

RESOLUTION NO. 303

RESOLUTION OF LAKE FOREST PARK WATER
DISTRICT ADOPTING COLLECTION AND DISCONNECT PROCEDURES AND RESCINDING
RESOLUTIONS NO. 292 & 258

WHEREAS, RCW 57 provides for the commissioners to implement policies and procedures to ensure the collection of revenues for furnishing services, and

WHEREAS, it is in the best interest of the District to have formalized procedures as stated in the attached policy, Exhibit A,

NOW THEREFORE BE IT RESOLVED, that the Commissioners of Lake Forest Park Water District do hereby adopt the attached Exhibit A outlining collection and disconnect policies for past due accounts.

This hereby rescinds Resolution Number 292.

PASSED by the Commissioners of Lake Forest Park Water District and signed this 21st day of December 2004.

Commissioners

EXHIBIT A

CUSTOMER FEES AND DELINQUENT ACCOUNT PROCEDURES

1. General procedures:

Accounts become delinquent 30 days after the due date. A charge of 10 percent on the past due balance is assessed as allowed by law.

At that time a letter is sent to each individual account. (Exhibit B). The customer is given 15 days to pay the account or to contact the office to set up payment arrangements.

At the end of the 21 days, if payment is not received, or payment arrangements made with the District, the door is tagged, requiring payment by 12 noon the following day. A \$25.00 door tagging fee may be assessed at this time depending on payment history (Exhibits C-1 and C-2). The customer is notified at this time that the account will be disconnected if payment is not made, a \$30 disconnect fee will be assessed when service is terminated, and a \$30.00 reconnect fee will be assessed to restore the service.

If payment has not been made, or arrangement made to pay at the specified time, then the water is disconnected and the door is tagged again. (Exhibits D-1 and D-2).

If the water is disconnected for nonpayment, the balance plus the \$25.00 door tagging, \$30.00 disconnect fee, and \$30.00 reconnect fee must be paid prior to the water being reconnected. It is illegal for customers to reconnect their water.

2. Payment arrangements:

Arrangements are made for monthly payments on an as needed basis.

In the event that a customer has received a disconnect notice the office manager is authorized to make payment arrangements with the customer on terms and conditions acceptable to the district.

If the agreed-upon payment is not made on the prearranged and agreed-upon date, the door is tagged the following morning and a \$25.00 fee is applied. Payment must be received by 12 noon or water will be disconnected and a \$30.00 turn-off fee and a \$30.00 reconnect fee will be applied.

3. Delinquent account tracking:

Delinquent accounts are tracked based on the Aged Utility Accounts Receivable computer printout provided by the billing system. (Exhibit E).

As customers pay their balances they are removed from the accounts receivable delinquent status in the billing computer and their names are lined out on the printout.

Specific notes are added to the bottom of the printout. A new printout is done approximately every 2 weeks during the billing cycle.

At the end of the billing cycle, all the printouts, notes, and sample letters are filed in the billing file for that particular cycle.

4. Returned mail:

Returned mail is logged and filed in the billing folder. If mail is returned as either MOVED NO ADDRESS or VACANT, the bill is re-mailed to "Occupant". Two bills and two notices of delinquent account are sent. All are logged in the note section of the computer.

After the four attempts to deliver the mail, the house is tagged for disconnect in the same manner as all other delinquent accounts. The same procedures are followed and the \$25.00 door tagging fee, \$30.00 disconnect fee and \$30.00 reconnect fee are applied.

5. NSF checks:

For any check, draft, or similar such payment made by a written promise to pay, where such promise is subsequently dishonored, or upon which payment is stopped, an additional fee in the amount of twenty five dollars (\$25.00) shall be assessed. This assessment shall be in addition to any and all obligations due the District whether assessed pursuant to fee or charge as established by resolution. Said fee shall be due from the time that the District is notified of dishonor of the promise to pay.

The same procedures are followed the \$25.00 door tagging fee, \$30.00 disconnect fee and \$30.00 reconnect fee are applied.

6. Filing of liens:

The board of commissioners authorizes the office manager to file liens against properties for which connection charges or water service payments are delinquent for more than sixty days. Such liens shall include all costs such as interest, penalties and attorneys' fees, as allowed by law.

The board of commissioners further authorizes the office manager to certify and file the liens with the King County comptroller, as required by law.

The office manager shall periodically report to the board of commissioners on the status or actions taken pursuant to this resolution.

The office manager shall also have the authority to release a lien that has been satisfied in full.
(Exhibit H)

7. Meter Maintenance Fee:

The District will send out a 1st letter with diagram for acceptable meter maintenance (Exhibit F). The customer will have 45 days to complete maintenance, if no response a 2nd letter will be sent with two weeks to complete the maintenance (Exhibit G). If non-compliant a door hanger will go out to the customer with a \$75.00 maintenance fee applied for the District to trim the area (Exhibit H).

8. Credit card & Debit Payments:

Will be accepted with customer being responsible for all associated fees.