

Public Water Supply District #3 of Johnson County
Policy and Procedures

Policy / Procedure number: 2008-001

Subject: Delinquent Accounts and Collection Process

Approval Date: April 10th, 2007

Revision Date: August 19th, 2008

POLICY: The District will make a reasonable effort to collect delinquent water bills and/or fees.

PROCEDURE: Delinquencies may fall into two situations, that of being locked off for delinquency (nonpayment of bill due) and those for which a customer has skipped on their final billing.

Lock offs: Customers that have been locked off will receive no further notice, in that they have had service disconnected. If after fifteen (15) days the account remains locked off the collection process will be initiated. The District will send two letters requesting the amount due be remitted following State Fair Debt Practices and HIPAA. If payment is not received, accounts will be turned over to a collection agency. If the amount due is \$ 500.00 or over, then the property will have a lien placed against it for that amount, plus recording fees, and other administrative costs. If the property is sold prior to a lien being placed, the matter will be turned over to the Collection Agency.

Skips: When a final bill remains unpaid after due date the office will send a reminder notice. The 2nd notice will be sent with a warning that the matter will be turned over to an agency for collection and it will be reported to the credit bureaus.

Landlords are accountable for tenant's delinquent bills to the limits established by Missouri State statutes and will not be turned over to collection, unless the landlord is or becomes the delinquent.

Refer to Policy 2007-002 which stipulates why and when water service will be disconnected (locked off).

FINAL APPROVAL
BOARD OF DIRECTORS

By: [Signature] Board Pres. Date: 09/16/08

By: [Signature] Board Mem Date: 09/16/08

By: [Signature] Board Date: 9/16/08

By: [Signature] Board Member Date: 9/16/2008

By: _____ Date: _____

National Asset Management LLC
412 424-0250