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| Title of Policy: | **Accounts Collection Policy** | **Pg 1-2** |
| Section #: | Section 1 |  |
| Approval Date: | **February 9, 2021** |  |
| Revision Date: |  | Policy 1.1 |

**POLICY STATEMENT**

Accounts cut-off for non-payment or discontinued accounts shall be subject to this policy.

1. The Manager and/or designee shall place the account in one of the following categories for collection:
2. KWD may continue to pursue collection by any appropriate action, including but not limited to retaining counsel to pursue possible legal remedies;
3. KWD may turn the account over to an outside agent or agency for collection; or
4. KWD determines that collection is not feasible and writes off the account
5. As needed the Manager will report;
6. The manager shall report any accounts that are to be written off to the board.
7. The Board shall approve or disapprove any determination that an account shall be written off.
8. Until payment has been made, no further service in KWD’s service area will be rendered to the person(s) whose name appears on the account or to person(s) who received service from the account.
9. In the event a complaint has been filed in accordance with the established Complaint Procedure contesting the propriety of the charges on such account, then collection of such account may not be pursued until the governing board has taken final action on the complaint.
10. Any person(s) on whose account collection procedures have been instituted who has made full restitution to KWD and/or its agents will not be refused service. However, the person(s) may be required to pay an additional special service charge before service is provided, in accordance with KWD’s policy.
11. Any fees or additional costs to KWD for collection of an account shall be borne by the person(s)whose name(s) appears on the account.
12. KWD via current collection agency may report accounts covered under this policy that have not made restitution to a credit reporting agency.