

**Storm Water Division  
Operating Policies  
Stormwater User Fee (SWUF)**



<b>Policy No.:</b> SWUF- 7	<b>Page</b> <u>  1  </u> <b>of</b> <u>  1  </u>
<b>Subject:</b> Collections Policy	<b>Effective Date:</b> 12-10-13
<b>Applies To:</b> Stormwater Only Accounts with past due balances	<input checked="" type="checkbox"/> <b>New Issue</b> <input type="checkbox"/> <b>Partial Revision</b> <input type="checkbox"/> <b>Complete Revision</b>
<b>Purpose:</b>	To establish a policy for sending accounts to Collections for non-payment of past due balances.
<b>Policy:</b>	<p>Stormwater Only Accounts are properties that have been assessed a Stormwater User Fee where the property does not have an active water or sewer account through Metro Water Services (MWS).</p> <p>Accounts with past due balances may be turned over to Collections once the balance has reached at least three hundred dollars (\$300).</p> <p>Stormwater staff will attempt to reach the account holder by telephone before the account is sent to collections. If the account holder agrees to pay the past due balance, a two week grace period will be allowed before the account is sent to collections.</p> <p>Payment plans may be allowed based on current practices and schedules as allowed by Metro Water Services Customer Service Center.</p> <p>Any additional expense for the collection service will be deducted from the past due balance prior to the funds being surrendered to MWS.</p>
<b>Revision No.:</b>	<b>Issued By:</b> <i>[Signature]</i>
<b>Revision Date:</b> 17 Nov 14	

