



Hildale-Colorado City Utility Department

Delinquent Accounts Repayment Plan

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Utility Business Manager

Delinquent Account Reduction Program

Individuals who have aging accounts with over 90 days overdue balances that exceed \$100.00 and are currently disconnected from water services are eligible for entry into the Delinquent Account Reduction Program.

For entrees into the program, late penalty accrual immediately ceases, and they will be given two options for repayment. Either paying the balance in one payment or creating a payment plan.

Individuals who offer to pay their delinquent balance in full will be eligible for 75% reduction in accrued late fees.

Those who wish to enter into payment plans will be allowed to structure monthly payments with at least a minimum payment of \$75.00/month. The term of the repayment, however, shall not extend past 18 months unless authorized by the Utility Business Manager. Those who enter into payment plans will be eligible for 50% reduction in accrued late fees.

Repayment plans will ideally be set up through automatic payment online.

Failure to pay a monthly payment on time will result in the full late penalty being reapplied to their account.

Reentry into the program will be restricted and evaluated by the Accounts Receivable Clerk.

Write-offs and Collections

The Department will conduct a RFP for a collections agency within FY 18 and beginning in October of 2019, we will sell delinquent accounts to collections agencies. Accounts sold will need to have no substantial reduction (reduction of balance by at least 33%) within the last two years.

Notification

The department will make public announcements over social media and on the bills delivered to all utility customers.