



CITY OF
FOLSOM
DISTINCTIVE BY NATURE

Delinquency Policy

Utility Assistance Program (UAP) low income customers Income levels updated annually

Eligibility Requirements: You must meet all of the following requirements to qualify for the Utility Assistance Program Rate.

1 Your household's total gross annual income is no more than shown on the chart below:

Persons in Family							
1	2	3	4	5	6	7	8
\$29,300	\$ 33,450	\$ 37,650	\$ 41,800	\$ 45,150	\$ 48,500	\$ 51,850	\$ 55,200

2 You are not claimed as a dependent on another person's income tax return.

3 The service address on the application is your main place of residence.

4 You must be receiving utility service under a residential rate.

* Total yearly gross household income based on Housing & Urban Development (HUD) guidelines is defined as: the sum of all wages; Social Security welfare and retirement payments; and disability, interest and dividend income for all residents living in the household. *Updated: 05/04/2018*

1. A residential customer may apply for reduced utility rates by completing a Utility Assistance Program (UAP) application
2. A UAP customer may request alternative payment plans by calling 916-461-6103 or emailing billingwebmail@folsom.ca.us
3. To contest a bill a customer must submit a written dispute to the Revenue Manager for review. If the customer is unable to submit the written request a technician will submit it for them
4. UAP customers qualify for a reduced reconnection fee of \$50 and after-hours reconnection fee of \$135
5. May have interest waived on delinquent bills once every 12 months

Monthly delinquency program

1. All delinquent accounts are subject to a deposit
 - a. The total deposit may equal the highest balance on the account in the previous year
 - b. Deposits may be reversed or reduced with current payments for one year or completion of 3 consecutive automatic recurring payments on the account
2. Utility accounts can be in the name of the property owner or the renter
 - a. Landlord accounts:
 - i. Property owner liens are added annually to the property tax rolls in October
 - ii. Landlord must have a current Business Certificate with the City of Folsom to put an account in the renter's name
 - iii. Landlord delinquency resulting in opening an account in the renter's name will initiate an annual fee of \$65 to the landlord's delinquent account

- iv. Rental utility accounts will be moved back into the landlord's name with severe delinquency issues. Landlords are held responsible for rental delinquencies and balance may be added to the annual lien process to the property tax roll for the address
- b. Renter accounts:
 - i. Renter is not responsible for landlord's delinquent balance
 - ii. Renter's may deduct the utility payment from the monthly rent when the lease included utilities
 - iii. A Deposit of \$210 will be added to the account in 6-\$35 monthly installments
 - iv. Deposit will be reduced to \$70 with one year of current balance payment or completing 3 consecutive automatic recurring payments on the account
- 3. Policy of delinquent accounts management
 - a. Accounts are considered delinquent 60 days after the due date on the monthly bill
 - b. Delinquent Notices will be mailed 60 days after the due date
 - i. Notice states that the delinquent Customer has 14 days from the date of the letter to pay the account balance before disconnection of services
 - ii. Notified of potential \$125 total admin/disconnect fee and potential deposit added to account
 - iii. If mail is returned undeliverable, a phone call or email must be completed to the resident
 - iv. If the resident cannot be contacted by phone or email, a delinquent notice must be delivered to the resident's front door
 - c. 48 Hour Disconnection calls will be completed 2 business days before the start of the disconnection of services
 - i. A \$210 deposit added to the customer's account
 - 1. Deposit added until it is equal to the highest balance on the customer's delinquent account in the past year
 - a. 1st deposit in 6-\$35 monthly installments
 - b. 2nd deposit in 3-\$70 monthly installments
 - c. 3rd deposit in 6-\$35 monthly installments
 - ii. Customer calls include the total balance due and the property address
 - 1. Customer notified services will be disconnected after 48 hours from receiving this phone call or message (listing is timestamped)
 - 2. Any accounts without phone numbers are removed from the auto-call process. These customers will receive an emailed 48-hour notification
 - d. Delinquent accounts will be disconnected 90 days after the monthly due date
 - i. Disconnection of services:
 - 1. Water disconnections are started on the next business day after the production of the listing (excluding Fridays)
 - 2. Cart removals are completed on the first Monday following the production of the listing
 - 3. Customers are charged a total \$125 admin/disconnect fee on their next monthly bill

- ii. Service is reconnected with full payment or payment plan agreement
 - 1. UAP (low income) Customers
 - a. May have all penalties waived on delinquent bills one time every 12 months
 - b. Limited charge for reconnection of services (split fee)
 - i. \$75 admin/disconnection fee
 - ii. \$50 reconnection fee
 - iii. \$135 after-hours charge
 - c. Payment plans must be completed in 12 months from plan initiation date
 - d. Payment plans can be amended if the customer contacts us before missing a payment
 - e. Accounts are exempted from any further disconnection if the payment plan is met
 - f. Current bills must be paid on time and in full
 - g. Payment Plans are void and service is disconnected the following day if payments are missed or current bills become delinquent. The original delinquency fees will be charged again
 - h. If a written dispute is pending, all delinquency processes will be suspended until the dispute is resolved by the Revenue Manager
 - 2. Regular rate Customers
 - a. May have all penalties waived on delinquent bills one time every 12 months
 - b. Disconnection/Reconnection fee combined
 - i. One-time charge of \$125
 - ii. \$135 after-hours charge
 - c. Payment plans must be completed in 12 months from plan initiation date
 - d. Payment plans can be amended if the customer contacts us before missing a payment
 - e. Accounts are exempted from any further disconnection if the payment plan is met
 - f. Current bills must be paid on time and in full
 - g. Payment Plans are void and service is disconnected the following day if payments are missed or current bills become delinquent. The original delinquency fees will be charged again
 - h. If a written dispute is pending, all delinquency processes will be suspended until the dispute is resolved by the Revenue Manager

Miscellaneous Delinquency items

- 1. The delinquency fees can be disputed by the customer in writing to the Revenue Manager. The manager will always waive the fee the first time the customer disputes as a 1-time courtesy
- 2. Customer partial account balance payments do not stop the delinquency process without contact and agreement with a Revenue Technician. All

- accounts will need the balance paid in full if there is no contact with Revenue staff
3. If a customer contacts us and pays before 12 noon, their service will be reinstated on the same day (after 2:30 pm). If a customer contacts us and pays after 12 noon their service will be reinstated the following business day morning unless an additional after-hours fee of \$135 is paid
 4. The number of annual Residential disconnections will be posted on the City website as of 2/1/2020
 5. Delinquent notices and delinquency policy will be communicated in 5 other languages besides English. These languages as defined in Section 1632 of the Civil Code are Spanish, Chinese, Tagalog, Vietnamese, and Korean

Date: January 31, 2020