

Yorktown Fire Department
Standard Operating Procedures and Standard Operating
Guidelines
(SOPs / SOGs)



Administration 1-33: Billing Policy

FIRE CHIEF: **David Boone**

ISSUE DATE: **03/01/2026**

REVISION DATE:

SCOPE:

Billing Company and Fire Department Waiver Guidelines

PURPOSE:

To establish guidelines for being able to waive a billing agency fee.

POLICY:

1. The fire department through their established fees will not be charging the home owner, policy owner, or residents directly.
2. The billing structure will be setup and in a manner that the insurance company will be the entity billed for fire department fees.
3. The home owner, policy owner, or resident will only be contacted by the billing company or the fire department if the payment that should have gone to the fire department was distributed in one check to that entity. At this time the fire department will be notified and it will be necessary for either the billing company or the fire department administration to contact the entity to gain the funds allocated to the billed fees
4. The Fire Chief or designee will have the ability to waive all fees outside of direct insurance repayment and per this policy all of those fees will be waived regardless of circumstance.