

West Donegal Township
Delinquent Accounts Collection Policy
Effective Date: 06/12/2023

1. Bills are mailed at dates established by the Authority and payment is due 30 days from the date of the bill.
2. If payment is not received by the seventh day after the stated due date, a 10% late fee will be assessed to the account.
3. If payment of the outstanding balance has not been received within the second month after the quarterly billing and the outstanding balance on the account is more than \$10.00, a late notice will be sent to the address on file stating that the resident has 14 days to pay his or her outstanding balance in full.
4. If payment is not received in full for the balance due on the account by the due date on the late notice and the balance due on the account over 180 days or older and/ or is more than \$246.00, the township will notify the Township contracted hauler and trash and recycling service will be suspended until the account is brought current. Termination of services does not stop billing, late penalties, and interest fees.
5. An in-house forbearance agreement with payment schedule may be made between the property owner and Township. The forbearance agreement will allow the resident to continue trash and recycling service. If forbearance defaults, the account will be suspended and forwarded to the Township's appointed collection agency.
6. If there is no agreement and the account is over 180 days or older and/or more than \$246.00, accounts will be forwarded to the Township's appointed collection agency without further notice to the customer. All fees incurred by the Authority to collect this balance will become the responsibility of the customer to pay and will be added to his or her account. Prior to transmitting an account to the appointed collection agency, a listing of accounts meeting the above criteria will be provided to the Township's Board of Supervisors for review and approval.
7. For those accounts transmitted to the appointed collection agency, a collection fee, equal to 25% of the balance, will be added to the customer's account.
8. The appointed collection agency will attempt to secure payment of the past due balance in accordance with applicable law.
9. All payment plans will be made through and administered by the appointed collection agency.
10. The appointed collection agency will notify Township of payments made. As well as the Township will notify the agency of any payments made to the account.
11. Once account is paid in full, the Township will notify the contracted Hauler to reinstate services.
12. A municipal lien will be filed against the subject property where the outstanding balance is more than \$500.00. All costs associated with the filing and satisfaction of a municipal lien will be the responsibility of the property owner.
13. Regardless of the above, if the Township is notified that a property is in foreclosure, up for tax or judicial sale, a lien will be placed on that account, regardless of where that account is in the collection process.