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Utility Write Offs

The Utility Department, Water, Sewer & Trash periodically needs to write off accounts that have not been able to collect. A majority of these funds associate to water and trash as we are unable to lien the property for those charges. Instead the Town employees the tactic of shutting service off to delinquent payers and sending dead accounts to collection.

Steve Murphy and I have discussed some changes that need to be made to some of our ordinances in regards to collection, most of the accounts attached have run a collection process.

I'd like to point out what an outstanding job Debbie Marlow and Connie Durham do with this situation. We have reduced our write off amounts over the last few years and they are tough/yet compassionate in dealing with the shut off situation. They remain composed and professional often dealing with difficult situations regarding the utilities and shut off time. It's been over 2 years since we've done a write off and that number is low in comparison to what the amounts were in the mid 2000's.

I'd recommend that we write off the accounts.