

## **Collection Processes**

### **Utilities:**

- UCS sends the customer an initial bill with 20 day due date
- If amount due is not paid within 20 days, a past due notice (hard copy per ordinance) with a 10 day timeframe before subject to disconnection is sent to the customer
- UCS sends an auto generated email/phone/text notification a few days before disconnection
- Disconnection occurs if the delinquent balance is not paid
- If the services are not restored for lack of payment the account is “officialled” off after 30 days from disconnection
- UCS sends the account to collections at least 60 days after the due date

### **Miscellaneous Receivables:**

Reports are reviewed for all past due invoices. Follow up letters are sent and/or phone calls may be placed to customers with past due accounts. Service may be discontinued to that customer if applicable. When an account is sixty days or more past due the account may be referred to the city’s collection agency. The department for whom the invoice was created may be consulted during this process for additional information.

Receivables due to city property damage are first handled by Risk Management to make recoveries through insurance. If no insurance or partial insurance recovery occurs the balance is billed through Miscellaneous Receivables.

### **Home Energy Loans:**

Home energy loans are secured by a lien on the property. If the property is sold or refinanced the loan is due and payable, although the city may subordinate during refinancing. Penalties are assessed on late or partial payments and added to the next monthly invoice. If a loan customer ceases to make their monthly payments the account may be sent to collections after sixty days. There is also a provision in the promissory note that utilities may be disconnected for nonpayment.

### **Special Assessment Taxes:**

Special Assessment Taxes are due in sixty days. If the tax is not paid after sixty days the property owner may set up a payment plan allowing up to ten years to pay. If the tax bill is not paid within the ten years and there has been no judgement entered then the city no longer has a claim to collect the tax.

### **Employee Health Club Deducts:**

The city had a program, since discontinued, where the full annual health club membership for an employee was paid by the City and the employee repaid that amount by payroll deduction. When an employee left city employment the balance would be recouped from the final check, subject to the maximum deductions allowed by law.