

Hibbing Public Utilities  
Policy Number: CUST111collections  
Date: March 14, 2019

**Subject: CUSTOMER ACCOUNTS AND COLLECTIONS**

The purpose of this policy is to establish a guideline as clarification as to how and when a customer's account is submitted to a collection agency.

1. When a customer's account has reached 60 days from the date of the outstanding final bill, the account becomes eligible to be submitted to a collection agency.
2. A 40% fee will be added to each account before it is sent to collections to recoup losses incurred through using a collection agency.
3. The balance will be written off once the account is submitted to collections and the account will be internally noted as "COLLECTIONS".
4. Internal notes will be added to the customer's account reflecting the amount submitted to collection for future reference.
5. Any customer attempting to start a new utility service with a past due balance submitted to collections will be denied service until proof of the entire debt payment is provided.

If the debt is for City services (garbage, sewer, storm sewer, landfill) only and HPU has received written approval from the City of the customer debt collection satisfaction, this section is waived.

6. Once an account has exceeded the Statute of Limitations (SOL), 7 years, the account will be internally noted "SOL" and the collection amount; minus 40% additional fee, can be collected over the counter at the HPU billing payment office.

March 14, 2019  
Adopted by Commission Action