

RESOLUTION NO. 2023-10
DELINQUENT SEWER ACCOUNT POLICY

WHEREAS, Noble County Board of Commissioners operates a sanitary sewer system, and

WHEREAS Noble County Board of Commissioners must establish a policy for the collection of delinquent accounts for the Sewer Department:

Monthly:

The Noble County Water Authority, working in conjunction with the Noble County Board of Commissioners, will review delinquent accounts with combined water and sewer service billing each month. A 10% water and sewer penalty will be applied to delinquent accounts on the 21st of each month or the next business day after if it occurs on a weekend or holiday. Customers with delinquent accounts will be notified by phone, mailed notice, and/or door hanger and given 15 calendar days to pay the balance in full. If the balance is not paid in full, the Noble County Water Authority will terminate water service. A \$50.00 service charge will be added to the account. The service fee will be split evenly between both entities when water and sewer services are both billed on the account. The account will continue to accrue penalties until it is paid in full.

Annual:

The Noble County Board of Commissioners will receive a list of delinquent sewer charges billed by Noble County Water Authority in September of each year. The Sewer Superintendent/Operator/Billing Officer will review and contact property owners that have a delinquent sewer balance exceeding \$100.00. The Noble County Board of Commissioners, working in conjunction with the Noble County Water Authority, will attempt to arrange payment plans to collect the delinquent balances.

The property owners without a combined sewer and water service bill will receive a mailed notice and/or door hanger regarding the delinquency that must be paid by December 1st or it will be assessed on the county real property taxes list. A \$50.00 administrative fee will be added to the account and will be included in the assessment.

The delinquency listing will be reviewed up to December 1st and any unpaid balances will be sent to the Noble County Auditor's office on December 1st. Sewer collections will be received by the Sewer Operating Fund. Water collections will be received by the Noble County Water Authority.

Sewer service cannot be terminated for delinquent payments on a property that water and sewer services are not billed by the same entity.

NOW, THEREFORE, BE IT RESOLVED BY THE NOBLE COUNTY BOARD OF COMMISSIONERS.

That this resolution is established as a written policy regarding the collection process for the delinquent sewer and sewer/water combined accounts.