



AGENDA SUMMARY EUREKA CITY COUNCIL

TITLE: City Council Policy and Procedures

DEPARTMENT: City Clerk

PREPARED BY: Pam Powell

PRESENTED FOR: Action Information only Discussion

RECOMMENDATION

Adopt Policy No. 2.50 Water Turn-Off Policy; and
Adopt revised Policy No. 1.79 Social Media; Policy 2.10 Travel; and 5.01 Subpoena of
Safety officers as Civil witnesses.

FISCAL IMPACT

No Fiscal Impact Included in Budget Additional Appropriation

COUNCIL GOALS/STRATEGIC VISION

DISCUSSION

The City Council Policy and Procedures Manual requires review periodically to update and revise policies and procedures as needed. As laws emerge and change it is necessary to review the policies that assist staff and the public regarding City business. Staff is recommending the following policy adoption:

Policy No. 2.50 Water Turnoff Policy –California Health & Safety Code Section 116906 requires a written policy on discontinuation of residential service for nonpayment. This policy states that water service will not be cut off until a customer's bill is at least 60 days overdue. Before discontinuing service, the City will attempt to contact the customer and offer options to prevent disconnection, such as payment plans or extensions. Special protections are available for customers experiencing medical or financial hardships, provided they enter an alternative payment plan. If disconnection remains scheduled, the City will issue a final notice at least 10 days in advance. Appeals are permitted, and water service will not be discontinued while an appeal is under review. Although the policy itself is new, its procedures align with past and current practices in the Finance Department's water/sewer billing operations.

Policy No. 1.79 Social Media Policy – The current Social Media policy was created and adopted in 2017. This update to the existing policy ensures that current law surrounding City managed social media sites is followed.

Policy No. 2.10 Travel Policy – Updates to the travel policy to reflect current practice and provide clarity surrounding employee travel.

Policy No. 5.01 Subpoena of Safety Officers – Updated to provide guidance to employees subpoenaed as Civil witnesses and actions that are necessary to notify the City Attorney.