



# HUNTSVILLE UTILITIES POLICY

<b>Approval Date:</b> Gas & Waterworks Board-6/22/2021 Electric Board- 6/23/2021	<b>Date Posted:</b> 6/30/2023	<b>Implementation Date:</b> 7/1/2021
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**Policy #:** CC-07

**Policy:** Collection

**Purpose:** To outline the specific procedures and guidelines governing all aspects of the collection function of Huntsville Utilities (HU).

This policy is based on the premise that it shall be the duty and responsibility of HU to maintain customer accounts in such a manner that the investment made in this public power entity owned by the City of Huntsville may be protected and maintained in trust for all past, present, and future citizens and customers and in such a manner that current customers may be protected against possible inequities arising from the failure of persons to pay bills.

## **Due Process**

Due process shall be offered to customers of HU through the mailing of a Final Notice. The notice will inform the customer of the amount due, and the date service may be disconnected. Furthermore, customers will be made aware that their account is subject for disconnection and an Account Review Procedure exists and will be furnished upon request.

## **Maintain Service**

HU will provide residential customers an opportunity to maintain utility services by entering and honoring a written repayment agreement (Installment Plan). This agreement will require a monthly installment amount be paid along with all current monthly charges by the due date. No additional agreement will be available until the customer's account is paid in full (zero balance). When a customer signs an Installment Plan, they waive the right to any review concerning the validity of the bill.

## **Account Review**

The Account Review Procedure will provide customers of HU adequate opportunity for a review, investigation and/or hearing regarding the validity of their bill. It will also offer the opportunity for temporary restoration of service to customers whose claim entitles them to consideration under this procedure. Such restoration of service shall be temporary and for the term of this procedure only. Customers seeking such relief must agree in writing to firm conditions



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concerning such temporary restoration and pay all charges not in dispute. It shall be the responsibility of the customer to produce sufficient documentation to support the validity of their claim. The Final Notice shall provide a minimum of four business days, inclusive of the day of mailing, in which a customer may invoke the Account Review Procedure. Failure to receive a bill does not exempt the customer from payment.

**Original Issue Date:** 7/1/21

**Review/Revision Date:** 6/1/23 (N/C)