

City of Veneta

Chart of Upcoming Changes

Regarding Utility Accounts (water, sewer, storm water/drainage and street utility fee)

STEP/COMPONENT	CURRENT PRACTICE	NEW PRACTICE
<b>Responsible Party</b>	Non-property owners are allowed to set up utility accounts	Continue to allow non-property owners to set up utility accounts; implement agreement/acknowledgement for property owners to complete and sign
<b>Billings Mailed</b>	Bills are mailed on or about the 1st of each month	No change
<b>Bill Due</b>	Bills due by the 10th of each month	Bills due by the 15th of each month
<b>Past Due Notices</b>	Past due (delinquent) notice sent the 11th of each month	Past due sent if there is an unpaid balance on the 16th of same month
<b>Past Due Payment Deadline</b>	Past due payment deadline 21st of each month	Past due payment deadline 27th of each month
<b>Door Hangers</b>	Door hanger (24 hr. disconnect notice) delivered if no payment 10 days after past due notice mailed. \$15 fee added to bill	Discontinue practice of placing door hangers
<b>Discontinuance of Service for non-payment</b>	24 hours after door hangers are placed service is discontinued	Service discontinued on 28th of month for all accounts with unpaid balance unless extension allowed
<b>Reinstatement of services after off for non payment</b>	Payment of 1/4 of account balance, plus turn on fee and signed pay agreement	Pay balance in full and turn on fee
<b>Payment Extensions</b>	Verbal payment promises are made with customers with no limit on timeframe	Allow verbal payment promises for up to 5 days as long as previous promises honored
<b>Use of pay agreements</b>	Written pay agreements allowed	Written pay agreements only allowed in specific situations
<b>Leak Adjustments</b>	Requests for adjustments due to water leaks accepted verbally	Written requests required using "Request for Account Adjustment" form
<b>Refunding Credit on Closed Accounts</b>	Credit balances on utility accounts refunded if over \$1.00	Credit balance on utility accounts refunded if \$5.00 or more
<b>Incorrect Service Start/Stop Dates</b>	Billing correction requests accepted verbally	Written requests required using "Request for Account Adjustment" form
<b>Closed Accounts with Balance Due</b>	Billings on closed account sent regardless of amount due	Billings with a balance of less than \$5.00 on closed accounts will not be sent
<b>New applicants with balance from another Veneta account</b>	Allow new service to start. We encourage a pay agreement for old account and send bills to new address	Refuse new service until old account is paid in full
<b>Discontinuing Service Requests: moving</b>	Requests for discontinuing service due to moving accepted verbally	Written requests required using "Discontinuance of Service" form; meters to be turned off unless previous agreement with property owner
<b>Discontinuing Service Requests: repairs</b>	Requests for discontinuing service due to repairs needed accepted verbally	Written requests required using "Discontinuance of Service" form
<b>Discontinuing Service Requests: vacation</b>	Requests for discontinuing service due to leaving area temporarily accepted verbally	Written requests required using "Discontinuance of Service" form; meters to be turned off and fee charged
<b>Unpaid Balance on Previous Residents Account</b>	Service is provided to new resident; collection efforts are continued on previous resident	Handled case by case; services may be delayed or refused until previous account paid
<b>Third-party Collections and Liens</b>	Closed accounts are sent to collections 90 days after the final bill has been sent	Begin appropriate collection action 30 days after date of final billing; liens placed in certain situations