



Utility Collections Policy:

1. Delinquent Account Notice- The Finance Department will notify customers of delinquent balances via system generated notices a minimum of every 30 days for 180 days.
2. Collection Agency- The Finance Department will submit all utility accounts over 180 days and \$50.00 to the Town's collection agency for collection action. Per our contract with Mohr, the Town's collection activity will end while they are actively pursuing collection.

*NOTE 4.10.18: currently the Town does not have a contracted collection agency and has been unsuccessful in procuring one due to the exceptionally low volume and value of delinquencies that remain uncollectable after other methods are unsuccessful.

3. Write Off of Bad Debt under \$50.00- The Finance Department will prepare a listing of all accounts over 180 days and under \$50.00. This listing will be submitted to the Town Manager for approval to write off as a bad debt.
4. Write Off of Bad Debt over \$50.00- The Finance Department will prepare a listing of all utility accounts over \$50.00 and 360 days of age in which all collection action has failed. This listing will be submitted to the Town Council for approval to write off as a bad debt.