



Administrative Utility Collection Procedure Policy

1. Arrangements
 - a. Customer is allowed to make a written arrangement agreement no later than payment due date of delinquency notice.
 - b. Failed arrangements will result in immediate shut-off without prior notice. Water turn on policy door hanger will be delivered.
 - c. Extension to arrangements will be reviewed on individual basis.
 - d. Arrangements must be made for the past due balance in full. Exceptions may be made on individual basis.
 - e. Multiple failed arrangements may result in the loss of future arrangement privileges.
2. In the event a renter becomes delinquent a third time, a notice and final bill will be sent simultaneously to both renter and landlord and the account will be reverted back to the landlord's name. The reversion will become effective at the end of the current billing cycle. After reversion, with the property owner's permission, the monthly statement may be emailed to the tenant.
3. Tenants may re-establish the account in their name under the following conditions:
 - a. After a 12-month period, provide a clean letter of credit from a current utility provider and re-submit a new security deposit.
 - b. Re-submit a new security deposit and enroll in the direct payment option offered by the City of Spearfish
4. Payment can only be remitted to the Finance Office by 5:00 PM, Monday-Friday, excluding City of Spearfish holidays. Water & Sewer field staff will not accept cash payments.
5. Fees may be waived due to extenuating circumstances with authorization from the Finance Officer.
6. Delinquency Notices-Landlord notification will be sent simultaneously with customer notices.
7. Property owners will receive a copy of all tenant final billing statements. If the final balance is not paid by the due date, the property owner will receive a second and final notice. Outstanding balances on rental accounts will be placed as an assessment on the following year's property taxes, see #8 of this policy.
8. From Sec. 18-282, B. Suspension of utility service; notice; lien created; reinstatement – "Unpaid utility bills shall become a lien or property tax assessment upon any and all property for which utility service is provided, and such bill and lien shall be enforceable against the owner of the property."
9. Mobile homes on rented lots that are not classified as real taxable property are also subject to this collection policy in its entirety for owner of mobile home lot.

Dated this 1st day of June, 2015.