



WATER CUSTOMER SERVICE

COLLECTION PROCESSES

THE POWER OF COMMUNICATION

WORKING WITH OUR CUSTOMERS WHEN THEY HAVE FINANCIAL HARDSHIPS

CALLING OUR CUSTOMERS BEFORE WATER IS DISCONNECTED

TAKING TIME TO ADDRESS ISSUES WHEN THEY ARE SMALL TO KEEP CUSTOMERS FROM BEING OVERWHELMED WITH SEVERAL MONTHLY BILLS COMING DUE AT ONE TIME.





DISCONNECTION FOR NON-PAYMENT

Terms and Conditions on the Utility Application state: “Any utility account which remains unpaid beyond the eighth (8) day after the due date on the bill shall be disconnected and shall be subject to a thirty-dollar (\$30.00) reconnection fee.”

We attempt to reach customers via phone and/or email at least one time during the 8 days after their payment due date to establish communication and see if a payment resolution can be reached.

DISCONNECTING SERVICE

If payment or a payment arrangement is not able to be secured 9 days after the due date, services are eligible to be disconnected for non-payment. We do not disconnect water services if Water Customer Service is not open the next day. Typically, disconnects occur Monday – Thursday.

Once the account has been paid up-to-date, water service is restored. Payments that are received by 5:00 pm are reconnected the same day. If a customer pays online after hours and calls our emergency line with their confirmation number, they can choose to pay an emergency after-hours fee of \$85.00 to be reconnected after 5:00 pm. The reconnection fee is added to the account once it is reconnected. This fee must be paid with the next monthly bill.

If the account remains delinquent during the week it was cut off for non-payment, the meter remains locked off and the follow-up process begins.





FOLLOW-UP PROCESS

- Begins the week following cut for non-payment
- Always conducted on Friday
- Process lifecycle is dependent on home ownership or tenancy status



TENANT ACCOUNTS FOLLOW-UP PROCESS

VERIFY LANDLORD OWNERSHIP IN PROPERTY APPRAISER

VERIFY TENANT RESIDENCY WITH
LANDLORD

VERIFY METER IS STILL
LOCKED.

**WEEK 1 FOLLOW-UP PROCESS
FOR CUT TENANT ACCOUNTS**

VERIFY METER IS STILL LOCKED

COMPLETE REMOVE LOCK PROCESS

IF OCCUPIED

- 1-LEAVE LOCKED
- 2-CALL LANDLORD AND ADVISE ACCOUNT WILL BE FLIPPED OVER INTO THEIR NAME BECAUSE TENANT HAS NOT PAID AND WATER HAS BEEN DISCONNECTED FOR MORE THAN 2 WEEKS
- 3-SEND LETTER TO LANDLORD ADVISING ACCOUNT CHANGE, CODE VIOLATION AND A COPY OF METER AVAILABILITY ORDINANCE
- 4-NOTIFY CODE ENFORCEMENT THAT DWELLING IS OCCUPIED WITHOUT WATER UTILITIES

IF VACANT

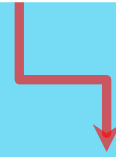
- 1-REMOVE LOCK
- 2-LEAVE METER TURNED OFF
- 3-NOTIFY LANDLORD ACCOUNT WILL BE FLIPPED OVER INTO THEIR NAME
- 4-CREATE FINAL BILL FOR TENANT AND OPEN ACCOUNT UNDER OWNER NAME
- 5-SEND OWNER LETTER AND COPY OF AVAILABILITY ORDINANCE

**WEEK 2 FOLLOW-UP PROCESS
FOR CUT TENANT ACCOUNTS**



OWNER ACCOUNTS FOLLOW-UP PROCESS

VERIFY OWNERSHIP IN PROPERTY APPRAISER



VERIFY METER IS STILL LOCKED.

**WEEK 1 FOLLOW-UP PROCESS
FOR CUT OWNER ACCOUNTS**

VERIFY METER IS STILL LOCKED

COMPLETE REMOVE LOCK PROCESS

IF OCCUPIED

- 1-LEAVE LOCKED
- 2-NOTIFY CODE ENFORCEMENT THAT DWELLING IS OCCUPIED WITHOUT WATER UTILITIES

IF VACANT

- 1-REMOVE LOCK
- 2-LEAVE METER TURNED OFF

**WEEK 2 FOLLOW-UP PROCESS
FOR CUT OWNER ACCOUNTS**

VERIFY ACCOUNT
REMAINS UNPAID
AND THERE HAVE
BEEN NO PROMISES
TO PAY MADE



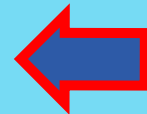
VERIFY
OWNERSHIP
OF PROPERTY
WITH LAKE
COUNTY
PROPERTY
APPRIASER



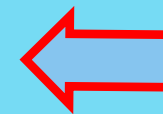
METER REMOVAL LETTER IS SENT
OUT VIA CERTIFIED MAIL. IF NO
PAYMENT OR ARRANGEMENTS
ARE MADE AFTER 10 DAYS, SEND
WORK ORDER FOR METER
REMOVAL TO WATER
DISTRIBUTION



AFTER 10 DAYS, IF THERE ARE
STILL NO PAYMENTS OR
PROMISES ON ACCOUNT,
COMPLETE LIEN DOCUMENTS
AND FILE WITH COUNTY
COURT.



ONCE
APPROVED BY
COMMISSION
SEND 10 DAY
LIEN LETTER VIA
CERTIFIED MAIL



IF ACCOUNT OWES MORE
THAN \$200 AND CURRENT
OWNER STILL OWNS
PROPERTY ACCOUNT WILL
BE ADDED TO RESOLUTION
TO GO TO COMMISSION
FOR APPROVAL FOR LIEN.

WEEK 3 FOLLOW-UP PROCESS FOR CUT OWNER ACCOUNTS

FINAL TIPS & TAKEAWAYS

- ▶ Our Goal is to protect the City's revenue while assisting our residents who are in financial hardship.
- ▶ Residents are thankful for the courtesy phone calls.
- ▶ Staff is authorized to offer payment plans to assist customers.
- ▶ Meter removal and liens are a last resort to collect on delinquent accounts.
- ▶ Utility liens are different from code liens, we are charging for services already provided.

Supporting Documentation and Ordinances

- ▶ Utility Customer Application

Detail of due dates and cut-off timeline

- ▶ Eustis Ordinance Sec 94-193.1

Detailed explanation of Water Availability charges

- ▶ Eustis Ordinance 94-261

Detailed explanation of lien process including exceptions for bills incurred by a tenant of property

- Per bond covenants we must not provide free water to anyone.

THANK YOU

Water Customer
Service Team