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| Title Minimum Reconnection Payments for Retail Customers | | Number CS-370 | Rev. no. 0 |
| Responsibility Customer Care; Finance; Risk and Quality Assurance divisions | | Supersedes N/A | Pages 2 |
| General Manager/CEO signature  <small>Andrew Lee (May 7, 2024 08:50 PDT)</small> | Approval date May 7, 2024 | Effective date May 10, 2024 | |

1. PURPOSE

To establish a uniform procedure for documenting minimum reconnection payments for owners of residential or commercial property within SPU’s retail water, wastewater, drainage, and solid waste areas.

2. SCOPE

This procedure applies to the Customer Care, Finance, and Risk and Quality Assurance divisions.

3. DEFINITIONS

Minimum Reconnection Payment. The minimum reconnection payment is the amount the property owner, the owner’s agent, or designated account holder must pay in certified funds to restore water services if water services have been shut off for nonpayment.

Account balance, certified funds, and past due balance. See terms under Director’s Rule CS-310.1, Customer Billing, Payments, and Collections.

Pay plan and payment arrangement. See terms under CS-360, Pay Plans and Payment Arrangements for Retail Customers.

4. MINIMUM RECONNECTION PAYMENTS

A. To restore water services after shutoff due to nonpayment, , the property owner, the owner’s agent, or the designated account holder must pay the minimum reconnection payment amounts, last updated in September 2022, outlined below, in certified funds:

- 1) A residential account owner who receives all three SPU services (water, wastewater, and solid waste) must pay a minimum reconnection payment of 25 percent of their past due balance up to a maximum of \$520.
- 2) A commercial account owner who receives all three SPU services (water, wastewater, and solid waste) must pay a minimum reconnection payment of 25 percent of their past due balance up to a maximum of \$1,880.
- 3) A residential account owner who receives only one or two SPU services (water only, water and wastewater, or water and solid waste) must pay a minimum reconnection payment of \$180.

- 4) A commercial account owner who receives only one or two SPU services (water only, water and wastewater, or water and solid waste) must pay a minimum reconnection payment of \$260.
- B. The minimum reconnection payment is applied first to an account's past due balance in accordance with SPU Director's Rule CS-310.1.
- C. The account owner is strongly encouraged to pay any remaining account balance by establishing a pay plan, or if the account qualifies, a payment arrangement.
- D. If the water meter has been removed, water services will not be restored to the property until the property owner has completed a meter reset application and paid the minimum reconnection payment and the meter reset fee in certified funds.

5. PROCEDURE

- A. Contact Center
 - Refers SPU customers who have been disconnected to Utility Account Services to arrange for payment and to schedule reconnection.
- B. Utility Account Services
 - Informs customer of minimum reconnection payment.
 - Confirms payment is made and then schedules reconnection.

6. DOCUMENTATION AND EXPECTATIONS

In compliance with this procedure, Customer Service job aids are created to guide staff with technical reference. The Customer Care Division Director oversees the job aids and ensures compliance with Director's Rules and Procedures. A list of job aids will be stored on the division's SharePoint site.

Retention of records shall comply with City of Seattle and State of Washington retention schedule.

7. QUALITY ASSURANCE

On an annual basis, the Customer Care Division Director shall review the minimum reconnection payment amount in partnership with the Finance Division and the Risk and Quality Assurance Division to determine if updates are needed. The Customer Care Division Director shall submit a report to the Deputy Director overseeing the Customer Care Division for further analysis and decision making.

8. AUTHORITY/REFERENCES

- Director's Rule FIN-160, Customer Account and Billing Management
- Policy CS-310, Customer Billing, Payments and Collections
- Director's Rule CS-310.1, Customer Billing, Payments and Collections
- Procedure CS-360, Pay Plans and Payment Arrangements for Retail Customers