STANDARD OPERATING PROCEDURE

Title: Town of Elm City Billing Policy/Procedure/Calendar

Effective Date: January 03, 2022

Revised Date: N/A

Written By: Shameshia Fennell, Finance Officer

Approved By: John Edwards, Town Administrator

Purpose: The purpose of the policy is to establish the billing calendar and procedures for the Town of Elm City

Scope: In an effort to improve the efficiency, timeliness, and the accuracy of billing, the following guidelines are established and are intended to establish a level of performance that is measurable.

Procedure:
1. *On the 13th of each month:* Give meter reading log sheet to Public Works Department
2. *By the 17th of each month*: Give re-read list to Public Works Department
3. *By the 19th of each month:* Enter water readings into billing software
4. *By the 20th of each month:* Create/calculate utility bills in the software
5. *By the 25th of each month:* Print and mail utility bills
6. *On the 14th of each month*: Complete bank drafts for utility billing customers set up on autopay
7. *On the 15th of each month:* Access and add late fees to any unpaid customer accounts over the amount of $10
8. *On the 23rd of each month:* Give disconnect list to Public Works Department
9. *On the 23rd of each month:* Add disconnect fees to customer accounts
   a. Any customer included on the disconnect list is considered disconnected in the software system, even if they haven't been physically disconnected and must pay disconnect fee.

*Any customer that pays their utility bill after they have been included on the disconnect list MUST pay the connection fee before services are reinstated.

*If any of the above dates falls on a Saturday or Sunday, the next business day will be used to perform procedure.

I, _____ certify that I have read and understand this
policy.

Employee Signature: _____

Date: _____