

Susquehanna Township Authority
Delinquent Accounts Collection Policy
09/05/2017

1. Bills are mailed at dates established by the Authority and payment is due 30 days from the date of the bill.
2. If payment is not received by the 7th day after the stated due date, a 5% late fee will be assessed to the account.
3. If payment of the outstanding balance has not been received within 7 days after the late fee is assessed to an account and the outstanding balance on the account is more than \$25.00, a delinquent notice will be sent via certified mail to the address on file stating that the customer has 14 days to pay his or her outstanding balance in full. The cost to send the certified mailing will be added to the customer's account.
4. If payment is not received in full for the balance due on the account by the due date on the delinquent notice and the balance due on the account is more than \$250.00, the account will be forwarded to the Authority's appointed collection agency without further notice to the customer. All fees incurred by the Authority to collect this balance will become the responsibility of the customer to pay and will be added to his or her account. Prior to transmitting an account to the appointed collection agency, a listing of accounts meeting the above criteria will be provided to the Authority Board for review and approval.
5. For those accounts transmitted to the appointed collection agency, a collection fee, equal to 25% of the balance, will be added to the customer's account.
6. The appointed collection agency will attempt to secure payment of the past due balance in accordance with applicable law.
7. All payment plans will be made through and administered by the appointed collection agency.
8. The appointed collection agency, based upon Authority's guidelines, will recommend a customer for water shut off*. Prior to tagging a property for water shut off, a listing of properties subject to shut off will be provided to the Authority Board for review and approval.
9. Once water service has been shut off to a property, the Authority will notify the Susquehanna Township Codes Officer.
10. A municipal lien will be filed against the subject property where the outstanding balance is more than \$500.00. All costs associated with the filing and satisfaction of a municipal lien will be the responsibility of the property owner.
11. Regardless of the above, if the Authority is notified that a property is in foreclosure, up for tax or judicial sale, a lien will be placed on that account, regardless of where that account is in the collection process.

* Water shut off will be performed in accordance with PA PUC regulations