



# Financial Services Procedure

**SUBJECT: Delinquent Accounts Procedure**

**NO. UBO P1.11**

**APPROVED:** Constance P. Sanchez  
**Constance P. Sanchez**  
**Director of Financial Services**

**EFFECTIVE: August 10, 2015**

- **Sec. 55-38. - Delinquent notices, late fees; service charges for cutting off and reconnecting utility services, unauthorized usage of utility services, meter tampering, replacing meters, accessibility charges.**
  - (a) The city will mail a delinquent notice with the subsequent bill issued to the customer. The notice will advise the customer that service is subject to being disconnected on or after the fifteenth business day from the date the subsequent bill is issued if payment in full is not received.
  - (b) If payment for the delinquent bill has not been received in the utilities business office prior to 8:00 a.m. on the date specified in the notice, the customer's water and gas meters are subject to being disconnected, locked, sealed or removed without further notice.
  - (c) A late fee must be charged if customer does not make full payment by the due date. The late fee is five (5) percent of the unpaid, overdue balance.
  - (d) The customer's failure to receive the notice does not exempt the customer from paying the delinquent bill or having the customer's service disconnected.
  - (e) Service charges will be assessed for the costs of handling and collecting a delinquent account, including the costs of disconnecting service and actions taken to prevent further unauthorized use of the utility. The service charges must be paid if payment of the delinquency is not made prior to 8:00 a.m. on the date which the customer has been previously notified that the customer's utility service is to be disconnected due to failure to pay a delinquent bill. The customer's failure to receive notification of date to be disconnected does not exempt the customer from paying the service charge. The service charges, include, but are not limited to:
    - (1) Basic service charge for handling a delinquent account to include administrative oversight and the initial field visit on a delinquent account: \$50.00

- (2) Additional service charges for tampering with utility meter after service is cutoff:
  - a. Tampering with utility service fee: \$50.00
  - b. Fee for broken utility meter lock: \$50.00
  - c. Fee for installing flange between utility meter and distribution line: \$75.00
  - d. Fee for pulling utility meter: \$75.00
  - e. Fee for installing utility meter plug: \$50.00
  - f. Fee for disabling water tap: \$115.00
  
- (3) Service charge for after hours, weekend, and holiday replacement or reconnection of a utility meter after utility service is cutoff by authorized city employees: \$75.00
  
- (4) Additional service charges imposed if utility meter is bypassed after utility service is cutoff:
  - a. Tampering with utility service fee: \$50.00
  - b. Fee for installing utility meter plug: \$50.00
  - c. Fee for disabling water tap: \$115.00
  - d. Unauthorized consumption surcharge: \$100.00
  - e. Minimum charge for unmetered consumption:
    1. Water consumption of 25,000 gallons per billing cycle.
    2. Gas consumption at 20,000 MCF per billing cycle.
    3. Wastewater consumption of 25,000 gallons per billing cycle.
  
- (5) Additional service charges imposed for unmetered utility services:
  - a. Tampering with utility service fee: \$50.00
  - b. Fee for disabling sanitary sewer tap: \$500.00
  - c. Fee for removing unauthorized sewer tap: \$500.00
  
- (6) If a utility tap is disabled or removed, an application for a new tap and payment of all applicable tap fees under Article V of this chapter is required before utility service can be restored to the premises.
  
- (7) Service charge for police escort to gain access to utility meter(s): \$50.00
  
- (8) Services charge for animal control impoundment of customer pets to gain access to utility meter(s): \$50.00. Additional animal control impoundment fees will be applied by animal control to release customer's pet to the owners.
  
- (f) Utility meters removed due to failure to pay a delinquent bill or service or penalty charges shall be replaced only upon payment of all required service charges required by subsection (e) of this section.
  
- (g) Meters, service connections, locks, valves or any other city property broken, damaged or stolen while on the premises of the customer, or by the customer or someone acting in behalf of the customer, will be charged to the customer at a fair price based on the cost of the labor and materials necessary to repair or replace the damages, destruction or stolen property.

- (h) The breaking, damaging, adjusting, changing, removal or taking of any meter, pipe service connection, lock, seal, valve or any other city-owned property shall be unlawful and punishable as a misdemeanor. The turning on of any valve so as to provide service from any utility service, except by an authorized employee of the city, is subject to all required fees, service charges, and surcharges required by subsection (e) of this section and is unlawful and punishable under the Texas Penal Code.
- (i) For purposes of this section, a person who owns or otherwise has the apparent present right of possession and control of the premises where the utility meter, seal, valve, pipe, or other city-owned property, which has been broken, damaged, adjusted, changed, cut, removed, turned, or otherwise altered, is situated and is presumed to be the person who violated or allowed the violation of subsection (h) of this section. But the person has the right and burden of proof to show that the person did not break, damage, adjust, change, cut, remove, turn, or otherwise alter the utility meter, seal, valve, pipe, or other city-owned property in violation of subsection (h) of this section.
- (j) Any person whose name is on file with the utilities business office as the customer on the water account for the property where the violation of subsection (h) of this section occurs is presumed to be a person in apparent control of the premises. The customer has the right and burden of proving that they did not have control of the premises at the time of the violation.
- (k) The record owner of the property may show that they did not own the property at the time of the violation by executing an affidavit stating:
  - (1) That the record owner did not own the property on the date of the alleged violation; and
  - (2) The name and last known address of the person who acquired the property from the record owner.

(Ord. No. 029939, § 1, 8-27-2013)

- ❖ On the SunGard Application Menu
  - Double click Utility Systems
  - Double click Customer Information Main Menu
  - Double click Delinquency Processing Menu
  - Double click Cut Off List
- ❖ Enter "yesterday's" date in the Ending Date box
- ❖ Enter \$100 in the Dollar Amount box
- ❖ For Print Shut off, choose the 2<sup>nd</sup> "YES"
- ❖ Put an "X" next to Print in Meter and Generate Service Orders
- ❖ Click "OK" at the bottom left
- ❖ Choose Work With User Files at the bottom left
- ❖ Right click the active Work With Spool Files

- ❖ Click Refresh at the bottom left until 4 rows appear at the top
- ❖ Right click on the first line and choose Display
- ❖ Click Next after scrolling to the bottom of the screens to get the number of cuts
  - Choose Cancel
- ❖ Right click the first line again and choose Release
- ❖ Exit twice
- ❖ To do a MASS CLOSE for gas accounts return to SunGard Application Menu
  - Double click Utility Systems
  - Double click Work Order/Facility Management
  - Double click Request Processing Menu
  - Double click Work Request Mass Close
- ❖ Enter F>UTCE>COL>
  - Leave the first option blank next to Entry Date and put TODAY's date in the second
  - Service Code is GA
  - Job Order Status is READY
  - Press Enter
- ❖ Request Status should be CA
- ❖ ACTION should be CLOSED
- ❖ Press Enter
- ❖ To Print Work Orders return to SunGard Application Menu
  - Double click Utility Systems
  - Double click Work Order/Facility Management
  - Double click on Job Order Maintenance
    - Choose SUBSET on the bottom left
    - Category is UTCE
    - Task is COL
    - Status is READY
    - Press enter
  - Click Print Override and enter name of correct printer to use (CORPUBOD1)
  - Press enter
- ❖ Highlight each line that reads READY
  - Right click and choose PRINT
  - Scroll down and repeat until all pages have been printed
    - Verify count
- ❖ Separate printed pages by AREA
  - Remove and highlight all COMMERCIAL accounts
  - Hospital and School and Multiunit are not sent out
- ❖ Water department techs come to pick up work orders