

CITY OF VINELAND

**ORDINANCE NO. 2023-20**

**ORDINANCE AMENDING ORDINANCE 2017-10, AS AMENDED, CHAPTER 687, PART 2, ARTICLE VII, SECTION 687-79 OF THE CODE OF THE CITY OF VINELAND ENTITLED CUSTOMER SERVICE CENTER AND ORDINANCE 1062, AS AMENDED, CHAPTER 5, SECTION 5-15 OF THE CODE OF THE CITY OF VINELAND ENTITLED DIVISION OF INFORMATION SYSTEMS**

**WHEREAS**, on February 14, 2017 City Council adopted Ordinance 2017-10 establishing the division of Customer Service Center within the Department of Municipal Utilities; and

**WHEREAS**, as Customer Service duties have expanded to include the use of new information technologies to streamline the division and provide better customer service to persons paying their utility bills, among other charges of the City; and

**WHEREAS**, the Business Administrator and Chief Financial Officer have recommended that Customer Service become a subdivision of the Division of Information Systems to better assist the public.

**NOW, THEREFORE, BE IT ORDAINED** by the City Council of the City of Vineland that Chapter 687. Part 2, Article VIII, Section 687-79 entitled Customer Service Center be deleted in its entirety.

**BE IT FURTHER ORDAINED** that Ordinance 1062, as amended,, Chapter 5, Section 5-15 of the Code of the City of Vineland be amended with the addition of the following sections:

Section 5-15 C. Within the Division of Information Systems shall be the Subdivision of Customer Service Center. Under the general supervision of the Business Administrator and the direct supervision of the Municipal Department Head/Municipal Director of Information Systems, the Customer Service Center shall:

1. Maintain a system of accounts, as prescribed by the Chief Financial Officer in conjunction with the Municipal Department Head/Municipal Director of Information Systems and any applicable federal and state regulatory agencies, for the receipt of payments and credits for all municipal utility bills and charges to the customers.
2. Develop and maintain a system for the collection of delinquent municipal utilities service bills and enforcement of municipal utilities service liens.
3. Be responsible for the provision of customer service, including initiation of new service, service discontinuance, service changes and customer inquiry. Assist with onboarding, disconnecting and servicing of accounts through online platforms as well as other emerging technologies including Customer Relationship Software.
4. Provide for the uniform collection and enforcement of rates, rents or charges for all utilities and the enforcement of the municipal liens against the property and premises where such light, heat, power or water is furnished, and the interest drawn therefrom, as established by the City which established the general terms, rules and regulations.
5. Be the primary liaison for City of Vineland customers through public communication with the objective to be clear and concise with resolution of problems in a timely manner, helpful in answering questions via telephone and electronic mail, and providing accurate information upon request. Provide conflict

CITY OF VINELAND

resolution when need be along with settlement of disputes for billing and account discrepancies in accordance with existing policies and approval of the Municipal Department Head/Municipal Director of Information Systems

**BE IT FURTHER ORDAINED** that the balance of Chapter 687, Part 2, Article VII and Chapter 5, Section 5-15 not amended hereby shall remain in full force and effect.

**BE IT FURTHER ORDAINED** that should any portion of this Ordinance be deemed unenforceable by a court of competent jurisdiction, that portion so determined to be unenforceable, shall be void and the balance hereof shall remain in full force and effect.

**BE IT FURTHER ORDAINED** that should any Ordinance or portion thereof be inconsistent herewith, such Ordinance or portion thereof shall be void to the extent of such inconsistencies.

This Ordinance shall take effect upon adoption and publication according to law.

Passed first reading:

Passed final reading:

\_\_\_\_\_  
President of Council

Approved by the Mayor:

\_\_\_\_\_  
Mayor

ATTEST:

\_\_\_\_\_  
City Clerk