

Hibbing Public Utilities  
Policy Number: CUST111collections  
Date: March 28, 2017

**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 service with a past due balance submitted to collections will be denied service until proof of the entire debt payment is provided.
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 28, 2017  
Adopted by Commission Action