

RESOLUTION 2017-H

**A RESOLUTION OF THE EATONVILLE TOWN COUNCIL APPROVING
UTILITY BILL LATE PAYMENT REVERSAL AND PAYMENT EXTENSION
POLICIES FOR THE TOWN OF EATONVILLE**

WHEREAS, the Town of Eatonville is in need of a policy in regards to issuing payment extensions and reversing late payment fees; and

WHEREAS, the Utility Bill Late Payment Reversal and Payment Extension Policy will ensure consistency for all utility customers and provide guidance for staff; and

WHEREAS, the Utility Bill Late Payment Reversal and Payment Extension Policy has been reviewed by the Finance Committee; and

WHEREAS, the Finance Committee recommends approval of the policy; now, therefore,

**THE TOWN COUNCIL OF THE TOWN OF EATONVILLE, WASHINGTON, HEREBY
RESOLVES AS FOLLOWS:**

THAT: The Utility Bill Late Payment Reversal and Payment Extension Policy is approved in the form attached hereto as Exhibit A.

PASSED by the Town Council of Town of Eatonville and attested by the Town Clerk in authentication of such passage this 13th day of March 2017.

Mike Schaub, Mayor

ATTEST:

Kathy Linnemeyer, Town Clerk

Utility Bill Late Payment Reversal and Payment Extension Policy

A late payment fee for Utility Customers may be waived one (1) time every 24 months if the account has been in otherwise good standing for that period of time, or if the late payment was beyond the control of the customer as outlined below.

A payment extension may be granted to Utility Customers one (1) time every 24 month for up to two (2) weeks, or the 24th of the month, whichever is sooner. The customer must sign the Payment Agreement in person and will receive a copy for their records.

An exception may be made to this policy if circumstances are beyond control of the customer. Circumstances beyond the control of the customer must actually cause the late payment. These reasons are generally those which are immediate, unexpected, or in the nature of an emergency. Such circumstances result in the customer not having reasonable time or opportunity to obtain an extension of the due date or otherwise pay. These instances include but are not necessarily limited to:

- A. The payment was mailed on time but inadvertently sent to someone else.
- B. Erroneous written information given to the customer by an employee caused the delinquency.
- C. The delinquency was directly caused by a death or serious illness of the customer, or a member of the customer's immediate family.
- D. The delinquency was caused by the unavoidable absence of the customer (this does not include business trips or vacations).
- E. The delinquency was caused by the destruction by fire or other casualty of the customers home or place of business.
- F. The delinquency was caused by an act of fraud, embezzlement, or theft through no part of the customer.

Each occurrence will be looked at on a case by case basis. Documentation may be required and any more than 1 exception due to emergency during a 12 month period must be authorized by the Mayor.

The following are examples of circumstances that are generally not considered to be beyond the control of the customer:

- A. Financial Hardship
- B. A misunderstanding or lack of knowledge
- C. The failure of the customer to receive a billing
- D. Reliance upon unpublished, written information from the Town that was issued to and specifically addresses the circumstances of another customer