

**SOUTHEAST METRO STORMWATER AUTHORITY
BOARD OF DIRECTORS
AGENDA ITEM SUMMARY**

NAME OF ITEM:

Fee Collection Process

FROM:

Dave Agee

DATE:

August 22, 2007

EXECUTIVE SUMMARY:

Staff prefers to utilize the Arapahoe County Treasurer's process for collection of unpaid fees. However, during the 15 months between August 1 and November 1, 2008 (the date unpaid accounts can be certified to the Treasurer), staff proposes to pursue additional collection efforts for unpaid fees, including (1) a rebilling to all customers with the opportunity to pay by a certain date and penalty and interest will be waived; (2) making personal contact with SEMSWA's largest customers (those that owe \$1,000 or more) in order to educate and hopefully persuade such customers to pay; and (3) sending customers that owe \$100 or more a "firm" letter indicating that payment is expected by a certain date or there will be consequences (lien or suit).

Staff prefers not to utilize a collection agency for collection of fees since it can result in the harassment of customers and bad PR. However, collection efforts are important and there is a realization that the collection effort takes significant time and effort. We feel that a significant effort to collect relative small amounts due (i.e., less than \$100) is not worth it. However, the time spent in educating and collecting from larger customers will not only result in fees being collected, but will get them "on board" to pay in future years.

Staff is in the process of developing a letter for the rebilling effort and expects to begin calling the larger customers soon. We will keep the Board informed from time-to-time as the collection effort progresses.