



EMERGENCY POLICY AND PROCEDURE FOR COLLECTION AND ENFORCEMENT OF UTILITY BILLS

1. PURPOSE

The purpose of this policy is to allow for waiving of water, electric and storm drainage utility past due penalties and a postponement of utility shutoffs during a Declaration of Emergency related to a pandemic illness or other public health emergency.

2. SCOPE

This policy applies to all City of Milton utility customers who are currently in arrears or who fall into arrears during a public health emergency.

3. 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.

4. POLICY

It is the policy of the City of Milton to take all appropriate measures needed to address a public health emergency. Protecting the community and City staff is a top priority. This policy establishes actions that the City will take during a public health emergency related to the collection and enforcement of City of Milton utility bills for water, electricity and storm drainage.

During a declared public health emergency, it is the policy of the City of Milton to postpone all utility service shutoffs for the duration of the emergency. It is also the policy of the City to suspend past due penalties for the duration of the declared emergency.

This policy does not suspend regular monthly utility charges for water, electric and storm drainage utilities.

5. PROCEDURE

The following procedures are established to allow for customers who are in arrears to continue receiving water, electric and storm drainage utility service, without penalty, during a declared public health emergency.

Notification

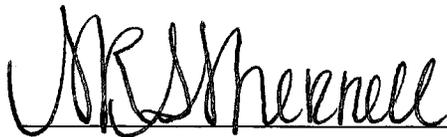
- A. Utility Billing will be notified when a Declaration of Emergency related to public health is proclaimed.
- B. The City will post notice of the policy, including an explanation that all past due amounts are still owed, but that during the duration of the declared emergency additional past due penalties and shutoffs will be suspended.
- C. It shall be the responsibility of those customers whose accounts are in arrears to contact Utility Billing to request payment arrangements for all past due amounts. Payment arrangements may consist of a specified date by which all past due amounts must be paid, or payments made on an established, mutually agreed upon, schedule.

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 the Finance Director on a regular basis throughout the proclaimed emergency.

Post-Emergency Procedure

- A. After the Declaration of Emergency has been lifted, Utility Billing will review those accounts under established payment arrangements. Accommodations for further payment arrangement options may be reviewed by the Mayor or designee on a case-by-case basis.
- B. Regular penalty and shutoff timelines, as outlined in Milton Municipal Code Title 13, will be re-established within 30 days following the Declaration of Emergency being lifted.



Shanna Styron Sherrell, Mayor

April 10, 2020

Date