

**CITY OF WHITE SALMON, WASHINGTON
RESOLUTION NO. 2015-03-404**

**A RESOLUTION OF THE CITY OF WHITE SALMON, WASHINGTON
REGARDING THE MATTER OF AMENDING THE POLICY FOR DELINQUENT
ACCOUNTS.**

WHEREAS, the city discussed adding the option to offer customers a payment plan prior to sending them to collections at the Council Retreat on February 9, 2015; and

WHEREAS, guidance is needed to determine under which circumstances accounts will be allowed to have a payment plan versus being sent to collections.

NOW THEREFORE BE IT RESOLVED, the City Council for the City of White Salmon hereby adopts the following policies as described in Exhibit "A", attached hereto and incorporated by reference, for the benefit of employees, managers and customers of the City of White Salmon.

APPROVED AND PASSED by the City Council of the City of White Salmon, Washington at its regular meeting this 4th day of March 2015.



~~David Poucher~~, Mayor *Pro-Tem.*
Bill Werser

ATTEST:



Leana Johnson, Clerk/Treasurer

APPROVED AS TO FORM:



Kenneth B. Woodrich, City Attorney



CITY OF WHITE SALMON
Legislative Policy/Procedure

Title: Delinquent Account Policy

Page Number: 1 of 2

Department: Finance Department

Effective Date: May 1, 2013

Revised Date: March 4, 2015

Revised By: City Council

PURPOSE

This policy applies whenever an account is past-due for amounts owed. It can be for any Utility account, permit fee, connection fee, fee for service or other instance where money is owed to the City of White Salmon.

POLICY

1. Past Due Utility Accounts Over 15 Days-Unless Subject to Item 2 Below

The city will shut water off for any account that is over 15 days past due in accordance with WSMC 13.16.075. The customer will need to bring the Outstanding Balance on the account current before having their water turned back on. The Outstanding Balance includes any past-due amount, newly billed amount, and all fees for turning the water off and on.

2. Past Due Utility Accounts Over 15 Days-Special Conditions

Under certain circumstances, the account will be initially assessed by city staff and a determination made as to whether or not it would qualify for a payment plan. Those circumstances may include, but are not limited to:

- Customer on a fixed income and receiving all applicable city discounts.
- Incurred severe financial burden due to a water leak.
- Incurred severe financial burden due to a medical emergency/condition.
- Water cannot be shut-off due to the health conditions of the persons living on the premises, or due to the age of the occupants.

3. Past Due Utility Accounts Over 4 Months

Any amounts that are over 4 months past due, without a payment plan, or payments due on a payment plan more than 4 months overdue will become a lien on the property. The

lien will comply with RCW 35.21.290 and RCW 35.21.300 and include any future charges such as the fee for turning the water on, as well as the costs of recording the lien and recording the release of lien.

4. Past Due Connection Fees and Permits

The final building inspection will be withheld and the connections will not be completed or approved by the city until all amounts that are past due for connection fees or permit fees are paid in full. If there was an error made, and the connection was completed or the final inspection signed off on before the past-due amount was paid in full, then the customer may be eligible for a payment plan arrangement.

5. Past Due Nuisance Abatement Costs

After all costs have been invoiced for nuisance abatement costs, and after 45 days have passed without payment, the city may lien the property. The lien amount will include all invoice costs, a reasonable annual interest charge, as well as the cost to record the lien and release the lien.

6. Payment Plans

Any person meeting the circumstances outlined in section 2-Past Due Utility Accounts Over 15 Days-Special Conditions and section 4-Past Due Connection Fees and Permits may request a Payment plan.. The terms of the payment plan will be as follows:

- The Outstanding Balance must be more than \$300.
- The Outstanding Balance must be paid in full after one year unless the monthly payment exceeds \$100 per month.
- The payment plan must provide for a minimum payment of \$100 per month until balance is paid off if the balance is not paid in full after one year.
- Any variation of the terms of the arrangement must be approved by Council.

Any person becoming delinquent on their payment plan will be charged a \$10 late fee. More than one missed payment may end the payment plan and have the remaining balance sent to a collection agency. Council will review the account and determine if the account is to be sent to collections, and whether the customer will be charged the collection fee or if the collection fees will be paid by the city.

REVISION CRITERIA

Each year during the Budget Process the Finance/Administration Committee will review Legislative Policies and recommend to Council any appropriate changes.