

CITY OF EL CENTRO POLICY STATEMENT

Policy Statement No: 503
Category: Public Works
Subject: **PROCEDURES – DELINQUENT SOLID WASTE
COMMERCIAL ACCOUNTS**
Adopted: August 2009
Revised: October 14, 2009

I. PURPOSE

The City of El Centro has adopted this Delinquent Solid Waste Commercial Account Policy in order to delineate the procedures to be followed with delinquent commercial accounts. The following procedures were agreed upon by the City of El Centro and current waste hauler (CR&R) at the meeting of August 4, 2009.

PROCEDURES – DELINQUENT SOLID WASTE COMMERCIAL ACCOUNTS

- 1) Commercial accounts with 30 days delinquency
 - a. Solid Waste Hauler will send a 1st Notice
- 2) Commercial accounts with 60 days delinquency
 - a. Solid Waste Hauler will send second notice and discontinue service thereafter.

(A) Prior to discontinuance of service of the 60 day delinquent commercial accounts:

1. Solid Waste Hauler will send a delinquency listing, via e-mail, to the City's Director of Finance and Customer Service Supervisor for City's approval.
2. An authorized representative of CR&R will need to assert that the 60 day final notice was mailed to the customer.

(B) Solid Waste Hauler will receive notification from the City of El Centro's Customer Service Supervisor as to which accounts are to be stopped.

(C) The City's Finance Director or designee will submit a copy of the accounts 90 days delinquent to the City's Public Works Director.

1. The City's Public Works director or designee will refer these accounts to the City's Code Enforcement Division for further action.

(D) Solid Waste Hauler will notify City's Finance Director and Customer Service Supervisor of all accounts for which service has been reinstated.

(E) Delinquent residential accounts should not be included with the Delinquent Commercial Account listing.

1. City's Customer Service Division will notify solid waste hauler of any residential accounts to which services need to be discontinued.

(F) Multi-Family Commercial accounts will be treated as "Special Cases" and may involve further research prior to a decision to discontinue service.