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| APPROVAL DATE  3/20/2019 | MANUAL | POLICY NO.  2019.001 |
| APPROVED BY:  Board of Directors | POLICY TITLE  **Standard operat** | EFFECTIVE DATE  4/1/2019 |
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**Purpose:**

To increase the efficiency and the effectiveness for Billing process and to ensure the utility billing are adequately supported the Idyllwild water district objectives .

**Policy:**

1. All the billing clerks, administrative assistants, and supervisors report directly to the CFO.
2. Adjustments to bills must be approved by the CFO or GM.
3. Billing clerks, administrative assistants, and/or supervisors must deposit cash, check, and credit card payments daily.
4. The billing must be processed and mailed by the 5th day of every month.
5. Files of customer account information must be maintained and kept up to date.
6. Cash drawer must be balanced daily against cash payments received.
7. Meter readings and associated billing must be run monthly.
8. Access level for the billing system can only be altered with approval of the CFO.
9. The front desk workers must process and complete all service orders, correcting any accounts, on a daily basis.
10. The front desk workers should answer the phone and answer any questions regarding customer accounts. Any unusual account questions should be passed to the next level of supervision.
11. The front desk workers must check the night drops and post office mailbox at least once a day.
12. The front desk workers must maintain excellent customer service.
13. The front desk workers should update all customer accounts with payments daily. Payments may be received through walk in, mail, electronic ACH, or through the website by credit card.
14. The front desk workers must prepare the ACH to be ready for the CFO to send electronically by the 25th of each month.
15. The front desk workers are responsible to print the End-of-Day Journal daily (2 copies), one for the front desk, and one for the CFO.
16. The front desk workers should notify customers of past-due bills, and make efforts to collect the past-due bills.
17. The front desk workers should run and review the Reports (Accounts Receivable Aging and Zero Consumption) on a monthly basis.
18. The front desk workers should follow the approval forms for (Tenant Transfer-Payment Arrangement for Meter Applications, . . . .)

**\*\*\*The front desk workers include billing clerks, administrative assistants, and supervisors**