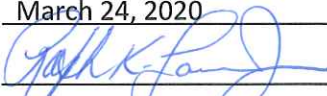




CITY OF COLVILLE

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TITLE:	Public Health Emergency and/or Pandemic Utility Billing Policy	
EFFECTIVE DATE:	<u>March 24, 2020</u>	
APPROVED BY:		
	Name: Ralph K. Lane Jr.	Title: Mayor
ATTORNEY REVIEW:	<u>Logan Worley, electronically approved</u>	Date: <u>03/24/2020</u>
	City Attorney	

PURPOSE:

The purpose of this policy is to allow for suspending past due/pending disconnection penalties and postponement of water disconnection during a Declaration of Emergency related to an outbreak or pandemic illness, or other Public Health Emergency.

SCOPE:

This policy applies to all City of Colville utility customers effective with the April 2020 Utility Billing Run.

DEFINITIONS:

“Public Health Emergency” means an occurrence or imminent threat of an illness or health condition, caused by bio terrorism, epidemic or pandemic disease, or (a) novel and highly fatal infectious agent or biological toxin, that poses a substantial risk of a significant number of human fatalities or incidents of permanent or long-term disability.

“Pandemic” means a disease that is prevalent over a region, country, or the world.

POLICY:

It is the policy of the City of Colville to take all appropriate measures needed to address a public health emergency. Protecting the community and City staff is a top priority and this policy establishes actions that the City will take during a public health emergency related to City of Colville utility bills including water, sewer and storm drainage.

During a declared public health emergency, it is the policy of the City of Colville to postpone all disconnections to water service for the duration of the emergency beginning with the April 2020 utility billing run. It is also the policy of the City of Colville to suspend past-due penalties (also known as “Late Fees” and “Shut Off Fees”) for the duration of the declared emergency.

This policy does not suspend regular monthly utility charges for water, sewer, and stormwater utilities.

PROCEDURE:

The following procedures are established to allow for citizens to continue receiving water, sewer and storm drainage utility service, without penalty, during a declared public health emergency.

Notification

- A. Utility Billing will be notified when a Declaration of Emergency related to public health is proclaimed.
- B. Utility Billing will notify customers who are in arrears (past due and/or scheduled for disconnection) of the policy including an explanation that all past due amounts are still owed, and that additional penalties will be suspended and disconnections will be postponed for the duration of the declared emergency.
- C. Utility Billing will notify customers in arrears of payment arrangement options once the Declaration of Emergency has been lifted.

Reporting

- A. Utility Billing will track, by way of reports, utility accounts that go into arrears during the duration of the proclaimed emergency and submit the reports to Treasurer on a regular basis throughout the proclaimed emergency.

Post-Emergency Procedure

- A. After the Declaration of Emergency has been lifted, Utility Billing will notify customers in arrears of their account balances, date of potential disconnection and payment arrangement options. Payment arrangement options will be reviewed by the Treasurer on a case-by-case basis.
- B. Regular penalty and disconnection timelines, will be re-established the first day of the month following the Declaration of Emergency being lifted.