

City of Kingman

Utility Hearing Procedures

Any customer desiring payment arrangements for past due utility bills must meet with the City Commission. The staff at City Hall is not able to make utility payment arrangements.

The City Commission has developed a system to help customers avoid appearances in an open meeting to make payment arrangements. This will help customers maintain their privacy and allow them to work directly with a City Commissioner to seek assistance. The City Commission understands that hardships can arise that impact a customer’s ability to make utility payments and this process will result in definite agreements to get the past due bills paid.

The Utility Hearing process will be as follows:

1. Hearings will be held at 6:00 p.m. on the 4th Thursday of the month prior to the scheduled meeting of the City Commission. Always check with City Hall for holiday schedules.
2. Customers will complete a Utility Hearing Form to explain the circumstances that have necessitated their request and propose how they would like to resolve the late bill based upon their situation.
3. After completing the Utility Hearing Form, the customer will then meet privately with one (1) City Commissioner and the City Manager to develop a payment agreement.
4. If an agreement is reached, the customer will sign the Utility Hearing Form to show his/her acceptance of the payment agreement. The customer will then be free to leave and will not have to appear at the public meeting of the City Commission later that evening.
5. If an agreement cannot be reached, the customer will then have to meet with the full City Commission at their meeting as with the previous policy.
6. Payments can be accepted at the utility hearings as part of payment agreements.

This plan has several advantages for our customers:

* Protects the privacy of customers who may have serious issues impacting their ability to pay
* Keeps personal business out of a public meeting
* Allows customers to interact directly with a City Commissioner to develop agreements
* Makes it possible for customers to get help in a private meeting without actually appearing at a City Commission meeting

