



## CITY COUNCIL AGENDA

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I. 6:30 PM **CALL TO ORDER: FEBRUARY 8, 2022 COUNCIL WORKSHOP**

II. **PRESENTATIONS**

A. **DISCUSSION ON FIRE RECOVERY USA BILLING**

Documents:

[FIRE RECOVERY USA LETTERS.PDF](#)

B. **FIRE DEPARTMENT UPDATE AND DISCUSSION ON COUNTY FIRE COVERAGE AREA**

Backup will be provided at the meeting.

III. **ADJOURNMENT**

January 17, 2022

Attn: Fire Chief,

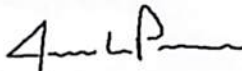
The cost of inflation is dominating the headlines. Our labor cost and the everyday cost of providing services has increased dramatically over the past several years as have your cost of providing your services. During our annual account review process, we noticed your department has not increased rates for your services and responses since becoming a customer.

We consider ourselves a business partner, not just a vendor providing services. As such, in an effort to continue our high service standards and to keep our rates as competitive as possible, we'd like you to strongly consider adjusting your rates in line with the historical Consumer Price Index (CPI). Although adjusting your rates is not required, we want you to maximize your cost recovery program and make sure you're recouping the actual cost of your services and responses. Since 2010 the overall rate of inflation has skyrocketed to approximately 27.47%. We would recommend increasing your rates to the rates we have attached to this letter.

We understand changing your rates will take an amendment to your existing Ordinance or Resolution and we're happy to help you through that process.

Please feel free to call us at **800.640.7222 Ext. 1** or email us at **sales@firerecoveryusa.com** and we can assist you.

Justin L. Powell  
Director of Sales



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[www.firerecoveryusa.com](http://www.firerecoveryusa.com)

October 18, 2021

REQUEST FOR MODIFICATION OF BILLING PRACTICES

It has come to our attention that certain insurance companies are attempting to reduce or eliminate payment on invoices for your fire response billing. State Farm, which is the largest insurer in the country, has recently implemented a program that they will only pay \$250 per incident on the most common runs (invoices under \$600) we submit on your behalf. Other smaller insurance carriers have elected to not pay anything for your response. Many insurers deny the claims after obtaining the ordinance that supports the invoice and discover their insured is not going to be billed direct if the insurance company refuses to make payment. Basically, these ordinances encourage them to not pay claims as their residents or non-residents will not be charged if they do not pay. We feel this practice needs to change in order to protect your cost recovery program.

We would like to recommend that you direct bill ALL non-resident recipients of your services. This will allow us to pursue and recover your costs of response at a much higher rate of recovery. It will also reverse this trend of insurance retaliation by putting pressure on the insurance company to cover these costs of response.

If you would please execute and return this document we will commence direct billing. Please scan and send back to your Sales Representative or to [Sales@FireRecoveryUSA.com](mailto:Sales@FireRecoveryUSA.com) or fax to 916.943.1661. As always, if you have any questions or would like to discuss this further, please do not hesitate to call your sales representative to discuss further. We are confident that with this modification we will be able to much more efficiently recover your costs of responding.

Sincerely,

M. Craig Nagler  
Manager/CEO

I give Fire Recovery USA, LLC authority to begin billing directly on behalf our behalf effective:

Date: \_\_\_\_\_

City of/Fire Department: \_\_\_\_\_

Fire Chief: \_\_\_\_\_

Signature: \_\_\_\_\_

[www.firerecoveryusa.com](http://www.firerecoveryusa.com)