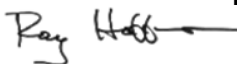


Title Customer Billing, Payments, and Collections	Number CS-310	Rev. no. 0
Responsibility Customer Service Branch	Supersedes CS-110.1	Pages 1
SPU Director's Approval  Ray Hoffman	Effective Date May 1, 2013	

1. Seattle Public Utilities will establish and maintain uniform, fair, and effective billing, payment and collection practices for water, sewer, and solid waste services in full compliance with the Seattle Municipal Code 21.04, 21.28 and 21.40.
2. The legal owner of a property must be the primary Account Holder and is liable for all water, sewer, and solid waste services charges provided to the premise.
3. SPU will establish standard criteria for determining whether water, sewer, and solid waste utility customer accounts are delinquent and subject to financial penalty, service interruption, or collection action.
4. SPU will allow customers to make payment arrangements on the balances of their utility accounts, subject to specific terms and conditions.
5. SPU may take action against customers for nonpayment, including levying penalties, charging interest, shutting off water service, terminating water services, or placing a lien on the property.