

**CITY OF ZANESVILLE
STORMWATER UTILITY PROGRAM****POLICY: PRIORITY COLLECTION PROCESS****I. DISCUSSION:**

This is the seventeenth billing policy paper in a series of billing policy papers that document the overall billing mechanism development process. This billing policy paper provides the process of allocating utility billing account payments for all utility rate payers. Furthermore, the definition of priority within the billing and collection system is a key part of the protocol that is typically established by an ordinance for pursuing collections if a customer/rate payer fails to pay. The order of priority provides the basis for determining which utility service(s) are in default in the event a customer/rate payer fails to pay, or when a customer/rate payer partially pays a bill. If a customer fails to make any payment, they are in default with respect to all utility services. However, if a customer makes a partial payment, the priority of utility services as established by billing/collection protocol will determine which specific utility service(s) is/are covered by the payment and which service(s) is/are in default.

By convention, stormwater utility programs are best served by establishing the water utility service charge revenues as the last service/enterprise funds reimbursed (the last priority within the protocol). A customer in arrears would be arrears on water service and would risk interruption of service.

This billing and collection procedure is currently being utilized by many stormwater management programs across the country including, the City of Elyria, City of Newark, City of Milford, Ohio, City of Lancaster, Ohio, City of Toledo, Ohio, the City of Mason, Ohio, the City of Columbus, Ohio, the City of Fort Wayne, Indiana, Louisville/Jefferson County, Kentucky and the City of Tulsa, Oklahoma, to name a few.

II. TAC RECOMMENDATION:

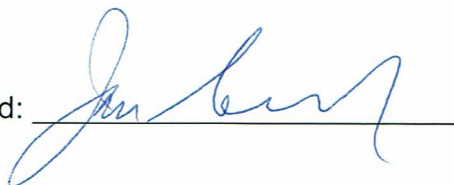
The JHA/ERC Team recommends that a priority billing and collection system be implemented for City of Zanesville in the following order:

1. Stormwater charges;
2. Wastewater charges;
3. Sanitation charges, and lastly
4. Water charges.

III. TAC ACTION:

The TAC reviewed, discussed and approved this billing policy paper during the July 10, 2018 TAC meeting.

Approved: _____



Date: _____

