



TROY WATER/SEWER DEPARTMENT  
P.O. BOX 215 - 151 DORT ST  
TROY, NH 03465  
(603) 242-7722

## **PAYMENT COLLECTION POLICY**

**The Collection process begins the day that the bills are mailed out. All Water and Sewer Bills are due 30 calendar days after the issue date of the bill. This allows for mailing delays to and from the customer. Credits to the customers' account are based on actual receipt of payment, not postmark date.**

### **Day 31:**

Any customer that has not paid in full 30 days after the issuance date of their bill and is not under a signed payment agreement that addresses ALL amounts past due will receive a 10-day shutoff notice that expires no less than 41 days from the issuance date of the most recent bill. Late fees will be assessed at this time and interest (where applicable) will begin to accrue.

### **Day 42:**

A shutoff list of all customers that have not paid and are not under a signed Payment Plan will be generated by the Accounts Receivable (A/R) Clerk and delivered electronically to the Superintendent for enforcement. The Superintendent and his staff will immediately begin physically shutting off services by street in an order that is operationally efficient for the department. Field staff will have their phones on them at all times just in case a customer has contacted the office and begun the process of working out a payment plan prior to service termination. In these instances, department staff will refrain from shutting off that customers service until notified otherwise by the A/R Clerk or the Superintendent.

### **Payment Plans:**

Payment plans are to be worked out between customers and the Superintendent with the help of the A/R Clerk. All payment plan requests must be submitted in writing using the »[Payment.Plan.Request](#)« form. Payment plans must be entered into using the Commission approved »[General Agreement and Payment Plan](#)« forms. Payment plans will not be accepted that allow the customer to grow further delinquent during the repayment period. Ideally, all past due payments and fees should be paid in full prior to the due date of the next bill. If a customer cannot pay all that is past due by the due date of the next bill, they must pay all current and future bills in full while their arrearage is being paid off. Any scenario that is contrary to these

guidelines must be approved by the Commission. If the Commission needs to act on an unorthodox payment plan, the customer must make good-faith payment(s) in an amount acceptable to the Superintendent prior to the next Commissioner’s meeting to avoid termination of service. In these instances the customer must attend the Commissioners’ meeting to present their proposal for repayment.

Monitoring of payment plans will be the responsibility of the A/R Clerk. The Superintendent shall be notified of missed payments (including returned checks) for immediate termination of services.

**Termination of Service:**

If a customer has not entered into a payment agreement prior to termination of service, they must sign a payment agreement with the Superintendent or Board of Commissioners before the department can restore services. In these instances, a shutoff and turn-on fee, along with all other applicable fees, will be assessed to the customer’s account.

**Abatements:**

All requests for an abatement of any fees (Service, Usage, Interest, Penalties, etc.) shall be submitted in writing using the Commission approved request form. All decisions to grant abatements shall be the sole responsibility of the Water Sewer Board of Commissioners.

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Mike Leclerc, Chairman

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Courtney Davis, Vice Chair

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Ben Drugg, Secretary

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Adam Hopkins, Director

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Bill Covenor, Director