

COLLECTION POLICY

This policy supersedes all previous policies

ADOPTION DATE: April 28, 1994 Revised: October 1, 2005, August 30, 2012

EFFECTIVE DATE: August 30, 2012

RESPONSIBLE FOR ADMINISTERING POLICY:

Manager, Board of Commissioners

LIMITATIONS

The Utility is subject to various state and federal regulations and has no discretion to deal with its employees in a manner which would violate these regulations.

EMPLOYEE NOTICE

Employees will receive notice of this policy in the following manners:

1. Each employee will have the policy explained to them and receive a personal copy of the policy.
2. This policy is not intended to serve as a contract.

POLICY STATEMENT

Because bill collection and service disconnection/reconnection involve costs to the District, this policy is to establish procedures aimed at recovering a meaningful portion of those costs from the individual customers who generate them. The procedures are as follows:

1. Utility bills are routine bills owed by the customer. The customer's failure to receive a bill does not change in any way the customer's obligation to pay the amount due in a timely manner. The customer(s) named on the application for service is (are) the customer(s) responsible for payment of all charges.
2. When a customer does not pay a bill in a timely fashion, service shall be discontinued in accordance with the District's Discontinuance of Service Policy. If the customer disputes the bill, such dispute must be reported to the District within five days of the payment due date to avoid discontinuance of service. Any such dispute shall be handled in accordance with the District's Discontinuance of Service Policy.
3. The District reserves the right to transfer any and all monies owed by the customer to any other account of said customer. The District also reserves the right to discontinue natural or propane gas service if the customer owes a delinquent balance on appliance(s) or related materials. Such delinquent merchandise balance must be paid in full, including reconnection fees, before service will be reconnected.

4. After normal billing and payment procedures have proven unsuccessful, a serviceman may be dispatched to collect the amount owed or to disconnect service in accordance with the Discontinuance of Service Policy. If the customer then pays the amount due, or if any other payment arrangements are made on the site, a trip charge as specified in the current Schedule of Rates and Fees will be added to the outstanding bill. When a customer pays in cash, he will be required to sign the receipt in ink.
5. In the event any customer fails to pay any utility fee or charge, the customer shall pay all costs of collection, including court costs and reasonable attorneys' fees incurred by the District in collecting such sums.
6. After an account has been discontinued or cutoff for nonpayment, the District shall institute its collection procedure. The procedure shall include the following:
 - a) If payment is not received by the District by the close of the next billing cycle after the cut off notice has been sent, the Manager shall place the account in one of the following categories for collection:
 - 1) The District may continue to pursue collection by any appropriate action, including but not limited to retaining counsel to pursue possible legal remedies;
 - 2) The District may turn the account over to an outside agent or agency for collection; or
 - 3) The District may determine that collection is not feasible and write off the account.
7. At a regular meeting of the Board, the Manager shall report on any account which is recommended to be written off. The Board shall approve or disapprove any determination that an account shall be written off.
8. Until payment has been made, no further service will be rendered to the person(s) whose name appears on the account or to person(s) who received service from this account.
9. When service is actually disconnected for non-payment, and the customer makes subsequent arrangements for reinstallation of service, a reconnection charge as specified in the current Schedule of Rates and Fees will be paid prior to reconnection of service.
10. The District may report accounts covered under this policy that have not made payment to a credit reporting agency.

OMISSIONS

In the absence of specific rules or policies, the disposition of this policy shall be made by the Board of Commissioners in accordance with its usual and customary practices.

STANDARD OPERATIONAL POLICY NO. JCCUD-94-1

BOARD OF COMMISSIONERS:

Ray Hammond
Cliff H. Kuntz, Jr.
Wilbur C. Brice, Jr.
Robert R. ...
J. P. ...