

POLICY 01-01

To: All Department Heads
cc: Town Clerk, Town Attorney, Water/Wastewater Superintendent
From: Ted Nelson Jr., Town Manager
Re: Policy # 01-01 Collection of delinquent utility bills
Date: January 23, 2001

EFFECTIVE: March 2001

PURPOSE: The purpose of this Policy is to assure all owners, or his/her agent(s), are clear as to the guidelines with regard to payment agreements and/or termination of Milton water/sewer service.

PROCEDURE: The procedure, to effectively collect delinquent utility bills, and/or disconnect service is found in Title 24, Chapter 129 of the Vermont State Statutes.

POLICY: The Town Treasurer will mail bills, receive payments, and maintain the history on various accounts. The Treasurer's Office is the point of contact to answer questions concerning billing.

The Delinquent Collector (Town Manager) or his/her agent(s) will mail notices, process agreements and process each termination of service.

- One Agreement will be offered to customers to pay the account in full before the next quarterly billing cycle.
- The Town will provide the form, which must be signed by representatives of both the owner/agent and the Delinquent Collector or his/her agent, with the deadline to pay the account(s) in full.
- The completed form must be filed with the Office of the Delinquent Collector (Town Manager's Office).
- The Delinquent Collector may authorize amendments in the same manner, on a case by case basis.

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- If the agreement/amendment is not met, the Delinquent Collector, or his/her agent, reserves the right to negotiate the date with the owner/agent as to when any future delinquent bills are to be paid in full to avoid termination of service.
 - Failure to abide by the terms of the agreement/amendment will result in termination of service by the Town. Service will remain disconnected until the account(s) is paid in full, including connection fee(s).
 - Restoration of service will be made by Town staff within twenty four (24) hours of the customers request once the reason for disconnection has been resolved, in accordance with Title 24, Section 5146. If such request is made when the appropriate Town staff is not available with the tool to restore service, such as a weekend and/or legal holiday, or after hours, restoration will be made the next working day. This does not prohibit the appropriate Town Staff from restoring service during the time mentioned herein, if they are available, once the owner is made aware of the additional connection charge. If service was terminated by the Town due to health and/or safety issues of the customer and/or general public, fees for disconnection and restoration shall not be charged.

The Town will remind delinquent users if they have not paid per their agreement and/or if, their service is scheduled for termination. Reminders may include a telephone call or a door handle notice that will advise the delinquent owner(s) and tenants of the date the account(s) must be paid to avoid shut off.

Individuals working within the Delinquent Collector's office will not knowingly make an agreement with members of their family. In such cases, the family member will be referred to the Delinquent Collector. In the case of the Delinquent Collector's family, the Town Attorney or his/her agent will process said agreement in accordance with this policy. Failure to abide by this provision may be cause for disciplinary action in accordance with the Personnel Rules and Regulations. This is not intended to prohibit the employee from explaining the policy/procedure to any customer.

An owner of property with utility service, who has included the water/sewer user fee payments as part of the bankruptcy, can volunteer to pay or make an agreement. The Town will pursue collection against such a person(s) in conformance with the bankruptcy code.

Disconnection and appeal guidelines are set forth in Title 24, Chapter 129 of the Vermont State Statutes Annotated, as amended from time to time.

The Milton Select Board, acting in regular session on
3-19-01 2001, voted as follows

"Voted, in favor/against (circle one) this document, as out lined in **POLICY 01-01**. Further, that this references Policy shall be part of the permanent record by attachment of the same to the Minutes of the aforementioned Meeting."

Filed with the Town Clerk this 20 day of March, 2001

Attest:

Loretta R. DeLuca
ASA. Clerk

TOWN OF MILTON UTILITY AGREEMENT

Please note: Pay solely to the Town Treasurer- 893-4111/7344 Address: POB 18, 43 Bombardier Rd., Milton, Vt. 05468 or there is a drop box for before & after hour payments. Agreements and service termination are handled by the Town Manager's Office: 893-6655.

AGREEMENT TERMS: One (1) Agreement will be permitted; failure to abide by it will result in termination of service. All accounts not paid in full by the close of business on the date noted in agreement will automatically cause to terminate. A door handle notice that service was terminated will be placed at the residence.

OWNER (AGENT) _____

Name/Address correction: _____

Acc't #(s) _____ Tel. # _____ Name: _____
if not owner

TO BE PAID IN FULL BY : _____ Payments: _____

Amendment: _____

Weekly payments are preferred.

This agreement may not include all additional charges; you must contact the Treasurers Office to obtain the balance.

THIS AGREEMENT IS NOT VALID UNTIL IT IS COMPLETELY AND PROPERLY FILLED OUT, SIGNED AND FILED WITH THE MANAGER'S OFFICE

I also understand it is my responsibility to inform the Town of Milton of my change of address I have read this agreement and understand its terms:

OWNER (Agent) _____

Date: _____

DEL. TAX COLLECTOR/AGENT: _____

Date: _____

Any questions please call 802-893-6655 between the hours of 8 a.m. and 4 p.m.

PLEASE TAKE NOTICE

Insufficient fund checks will result in termination of agreement. All agreements are filed with the Town Manager's Office. All payments will be made to the Town Treasurer's Office. A drop box is located near the entrance to the building for your convenience -for payments. Questions concerning payments, summary of account(s) and etc. should be made to the Treasurer's Office.

HOURS OF BUSINESS

**Monday through Friday (except legal holidays)
43 Bombardier Road, Milton, Vt. 05468
POB 18, Milton, Vt. 05468/ Tel. 802-893-4111/7344**

POLICY IN PART

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