

ADMINISTRATIVE PROCEDURE
SUBJECT: **WATER/SEWER PAST DUE**
 ACCOUNT COLLECTIONS

Town Administrator –

DATE

I. STATEMENT

A. When water/sewer invoices go into the past due status, the following procedure shall be followed.

II. DEFINITIONS

Past Due: Shall mean amounts outstanding that are more than 30 days from bill date.

III. PROCEDURE

A. Past Due Accounts / Shut-Off Notices:

- The listing of accounts for shutoff notices shall be run on accounts with amounts over \$50.00 and more than 15 days past due.
- The billing office staff will review each notice prior to mailing.. Accounts with payment arrangements or accounts that have a balance that is pending an abatement request -will not be mailed shut off notices. Balances that have an abatement request pending that have not paid the uncontested amount, will receive a shut off notice and will also be scheduled for shut off. Advance payment arrangements will be made on all accounts to avoid shut off.
- The notice will have a date for water shut-off no earlier than fourteen (14) days from mailing.
- Apartment Door Tags will be posted after the mailing of shutoff notices.

B. Payment Arrangements:

- All payment arrangements will be made with the Town Finance Director and must be made prior to shut-off date and will be determined with the goal of bringing the account balance to zero prior to the next scheduled invoice on each account.
- After the mailing of the shut-off notice, all arrangements must be for ½ of the past due amount and payment in full prior to next scheduled invoice. If an exception is made, the Finance Director -must approve it in advance.
- All arrangements made for accounts past due will be documented and mailed to the customer. Documentation will state that if payments are not made as scheduled, the water service will be shut-off the following business day without any further notification. The arrangement document will also state that if any checks are returned for non-payment or insufficient funds, it will result in the termination of water service on the next business day.

C. Day of Shut-Off

- No arrangements will be made after technician has been sent to the property. Payment in full is the only option. The Finance Director must approve any exceptions.
- The technician performing the actual shut-off of the water service will make no attempt to contact the resident.

D. Returned Checks for Past Due Accounts with Arrangements

- When a check is returned for non-payment/insufficient funds, and arrangement letter was previously sent as noted above in sections B and C, the water service will be terminated the following business day.

IV. EXCEPTIONS

- The Town Administrator -or his or her designee may amend or over ride this procedure, OR modify an arrangement as needed in special or extenuating circumstances.