

## RESOLUTION NO. 25-14

**A RESOLUTION TEMPORARILY WAIVING THE \$15 LATE FEE ON DELINQUENT UTILTIY BILLS DUE TO THE TYLER TECHNOLOGIES UTILITY BILLING SOFTWARE MIGRATION**

**WHEREAS**, the City's utility billing system is undergoing a software migration that will temporarily delay applying payments to the customer accounts; and

**WHEREAS**, delinquent utility bills effective March 17, 2025, would normally incur a \$15 late fee as specified in the Master Fee Schedule; and

**WHEREAS**, customers may be unable to make payments between the due date and the penalty date due to the temporary system limitations beyond their control; and

**WHEREAS**, the City seeks to ensure fair and responsible billing practices during this transition period;

**NOW, THEREFORE, BE IT RESOLVED** by the Common Council of the City of Box Elder, that:

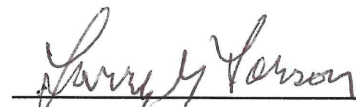
1. The \$15 late fee on delinquent utility bills, as outlined in the Master Fee Schedule, shall be temporarily waived for the month of March.
2. This waiver shall apply to all delinquent accounts that would have otherwise incurred a late fee during the period of system migration.
3. Normal billing and late fee assessments will resume once the software migration is complete,
4. Customers on the shut-off list for the end of the month, will be processed as normal, however there will not be a \$15 late fee for the month of March on their final bill.

**PASSED, APPROVED AND ADOPTED** this 4 day of March, 2025.

**ATTEST:**



Renee Baker, Interim Finance Officer

  
Larry Larson, Mayor



**ATTESTATION**

I, Chaz Kokesh, the City Clerk of the City of Box Elder, South Dakota, do hereby attest and state the above resolution was published on March 13, 2025 in the manner required by law and that all procedures required by the State of South Dakota law were complied with. This resolution shall become effective on April 1, 2025.

Chaz Kokesh

Chaz Kokesh, City Clerk