

City of Carlton Water/Sewer Late Payment Policy

Goal

The goal of the city council in establishing an internal control system for the Water/ Sewer late payment fee is to safeguard the assets of the city and to ensure an appropriate level of fiduciary responsibility.

Objective

The objective of the city council in meeting this goal is to provide guidelines for the use, safekeeping and reporting standards of the Water/ Sewer Fund.

Procedures

1. Segregation of Duties

The Clerk/Treasurer will be responsible for the implementing and waiving of the water/sewer late payments.

a. The Clerk/Treasurer will determine if a late fee is forgiven.

b. If a late fee is disputed, after the Clerk/Treasurer reviews the account, the complainant must put their dispute in writing the Thursday prior to the Regular City Council Meeting and the City Council will decide if the late charges apply or are forgiven.

2. Accounting Controls

The following guidelines will govern the application of late Payments.

a. The Clerk/ Treasurer will determine if a late payment charge should be applied to a delinquent account. If there has never been a late payment on the account, the Clerk/ Treasurer may forgive the late payment fee one time. The Clerk/ Treasurer will make an electronic note in the account files that the fee was waived and it is only for the one-time. (It will also be date stamped.)

b. The Clerk/ Treasurer will also determine if a late charge will apply if the late charge is disputed and the Clerk/Treasurer looks at the past history of said account, and if there has not been a late payment in the last 13 months the Clerk/ Treasurer may forgive the late payment fee.

c. The Clerk/Treasurer will inform the homeowner if a late payment fee has been forgiven, and that all future late charges will apply.

d. If the City Office receives a written complaint regarding a late fee, the Clerk/Treasurer will add the written complaint to the agenda for the next Regular City Council Meeting. It will be the responsibility of the City Council Members to apply or forgive the charges of the said account.

e. The Clerk/Treasurer will inform the complainant in writing the decision of the City Council.