

#### 4. Collection of Closed Accounts

- 4.1 SU will issue a final bill to the customer if a balance remains after application of any previously collected deposits. The balance including arrearages shall be due within 20 days. The Utilities Billing Technician is responsible for issuing final bills.
- 4.2 On or around the last business day of each month, the Utilities Accounts Receivable Tech shall generate and mail 30, 60 & 90 day past-due notices for all closed accounts. In addition, all property owners shall be mailed a listing of all their closed tenant accounts that have remaining balances.
- 4.3 On the first business day of each quarter, the Utilities Accounts Specialist shall review and transfer any delinquent balances for closed accounts to the same customer's active account, should one exist. If that customer is currently a tenant in a property within the City limits that is owned by a party that did not own their prior residence, the balance shall not be transferred due to tax-roll restrictions.
- 4.4 After 110 days from the date the final billing statement was printed, the Utilities Accounts Receivable Tech will consider the following to determine which avenues to pursue for collection of the past due account.
- A. Size of account balance.
  - B. Number of days past-due.
  - C. Is the property address in the City or Rural?
  - D. Customer's ability to pay.
  - E. Has the customer moved back to our service territory?
- 4.5 After analyzing the account, the Accounts Receivable Tech will use one or more of the following to pursue collection.
- A. Register the account within the Wisconsin Tax Intercept Program.
  - B. File a petition for small claims court action.
  - C. Provide a listing of accounts to the current collections agency utilized by SU (currently PPS Collections).
  - D. Initiate procedures to place past-due balance on the tax roll. Note: This should not be used in place of other collection procedures.

*Effective: Wednesday, April 01, 2009*  
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