

Collection Policy

of the

Greater Johnstown Water Authority

Purpose: To establish procedures to collect monies due the Authority in connection with the provision of water service. It is the Authority's policy to collect all amounts due for water service, first from the customer and then from the landlord if the customer is a tenant. All practical action will be taken to collect such amounts so as to avoid charging off the account and consequently requiring other customers of the Authority to absorb these costs.

1) Definitions

A customer account is delinquent if an amount billed to a customer remains unpaid for more than thirty days, or if a payment due under a payment plan is not made on the date due.

A customer is any person who has applied for and been approved for water service at a specific address, and includes all household members residing therein.

A landlord is an owner of a property in which a customer resides.

2) Termination of Service for Delinquent Bills *(revised & adopted 4/14/2016)

The primary method of collection of delinquent amounts shall be through water termination procedures instituted against a delinquent customer. Any account that is 10 days delinquent will be sent a late notice. If payment is not received within 10 days of the postmark date of the late notice customer will be provided with at least a 48 hour notice of termination placed on the property serviced.

Failure to settle the bill within the 48 hour period will result in termination of service. If payment under a payment plan is not made when due, the service may be terminated on the next day, without further notice.

3) Suits for Delinquent Final Accounts

Customer deposit shall be applied to final bills at the expiration of the due date for the final bill. The Authority shall institute suit before the local magistrate for all final accounts in excess of \$500.00 which remain unpaid for a period of thirty days from the date of billing.

4) Liens Against Property

- a) A lien shall be placed against property served, in which an account, final or current, owes at least \$200.00 for a period of 60 days, unless a customer, or landlord is current under a payment plan.
- b) When the Authority is informed of a pending transfer of property and provides information on final amounts due, a notice shall be provided to the settlement agent that liens or other enforcement notices may be instituted unless a guarantee of payments of amounts listed is provided in writing to the Authority within 2 business days.

5) New Service Limitation *(revised & adopted 04/14/2016)

Service shall not be initiated for a customer who is not the owner of the property served unless and until an owner's card is received along with a current legible copy of the owner's driver's license and is verified by the Manager. All new accounts will be placed in the property owner's name and the bill will be mailed to the property owner for payment. Service will not be initiated to a customer until account has been placed in the property owners name and all required paperwork has been received.

New Service shall not be initiated to an owner, a household member, tenant or joint tenants on a lease, with a delinquent balance unless settlement is made or a payment plan established.

6) Payment Plans *(revised & adopted 04/14/2016)

Payment Plans will be offered as a means to permit customers (tenant or landlords) with delinquent balances to obtain or maintain water service. A payment plan can be entered if the delinquent amount is over \$500.00. A 25% lump sum down payment will be required and the remainder of the delinquent balance must be paid off within three (3) months in addition to the monthly consumption charges. Customers shall have their water service terminated immediately, without further notice, upon failure to make a payment when due.

The GJWA Rates, Rules and Details Committee may consider alternate payment plans in special circumstances.

7) Medical or other hardship:

The Authority may delay the imposition of a termination up to seven (7) days, where the

customer presents proof of a medical or other hardship. The delay in termination is solely for the purpose of permitting the customer to acquire the resources necessary to enter a payment plan. A delay will not be granted for hardship where a customer has failed to meet their commitments under two separate payment plans.

8) Costs and Penalties:

Liens shall carry legal interest from the date of notice. A reimbursement of Attorney's fees shall also be assessed in the amount of \$35.00 per lien filed. Where bills are settled after a warning letter is sent, a fee of \$5.00 will be assessed. Where Scire Facias is instituted all actual costs of the litigation, filing fees and title search shall be assessed.

ADOPTED the 23rd day of January, 2003 as set forth above.

I, Anthony R. Pinizzotto, Secretary for the Greater Johnstown Water Authority, hereby Certify the above to be a true and correct copy of the Collection Policy adopted by the Greater Johnstown Water Authority at a regular meeting held on the 23rd day of January, 2003.

Anthony R. Pinizzotto, Secretary

*Revisions made and adopted at the April 14, 2016 monthly Board Meeting