

From: Kelly Cooper <ktb123@ymail.com>
Sent: Thursday, November 13, 2025 4:23 PM
To: rmcdermott@threeforksmontana.us; gbuchanan@threeforksmontana.us;
rhoonton@threeforksmontana.us; gchancellor@threeforksmontana.us;
gtownsend@threeforksmontana.us; Kelly Smith; City of Three Forks; Randy Johnston
Cc: Mickie; kimjofink@gmail.com; Matthew Bugland
Subject: Fw: City Water Billing processes.

Members of the Council and City Staff,

After the previous three discussions on the topic of tenant water bills, both Mickie and I have tried to put a lot of the perceived hard feelings aside and tried to understand where the City Office is coming from, in terms of streamlining the water billing process and easing the strain on their time.

It was, and still is, our intent to try and put forth input that would be of value to the group and hope to help everyone move forward with a similar goal in mind, i.e. getting rid of security deposits, and freeing up overall office time.

Between the two of us, we tried to call the immediately surrounding communities, that were quoted in the documents presented, to get an understanding for how they are processing the tenants water in property owners names. It became immediately clear, that there was no simple answer. It seemed a balance of tenant and owners name, or owner names and tenant addresses. All of the offices we spoke with have methods of getting their billing to the tenants, some via mail and some via email. Several of the offices contacted, said it was super simple to switch names when new tenants check in, they do not have sign up fees, and the only deposits that were being taken were on the trash bins for the towns that offered that service. Please see the attached notes below.

We both believe that there is ample middle ground that we all seem to agree with, both groups just need some clarity. it does seem to boil down to Security Deposit and move out billing.

I believe removing security deposits, and a very defined process between Landlord, Tenant, the Utility provider (in this case the City of Three Forks). Could actually negate the majority of the problems and the time wasted. The communication of tenants to city can be eliminated for move out purposes. After hearing the testimonies of Crystal and Kelly, the take away is that with move outs, the tenant gives notice to the Landlord/property owner and then gives their own perceived move out date to the city. The landlords/ property owners need to provide the city with the tenant final billing dates. A tenant giving notice of move out, may not have fulfilled their lease requirements and still have obligations to maintain the property in a usable state, whether they are living in it or not. On many occasions, the tenants used the lack of correct communication between the landlord/property owners and the utility in what is perceived as their favor, but truly sounds like it is what is wasting the landlord/property owner and the city office/utility's time. We are both spending way too much time trying to explain how the billing cycle functions and what their final bill is... so that part is figured out between us, and will be a responsibility of the Landlord/property owner.

For tonight, I would like to see this be sent back to the committee to have a working session, is there an avenue to have a non-formal meeting to try and understand where all parties concerns and thoughts are? This should not be an us vs them situation.

Kelly Cooper Bugland
KTB Property Management L.L.C.
Montana Licensed Property Manager
406-285-6946

----- Forwarded Message -----

From: Mickie Imberi <actionrealtysolutions@gmail.com>
To: Kelly Cooper <ktb123@ymail.com>
Sent: Thursday, November 13, 2025 at 02:38:57 PM MST
Subject: Re: City Water Billing processes.

Additional Info in Red

Whitehall- Spoke with Jessica. Owners name only, however bills is tenants address. They do not E-bill, paper copy only. No sign up fee- in-fact the process for name/address changing is very simple, takes a min or two. They do have options to pay online. No late fee's, they have never charged a late fee but do have something where they could, just never have. No deposits.

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On Thursday, November 13, 2025 at 12:45:43 PM MST, Kelly Cooper <ktb123@ymail.com> wrote:

Townsend- spoke with Diane. Residential is not metered. Flat rate billing \$91.03 water \$66.70 sewer \$17.20 Garbage \$174.93/mo. Bill remains in the property owners name, but bill is always the same amount each month. Property Manager is able to get a copy of the bill.
Late Fee? Late Notice is mailed out. They do provide an option of E-billing.

Lima- Closed

Bozeman - Offer Water/Sewer/Trash.

Because of the "Care of Current Tenant" waiver agreement from the Landowner, Bill can be BILLED to home address or the landlord.

No Deposits taken except for trash services for the Trash bin services as well as as a trash bin delivery fee (Set-Up)

**Hang Tag is placed on the meter before turn off. \$100 fee to turn off and \$100 to reinstate
Allison (406) 582-3200**

Livingston - Water/Sewer/Trash

landlord can set it up anyway they would like.

Both the landlord and the named individual get a monthly bill

No deposit

Samantha (406) 222-5667

Manhattan- Spoke with Tanya, Residential Water base is \$21.84 and \$1.25/1000 (gals no Cubic)
Sewer base \$70.80 then additional \$2.54/1000 no garbage. They used to change it to tenants name,

when Tanya first started, however they have had much less issues with late fees being in property owners names and tenants get a emailed bill. Most tenants still pay the bill. They do not and have never had a sign up fee and couldnt see why they would. It just takes a moment to make those changes. Late fee is \$20, they have about 40 days to pay a bill before that is applied. Late notices get hung directly on the front door of the physical property. She could see where it would be nice to have a deposit on file for the tenants, that is typically where they have an issue is with the final bill being paid.

Belgrade - Water and Sewer only

Completely up to the Landlord how the service is titled. Tenant can go online and establish service if that is the way the Landlord would like it.

No deposit - Up for debate currently

Service can be paid on-line 3% for CARD and \$1.50 for ACH payments

Melanie (406) 388-3760

Whitehall- Out to lunch but website showed:

Water* 3,000 gallons of water: \$71.00

Every 1,000 gallons above the base rate: \$2.25

Sewer* 2,000 gallons of sewer: \$32.50

Every 1,000 gallons above base rate: \$9.05

Garbage Residential once a week pickup: \$19.00

TOTAL BASE RATE= \$122.50

Mickie Mantle Imberi

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On Thu, Nov 13, 2025 at 1:31 PM Kelly Cooper <ktb123@ymail.com> wrote:

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