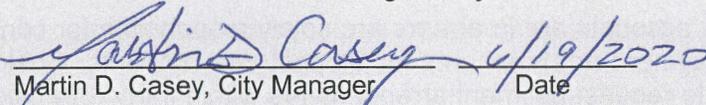




## City of Sunnyside ADMINISTRATIVE POLICY AND PROCEDURE

Title:	<b>EMERGENCY COLLECTION &amp; ENFORCEMENT OF UTILITY BILLS</b>
Authorization:	Governor's Proclamation <a href="#">20-23.4</a> , City Manager's Authority (including RCW 35A.13.090; SMC 2.62) and City Council's May 26, 2020, Resolution 2020-17 related to managing the COVID-19 public health emergency. If any provision of this policy conflicts in whole or in part with any federal or state law or rule, City ordinance, or applicable collective bargaining agreements, then those laws, rules, ordinances, or agreements shall govern.
Effective Date:	6/19/2020
Applicability:	This policy applies to all City of Sunnyside water, sewer, garbage, ambulance and storm drainage utility customers.
Approved by:	 Martin D. Casey, City Manager      6/19/2020 Date

### PURPOSE

This policy is intended to provide ongoing service and payment relief to utility customers during the COVID-19 pandemic.

### POLICY

The City of Sunnyside will take appropriate action to address the COVID-19 public health emergency, including by adjusting administrative procedures related to the collection and enforcement of City of Sunnyside utility bills for water, sewer, garbage, ambulance and storm drainage.

#### A. The City Shall Postpone Utility Shutoffs and Suspend Past Due Penalties.

The City of Sunnyside shall postpone all utility service shutoffs for the duration of the state or locally declared COVID-19 public health emergency. The City shall also suspend past due penalties for the duration of the declared COVID-19 public health emergency.

#### B. Customers Remain Responsible for Regular Monthly Utility Charges.

Customers remain responsible for their regular monthly utility charges for water, sewer, garbage, ambulance and storm drainage utilities during the declared COVID-19 public health emergency.

However, customers may request payment arrangements for all past due amounts due to hardship arising from the declared COVID-19 public health emergency.

## PROCEDURES

### 1. City Manager Notifies City Staff of a Public Health Emergency.

The City Manager shall notify staff when state or local officials declare a COVID-19 public health emergency.

### 2. City Utility Billing Staff Shall Post Notice of this Policy for the Public.

City Utility Billing staff will post notice of this policy online and at City Hall. The notice shall explain that:

- a) The City will suspend past due penalties and shutoffs for the duration of the declared emergency; and
- b) Customers will still owe all past due amounts but may request a payment plan.

### 3. Customers Must Request a Payment Plan.

Customers whose accounts are in arrears are solely responsible for contacting Utility Billing staff to request payment arrangements for all past due amounts. Customers must contact Utility Billing staff to request payment arrangements within thirty (30) calendar days after the end of the declared COVID-19 public health emergency to avoid being subject to regular penalty and shutoff timelines.

Customers and city Utility Billing staff may mutually agree to a repayment plan that:

- a) Sets a specified date by which all past due amounts must be paid, or
- b) Makes re-payments on an established schedule.

The final repayment date may not exceed twelve (12) months from the date of the end of the declared COVID-19 public health emergency.

### 4. City Utility Billing Staff Must Track Accounts

Utility Billing will track, by way of reports, utility accounts that go into arrears during the duration of the proclaimed emergency and submit the reports to the Finance Director on a regular basis throughout the declared emergency.

### 5. The City Shall Resume Regular Practices After the Public Health Emergency.

After the Declaration of Emergency expires, Utility Billing will review the accounts with Payment Plans. The City Manager or their designee may approve accommodations for further repayment options as authorized by Council on a case-by-case basis.

The City will resume regular penalty and shutoff timelines, as outlined in the Sunnyside Municipal Code Title 13, thirty (30) days after the Declaration of Emergency expires.

## RELATED FORMS

- *Customer Payment Agreement (Appendix A)*