

BOROUGH OF DUBLIN
ORDINANCE No. 323
AN ORDINANCE ESTABLISHING A POLICY AND PROCEDURE
FOR COLLECTION FOR WATER, SEWER AND TRASH SERVICES

BE IT ORDAINED AND ENACTED by the Borough Council of Dublin, Bucks County, Pennsylvania as follows:

Section I. Statement of Policy.

It is the stated policy of this Borough that all utility customers who receive either water, sewer or trash service from the Borough pay their obligation for such services within 30 days of the date of invoice.

Failing full payment, it is further the policy of Dublin Borough to take such measures that are reasonably necessary to ensure that all outstanding invoices for services rendered are then the subject of the below described process to ensure that other residents of the Borough are not shouldering an unfair share of the costs for services.

Finally, it is the stated policy of Dublin Borough that all customers who fail to pay for services are then required to pay to the Borough those costs incurred for collection of outstanding balances, including penalties, including attorney's fees and costs, as herein below provided.

Section II. Process for Collection of Delinquent Accounts

- A. Invoices for all municipal services (i.e. Trash, water and sewer) are due within 30 days after the billing date. The Borough offers a number of payment alternatives including the acceptance of credit/debit cards as detailed on the Borough's website, and payment plans as below described. Processing a payment via credit/debit card will incur additional transaction charges which are the responsibility of the customer.
- B. All invoices not paid in full within 30 days shall bear a quarterly penalty of ten (10%) percent per quarter applied to outstanding balance.
- C. If an invoice is not paid in full within 30 days of the billing date, the Borough shall send a Delinquent Notice by regular mail which states as follows;

1. The Borough shall send a letter drawing the customer's attention to the unpaid balance and also making the customer aware of payment options. This letter shall also outline penalties and costs that will be assessed if the account remains delinquent;
2. When an account is delinquent 180 days, a second letter shall be sent which assesses a separate but additional penalty in the amount of fifteen (15%) percent applied to outstanding balance. This letter shall also advise the customer that once the account becomes 270 days delinquent, legal action shall be commenced. This letter shall advise that this is the last opportunity to enroll in the payment plan, below described;
3. Once the account is 270 days delinquent, the Borough shall send via Certified Mail to the customer a "Notice of Legal Action", detailing the aged balance, and penalties. This letter shall also state that when the account is delinquent for 360 days;
 - a. A lien will be filed which will then assess attorney's fees and costs; and
 - b. An action will be commenced by the Borough Solicitor which seeks full payment together with all costs, penalties, late fees and attorney's fees. This action shall be commenced within 15 days of the matter being forwarded to the Solicitor's office;
 - c. Upon referral to the Borough Solicitor, the Borough shall also advise the customer of pending legal action via certified mail and all further communication, other than for payments, shall be to the Borough Solicitor.

Section III. Payment Plan

- A. If, prior to the expiration of 30 days from the billing date, as described in Section II. above, the customer requests to be enrolled in the Borough's payment plan, no additional enforcement action will be taken and the customer shall not incur penalties, insofar as;
 1. the customer pays initially, at least twenty-five (25%) percent of the then outstanding balance and;

2. makes monthly payments thereafter in no more than 12 equal monthly payments, unless otherwise agreed upon by the Borough Manager or Borough Council. Additionally, during the time the customer is paying as per this payment plan, all subsequent invoices shall be paid in full within 30 days of its billing date.
- B. Provided however, once an account has gone to a "shut off" Notice as provided for in Section IV, infra, or has previously been enrolled in a payment plan as provided for hereunder and not successfully completed that plan, that account shall not again be eligible to enter into a payment plan for 3 years (twelve quarterly payments) from the date the Shut Off Notice is removed or the payment plan has been successfully completed. Should an account successfully complete their plan, that account shall not be eligible to enroll in a payment plan as provided for hereunder for 2 years (8 quarterly payments) from the date of completion of the payment plan.
 - C. Once entered into a payment plan, should an account become more than 30 days delinquent any time before the completion of the plan, the account shall immediately be processed for a shut off upon 30 day's notice.
 - D. Once a termination notice is sent, and services are not terminated for whatever reason, should an account become more than 30 days delinquent during the next 3 years, the account shall immediately be processed for a shut off upon 30 day's notice.

Section IV. Termination of Services

In addition to all of the remedies above described, should a customer connected to the Borough's water system have a delinquent account for a period of 425 days, the Borough shall terminate services to said customer until the account is paid in full. The customer will receive a final notice on day.395 that in 30- days, terminate of service shall occur.

Section V. Repeal of Ordinance 309

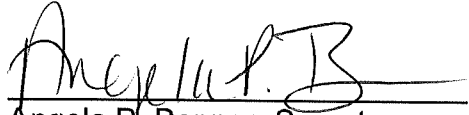
The terms of this Ordinance are meant to repeal Ordinance 309 to the extent it is inconsistent with the terms of this Ordinance.

Section VI. Effective Date

This Ordinance shall take effect immediately upon adoption.

ORDAINED AND ENACTED, this 25th day of February, 2019.

DUBLIN BOROUGH COUNCIL




Angela P. Benner, Secretary

BY: 

Jeffrey Sharer, President

Approved this 25th day of February, 2019.



Christopher Hayes, Mayor