March 16, 2020 through July 16, 2020, not be counted for determination of need for additional deposit.

Items b, c, d and e above will be memorialized in a resolution for the Commission's approval at the Electric Utility's June 30, 2020 meeting.

**ATTACHMENT(S):**

Fiscal Impact Analysis  
Utility Aging Report as of June 8, 2020  
Resolution 70-2013

# Utility Aging Report as of June 8, 2020

30 day Aging	
Total Commercial (excl. taxes & fees)	\$94,541 7.8%
Total Residential (excl. taxes & fees)	\$373,092 14.1%
Total EL Res & Comm (excl. taxes & fees)	\$467,633 12.1%
Total Water&Sewer (excl. taxes & fees)	\$154,695 9.0%
GRAND TOTAL ALL Utilites (incl. taxes & fess)	\$733,389 11.0%

60 day Aging	
Total Commercial (excl. taxes & fees)	\$36,840 3.0%
Total Residential (excl. taxes & fees)	\$114,710 4.3%
Total EL Res & Comm (excl. taxes & fees)	\$151,551 3.9%
Total Water&Sewer (excl. taxes & fees)	\$64,784 3.8%
GRAND TOTAL ALL Utilites (incl. taxes & fess)	\$265,070 4.0%

RESOLUTION NO. 70-2013 OF THE CITY OF LAKE WORTH, FLORIDA, ESTABLISHING UTILITY DEPOSIT REQUIREMENTS AND REFUNDS; PROVIDING FOR INTEREST PAYMENTS ON ALL DEPOSITS; PROVIDING THAT CONFLICTING RESOLUTIONS ARE REPEALED; PROVIDING AN EFFECTIVE DATE.

WHEREAS, the City previously adopted City resolution 1-98; 56-98; 2-2001; 65-2007; and, 18-2008, which established rules governing utility deposits for water, sewer and electric and other related matters; and,

WHEREAS, the City has entered into a contract with ONLINE Information Services, Inc., to assist the City in determining the appropriate residential deposit for utility service based on an applicant's credit history and other factors; and,

WHEREAS, in entering said contract, the City has reviewed its existing resolution governing utility deposits and found that it needs to revise the rules governing utility deposits to be consistent with the contract; and,

WHEREAS, the City now desires to revise its rules governing utility deposits; and,

WHEREAS, the City finds revising said rules related to utility deposits serves a valid public purpose.

NOW, THEREFORE, BE IT RESOLVED BY THE CITY COMMISSION OF LAKE WORTH, FLORIDA, that:

Section 1. Recitals. The foregoing recitals are hereby ratified and confirmed as being true and correct and are hereby made a specific part of this Resolution.

Section 2. Deposits.

(A) Generally

Before any person shall be entitled to utility service, he/she or the entity must pay a security deposit to the City unless specifically waived herein. Any security deposit may be applied by the City at any time in satisfaction of indebtedness for utility services which may be or become due to the City by the customer. After such application, the remainder thereof may be applied in discharge of any indebtedness of the customer to the City whatsoever and the City may use said deposit as if the City were the absolute owner thereof. This deposit shall not preclude the City from discontinuing, for non-payment, any and all services covered by this deposit regardless of the sufficiency of said deposit to cover such indebtedness for such services.

(B) Residential service

The initial service deposit for residential utility service in the name of an

individual(s) shall be established by consumer information received from a centralized database containing credit and consumer data information pertaining to the payment history of utility bills and other services ("Consumer Information Check" hereafter). The source of the Consumer Information Check may be without limitation credit information, consumer information, credit scoring services, fraud detection, and criminal records provided by national credit reporting repositories, and national criminal record databases, and/or local county systems.

The Consumer Information Check will determine the amount, if any, of the deposit required to establish service. The specific amount of the deposit shall be as follows:

- (1) Individual(s) whose Consumer Information Check suggests a substantial risk of delinquency shall pay a deposit of two and one-half (2.5) times the average or estimated monthly billing at the location rounded to the nearest Fifty Dollars (\$50).
- (2) Individual(s) whose Consumer Information Check suggests a moderate risk of delinquency shall pay a deposit of one (1.0) times the average or estimated monthly billing for electric service and/or Fifty Dollars (\$50) for water service per unit.
- (3) Individual(s) whose Consumer Information Check suggests no risk of delinquency shall not be required to pay a deposit.

The risk of delinquency shall be established based on information revealed in the Consumer Information Check as reviewed by the city and/or its designee.

An individual(s) who fails to provide the proper identification as required on the application for service; who initially provides false information; or, who has no Consumer Information Check history, shall be charged the same deposit as those individual(s) whose Consumer Information Check suggests a high risk of delinquency.

Once service is established, the City reserves the right to update an individual(s) Consumer Information Check and require a deposit or an increase in the deposit if the updated Consumer Information Check reveals an increase in risk of delinquency. The customer shall be notified, in writing, of any deposit adjustment and/or amount due the City. The amount due, if any, shall be paid within thirty (30) days of notification. Failure to pay the additional deposit amount may result in disconnection of service.

The initial service deposit for residential utility service in the name of an

entity (corporation, partnership, company, etc.) shall be as set forth below for Non-Residential (Commercial) General Service.

(C) Non-Residential (Commercial) General Service

Electric

The initial service deposit for electric utility service shall be the greater of Two Hundred Seventy Five Dollars (\$275) or two and one-half (2.5) times the monthly average or estimated bill rounded to the nearest Fifty Dollars (\$50).

Water and/or Sanitary Sewer

The service deposit for water and/or sanitary sewer service shall be the greater of Three Hundred Dollars (\$300) or two and one-half (2.5) times the monthly average or estimated bill rounded to the nearest Fifty Dollars (\$50).

No non-residential (commercial) electric or water/sewer deposit shall be waived. However, deposits for service to any unit of federal, state or local government are waived as are deposits for service to any organization having a valid State of Florida tax exempt certificate as long as such organization is assessed no more than one (1) delinquent late fee in the most recent twelve (12) month period.

In lieu of a cash deposit, a surety bond or an irrevocable letter of credit, as approved by the utility customer service manager or designee, may be accepted for non-residential (commercial) general service.

Section 3. Deposit Review/Adjustment Policy.

(A) Residential

In addition to the City's reserved right to periodically update an individual(s)' Consumer Information Check and revise the required residential deposit accordingly, the City shall require an adjustment of a residential deposit balance under the following circumstances:

1. One (1) disconnect for non-payment;
2. One (1) dishonored check;
3. Four (4) delinquent payments within current twelve (12) month period;

4. Balance due on a prior final bill;
5. Evidence of Illegal Use; or,
6. Any other evidence to suggest a higher risk of delinquency.

If any of the above exist, the residential account balance shall be adjusted to the amount required for an individual whose Consumer Information Check suggests a high risk of delinquency.

(B) Non-Residential (commercial) General Service.

The City shall require an adjustment of a non-residential deposit balance under the following circumstances:

1. One (1) disconnect for non-payment;
2. One (1) dishonored check;
3. Four (4) delinquent payments within current twelve (12) month period;
4. Balance due on a prior final bill; or,
5. Evidence of Illegal Use.

If any of the above exist, the non-residential account balance shall be adjusted to the amount equal to two and one-half (2.5) times the recent monthly average or estimated bill rounded to the nearest Fifty Dollars (\$50).

- (C) An existing customer may request a deposit status review and the review will be used to bring the account into compliance with the requirements herein.
- (D) The customer shall be notified, in writing, of any deposit adjustment and/or amount due the City. The amount due, if any, shall be paid within thirty (30) days of notification. Failure to pay the additional deposit amount may result in disconnection of service.

Section 4. Refund of Residential Service Deposits.

- (A) Residential service deposits shall be refunded to the depositor(s) after a continuous service period of twenty-five (25) months provided that the customer has a satisfactory payment record; the customer has not, in the previous twelve (12) months, made more than one (1) late payment of a bill; had a check returned for non-payment of a utility bill; has not engaged in any Illegal Use; left an unpaid balance from a previous account; and, does not have any other indebtedness to the City.
- (B) Refund of a deposit for an active utility account(s) shall be in the form of a credit to the corresponding account(s). Refund of deposit for closed accounts will be in the form of a check payable to the person or persons who established said utility deposit. In the event of a deceased depositor, refund will be to the estate or pursuant to Court order.

Section 5. Commercial Deposits - Non-refundable.

No commercial deposit shall be refunded until the service(s) are terminated; the final bill is paid in full; and, any other indebtedness to the City is paid.

Section 6. Interest on Deposits.

Deposits paid to and held by the City of Lake Worth shall accrue simple interest. The interest on the customer's deposit shall be effective after the customer's service and the deposit have been in existence for a continuous period of six (6) months.

The following procedure shall be utilized:

- (A) Deposit amounts shall be received and properly receipted in accordance with established procedures.
- (B) Each year, during the month of September, the City of Lake Worth shall establish the percentage rate to be applied on those monies on deposit on September 30 of that year. The percentage rate to be applied shall be based on the interest earned by the city for the deposits less a reasonable administrative fee for administration of the deposits. The city manager shall be vested with the authority to approve the percentage rate to be applied and associated administrative fee.
- (C) Each year during the month of October, the accrued interest shall be credited and applied to the customer's account as payment towards the current bill. If the monies have not been on deposit for the entire year, the credit will be adjusted to reflect the actual number of months that the monies have been on deposit.

Section 7. Conflicting Resolutions Repealed.

All resolutions or parts of resolutions in conflict herewith are hereby repealed.

Section 8. Effective Date.

This Resolution shall take effect immediately upon its passage.

The passage of this Resolution was moved by Vice Mayor Maxwell, seconded by Commissioner Szerdi, and upon being put to a vote, the vote was as follows:

Mayor Pam Triolo	AYE
Vice Mayor Scott Maxwell	AYE
Commissioner Christopher McVoy	NAY
Commissioner Andy Amoroso	NAY
Commissioner John Szerdi	AYE

The Mayor thereupon declared this Resolution duly passed and adopted this 3<sup>rd</sup> day of December, 2013.

LAKE WORTH CITY COMMISSION

By: \_\_\_\_\_  
Pam Triolo, Mayor

ATTEST:

\_\_\_\_\_  
Pamela J. Lopez, City Clerk