



**FY 17/18 Utility Delinquency List-June 5, 2018**

# Collection Methods Utilized

- Billing Notice Updates-balances due are sent to both the customer's forwarding address and the property owner
- Transfers-any balance due is placed on the new utility account if a customer moves locally
- Collections Agency: Cost to the City = 40%
- Tax Intercept-Franchise Tax Board refund intercept



# Property Assessments are an Additional Collection Tool

- Equity Issue: Non-paying customers cause their cost of service to be absorbed by other paying customers
- Original list was 69 accounts totaling \$43,570.62
- Now, 51 accounts remain that total \$32,958.05
- Accounts either paid in full or customer paid ½ and an arrangement to pay the balance was made



# Questions?

