

## CLVC WATER/WASTEWATER BILL COLLECTION POLICY

### Bills Due

Bills are payable on or before the due dates stated on the invoices, or 30 days from the date rendered.

#### **Example:**

**Bills sent out on March 1<sup>st</sup>.**

**If no payment made within 30 days (March 31<sup>st</sup>), a late fee of \$25 will be applied.**

**If no payment made within 45 days (April 15<sup>th</sup>), water shut off notice will be sent on the 1<sup>st</sup> of May.**

**May 16<sup>th</sup> a 24 hour disconnection notice will be posted on customer door.**

**May 17<sup>th</sup> water is turned off.**

### Past Due Bills

A bill will be considered past due if it is not paid within 30 days of the date rendered.

### Late Charge

The CLVC will apply \$25.00 late charge on any particular past due amount when the bill first becomes past due. The late fees will be applied each month until payment is made in full or account is put on a payment plan.

### Termination of Water/Wastewater Services

Termination of water services will occur if a customer has failed to pay account within 45 days after initial rendering of the bill and the customer has not entered into a deferred payment agreement with the Chignik Lagoon Village Council (CLVC).

A delinquent notice will be sent on the 31<sup>st</sup> day, which allows the customer 15 days to bring account current. On the 16<sup>th</sup> day, a shut off notice will be placed on the door giving the customer 24 hours to bring account current. If no payment, water will be shut off by end of business on the 17<sup>th</sup> day.

CLVC will make reasonable attempts to contact the customer by telephone. The CLVC will keep records of all attempted and completed telephone contacts showing the date and time, the person making the attempt, and the outcome.

### Collection

After 90 days of no payments/no payment plan agreements, the account will be assigned to a collection agency. A 25% collection service fee will be added to the total past due amount. The collection agency will take over the account and continue to make collection attempts.

### Payment Agreements/Plans

If a residential customer expresses economic hardship which prevents payment in full of outstanding bills, they can continue to receive water/wastewater service only if the customer agrees to a deferred payment contract. This contract is to be signed by the customer, the administrator and one council member. The contract will meet the following requirements:

1. The customer agrees to pay 1/3<sup>rd</sup> (or less at the council's discretion) of the outstanding bill at the time the deferred payment agreement is signed.
2. The customer agrees to pay all future bills for service within 45 days that they are rendered.
3. The customer agrees to pay the remaining outstanding balance in installments over a period not to exceed 12 months.

In determining a reasonable deferred payment schedule, the CLVC will discuss with the customer and consider the following conditions:

1. Size of the overdue account
2. Customer's ability to pay
3. Customer's payment history
4. Length of time the debt has been outstanding
5. Circumstances that resulted in the outstanding debt
6. Any other relevant factors related to the circumstances of the customer.