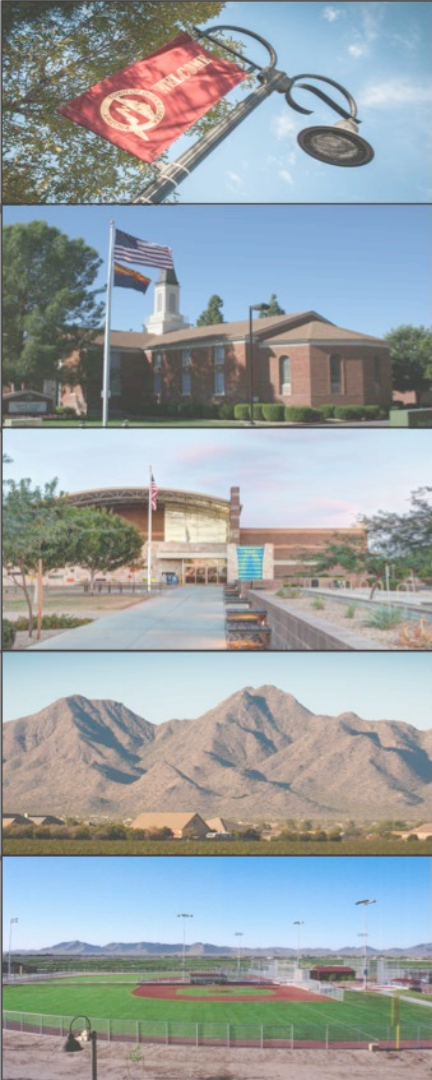




PUBLIC HEARING AND POSSIBLE ADOPTION OF A COLLECTION SERVICE FEE FOR DELINQUENT ACCOUNTS

TOWN COUNCIL MEETING
OCTOBER 6, 2021



PURPOSE OF PRESENTATION

- Initiate Third Party Collection Services and Add a Collection Service Fee for Delinquent Accounts

Calendar

July 21, 2021 Town Council Meeting

- Item for Discussion

August 4, 2021 Town Council Meeting

- Notice of Intention Approval

October 6, 2021 Town Council Meeting

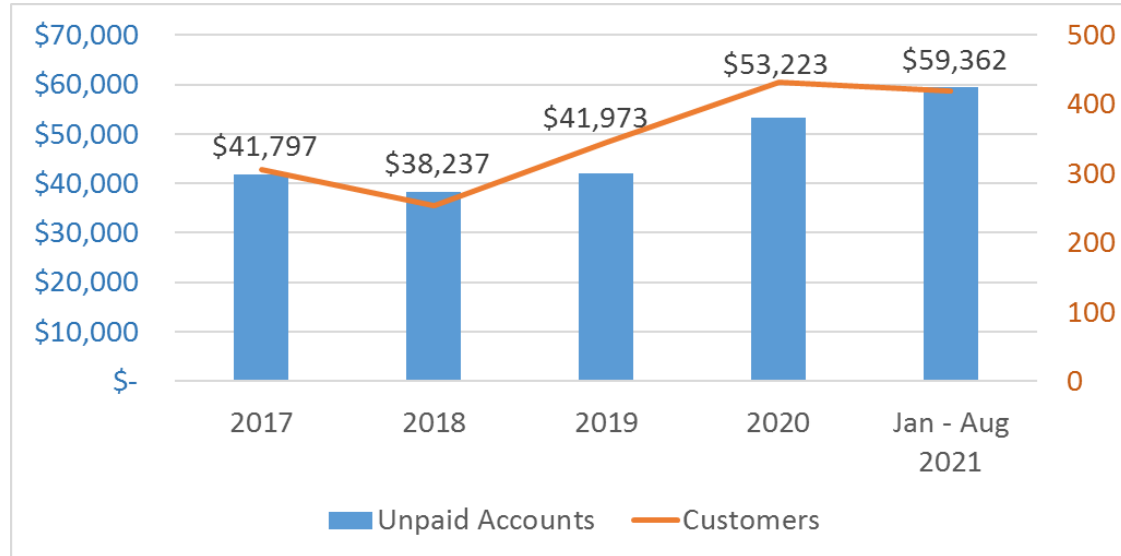
- Public Hearing
- Possible Adoption of Ordinance Amending Town Code Chapter 3 Administration to Create a Collection Fee not to Exceed 15% of the Delinquent Balance

November 6, 2021

- Collection Fee Becomes Effective if Approved

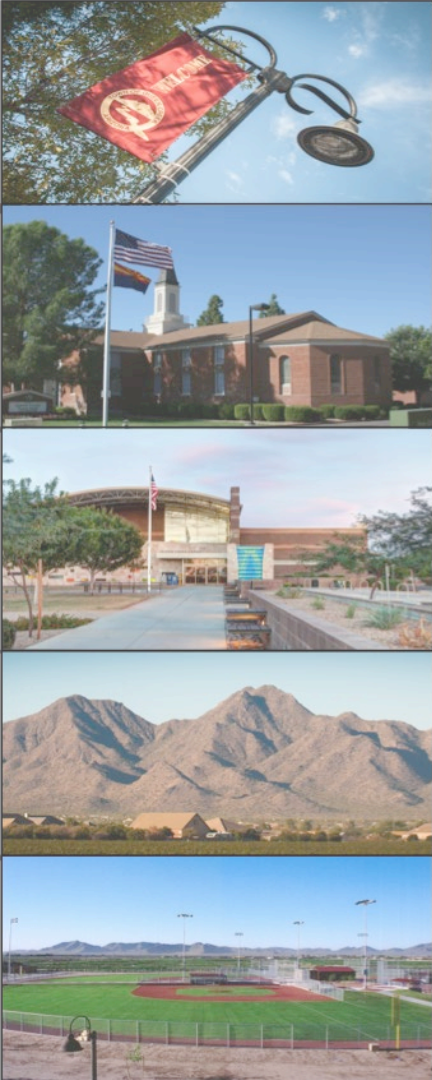
CURRENT PRACTICE

- Town Does Not Use a Collections Agency
- Limited Collection Efforts are Performed by Staff



RECOMMENDATION

- Hire a Third Party Collection Agency
 - Better Manage Unpaid Accounts Before they are Closed
- Contract Terms
 - Collect Bills that are 60+ Days Delinquent
 - 15% Collection Fee
 - Total Fee Paid to Collection Agency for Water/Wastewater Unpaid Account Collection Activities Estimated at \$1,500 Annually.
- Delinquent Customer Pays the 15% Collection Fee



MOTION

Move to Approve Ordinance No. 765-21
Amending Town Code Chapter 3
Administration and Adding Article 3-6
Revenue and Finance, Section 3-6-1
Outstanding Accounts Receivable, 3-6-1.1
Collection, and Establishing an Effective Date
of November 6, 2021.





DISCUSSION AND QUESTIONS