

City of Montrose
Resolution 003-2019
Set Delinquent Bills Policy

WHEREAS, the City of Montrose has determined the need to set the following Delinquent Bills Policy to ensure the process to collect on utility accounts owed is followed in a timely and consistent manner.

NOW THEREFORE BE IT RESOLVED by the City of Montrose, the following is the process to pursue collection of delinquent accounts.

1. Accounts will be assessed a late fee each month, as set by resolution, if not paid by the due date, as set by Ordinance.
2. Water Service will be shut off when utility bills are two months past due, as set by ordinance. These accounts shall be considered delinquent and subject to being sent to collections.
3. Water Service will be restored only upon the full payment of account balance plus the disconnect and reconnect fees, as set by resolution. If no deposit has been paid toward the account, a new Contract for Service must be filled out, a copy of the account owner's identification must be provided, and a deposit must be paid, as set by resolution, before water service will be restored.
4. On the 15th of March, or the nearest business day, and on the 15th of September, or the nearest business day, the Finance Officer shall compile a list of delinquent accounts by legal description and amount owed.
5. The Finance Officer shall send a letter via Certified Mail to the owner and occupant with notification of the delinquency, the amount owed, and the date, time and location of the next council meeting with notification that if amount is not paid prior to the city council meeting, the account will be sent to collections. Failure by any person to actually receive any document sent to him by certified mail or to sign and return any receipt card acknowledging receipt by certified mail shall not invalidate service made upon such person by certified mail. Notice is deemed completed at the time it is mailed.
6. The Certified Mail Fee, as set by resolution, will be assessed to the account and added to the amount owed.
7. The Finance Officer shall add an item to the agenda to obtain approval to send the identified accounts to collections at the regular City Council meetings in April and October.
8. The City Council will review the list of delinquent accounts by legal description and vote whether to approve each account to be sent to a Collections Agency. The owner, lessee and/or occupant of properties identified as delinquent may address the council at this time.
9. If account balances are not paid in full by May 1st or November 1st, the Finance Officer will submit those accounts approved by the City Council to a Collections Agency.
10. In the event the Finance Officer does not complete these tasks on the dates specified, the Finance Officer will follow this process at the earliest date that it is remembered, or at any time as requested by the City Council. The dates above are meant as a guideline to ensure the process is completed in a timely and consistent manner.

BE IT RESOLVED the City of Montrose hereby authorizes this delinquent bills policy to take effect March 15 2019.

Passed and Adopted this 12th day of February, 2019.

Paul Klaudt
Mayor

ATTEST:

Sara Smith
Finance Officer