

RESOLUTION NO. 2013/007

A RESOLUTION OF THE CITY COUNCIL OF THE CITY OF MONROE, WASHINGTON, ADOPTING UTILITY BILLING PROCEDURAL POLICIES.

WHEREAS, the state auditor's office conducted a financial and accountability audit that included the City of Monroe's policies and procedures regarding utility billing practices; and

WHEREAS, resulting from the compliance portion of the audit, the state auditors now recommend formal adoption of the Utility Billing Procedural Policies; and

WHEREAS, the City Council of the City of Monroe wishes to demonstrate good stewardship of public funds and compliance with accepted accounting standards; NOW, THEREFORE;

IT IS HEREBY RESOLVED BY THE CITY COUNCIL OF THE CITY OF MONROE AS FOLLOWS:

Section 1. Utility Billing Policies. The Utility Billing Policies attached as Exhibit A to this resolution is hereby adopted as the official procedural policies for utility billing for the City of Monroe.

Section 2. Effective Date. This resolution shall take effect immediately upon passage.

PASSED BY THE MONROE CITY COUNCIL AT A REGULAR MEETING THEREOF ON THE 2nd DAY OF APRIL, 2013.

CITY OF MONROE, WASHINGTON

EFFECTIVE: 04/02/13


Robert G. Zimmerman, Mayor

APPROVED AS TO FORM:


J. Zachary Lell, City Attorney

ATTEST/AUTHENTICATED:


Eadye Martinson, Deputy City Clerk

EXHIBIT A

Utility Billing Policies - 2013

The policies set forth below are nonbinding and are adopted for the sole administrative convenience of the City of Monroe. Nothing herein shall be construed as creating any enforceable right or cause of action in or for the benefit of any other party. To the extent that any of the policies set forth below conflict with any provision of state law or City ordinance, the state law or ordinance provision shall control.

Payment Arrangements

Payment arrangements must be made in writing on the city-provided form prior to water service disconnection. They will not be made over the phone.

Tenant Billing

Per MMC 13.04.490 the city may bill the tenant after the owner has completed the city form authorizing the billing of the tenant. Changes to the tenant being billed will only be accepted by written notification. The city will not accept any changes over the phone for changing tenants.

Irrigation meters in Winter

Per MMC 13.04.320 2. D., irrigation water meters turned off during winter months for winterizing shall not be assessed charges for services while water is off. When irrigation meter is turned on, charges will be assessed.

Late Fee Minimum Account Balance

There will be no late fee assessed on delinquent accounts with a balance of \$5.00 or less.

Shutoff Fee Minimum Account Balance

There will be no shut off or shutoff fee for delinquent accounts with a balance of \$20.00 or less.

Property Liens

When a customer utility bill account balance has exceeded 60 days without payment, the owner will be mailed a letter of intent to lien for non-payment. To the fullest extent authorized by city code and/or state law, the customer will be responsible for all late charges, fees and enforcement expenses incurred by the City.

Foreclosures

In order for a property to be considered to be in the foreclosure process, the city must receive some written documentation (or copy) from the mortgage holder that the property is in the process of being foreclosed. Once a property is deemed to be in foreclosure status, the city will not send this property to collections, but the city will lien the property. **If the property is vacant**, there will be no additional fees charged after the original dollar amount owing is paid. Once the property has been transferred to the bank's name, charges will be resumed. The water service should remain turned off during the time the property is vacant and charges are not assessed.