

Ordinance 998 – Attachment A

The Town will utilize the following calendar processes, separated by water meter usage type, to attempt to collect monthly utility bills from its customers.

Residential

Billing Date: Town of Westlake Utility Billing issues bills for the previous month of usage plus any additional fees, including deposits; generally by the 6th business day of the month

Due Date: monthly date by which payment for all current bills is due; auto-draft activities occur on the due date (for both bank account withdrawal and credit card payments); generally between the 26th and 28th of each month

Due Date +1 Day: late fees are assessed; notification of past due balance emailed to customer

Billing Date +1 Month: monthly bill for previous month of usage plus assessed late fees issued to customer

Due Date +1 Month +1 Day: additional late fees are assessed; notification of past due balance emailed to customer

Billing Date +2 Months: monthly bill for previous month of usage plus assessed late fees issued to customer

Billing Date +10 Weeks (Approximately): after the 2nd month of non-payment (on or about the 15th day of the month following the due date), a certified letter notification of past due balance and notice to cutoff service/lock meter mailed to customer

Due Date +2 Months +1 Day: additional late fees are assessed; water meter is locked and service is cutoff

Billing Date +14 Weeks (Approximately): after the 3rd month of non-payment (on or about the 15th day of the month following the due date), a certified letter notification of past due balance and intent to turn over to collections mailed to customer

Due Date +3 Months +1Day: collection penalty fee assessed; account referred to collections

Commercial

Billing Date: Town of Westlake Utility Billing issues bills for the previous month of usage plus any additional fees, including deposits; generally by the 6th business day of the month

Due Date: monthly date by which payment for all current bills is due; auto-draft activities occur on the due date (for both bank account withdrawal and credit card payments); generally between the 26th and 28th of each month

Due Date +1 Day: late fees are assessed; notification of past due balance emailed to customer

Billing Date +1 Month: monthly bill for previous month of usage plus assessed late fees issued to customer

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Billing Date +6 Weeks (Approximately): after one month of non-payment (on or about the 15th day of the month following the due date), a certified letter notification of past due balance and notice of intent to cutoff service/lock meter

Due Date +1 Month +1 Day: additional late fees are assessed; water meter is locked and service is cutoff; notification of past due balance emailed to customer

Billing Date +2 Months: monthly bill for previous month of usage plus assessed late fees issued to customer

Billing Date +10 Weeks (Approximately): after the 2nd month of non-payment (on or about the 15th day of the month following the due date), a certified letter notification of past due balance and intent to turn over to collections mailed to customer

Due Date +2 Months +1 Day: collection penalty fee assessed; account referred to collections

Temporary Meters

Billing Date: Town of Westlake Utility Billing issues bills for the previous month of usage plus any additional fees, including deposits; generally by the 6th business day of the month

Due Date: monthly date by which payment for all current bills is due; auto-draft activities occur on the due date (for both bank account withdrawal and credit card payments); generally between the 26th and 28th of each month

Due Date +1 Day: late fees are assessed; notification of past due balance emailed to customer

Billing Date +1 Month: monthly bill for previous month of usage plus assessed late fees issued to customer

Billing Date +6 Weeks (Approximately): after one month of non-payment (on or about the 15th day of the month following the due date), a certified letter notification of past due balance and notice of intent to cutoff service/lock meter and stop permits for active projects

Due Date +1 Month +1 Day: additional late fees are assessed; notification of past due balance emailed to customer; meter is locked and service is cutoff; hold is issued on development activity

Billing Date +2 Months: monthly bill for previous month of usage plus assessed late fees issued to customer

Billing Date +10 Weeks (Approximately): after the 2nd month of non-payment (on or about the 15th day), a certified letter notification of past due balance and notice to recover the meter and turn over to collections is mailed to customer

Due Date +2 Months +1 Day: collection penalty fee assessed; account referred to collections; meter recovered

The above process is for non-terminated accounts. Accounts closed prior to resolution of outstanding balances will be sent to collections. Ordinance 998, Attachment B lists the fee amounts for the events described above.