



# KITSAP COUNTY DEPARTMENT OF PUBLIC WORKS

614 DIVISION STREET (MS-26), PORT ORCHARD, WA 98366-4699 | KITSAP1: 360.337.5777 | KITSAPGOV.COM

## **KITSAP COUNTY PUBLIC WORKS SOLID WASTE DIVISION CHECK/CREDIT ACCOUNT POLICY**

### **I. CREDIT ACCOUNTS**

- A) Customers desiring to open an account with Kitsap County Public Works Solid Waste Division (SWD) for disposal of refuse at Olympic View Transfer Station or Hansville Recycling and Garbage Facility are required to complete a credit application, and accept all terms and conditions contained therein (attached).
- B) It is the obligation of the customer to maintain accurate account information, particularly contact information, and inform the SWD in writing of any changes.
- C) If a monthly statement is returned to the SWD as undeliverable mail, the SWD will attempt to contact the customer by telephone. The SWD is under no obligation to attempt to deliver a statement for a second time. If the SWD is unable to contact the customer by telephone, the account will be temporarily closed pending the receipt of updated account information. The SWD reserves the right to permanently close and forward the account to a collection agency if updated contact information is not received. The Division is not responsible for any additional fees added by the collection agency.

### **II. OVERDUE PAYMENTS ON ACCOUNT**

- A) Fees for service shall be the obligation of the customer from the date of accepting service. Bills are due by the current due date on the monthly statement.
- B) Accounts overdue by thirty-one to sixty (31-60) days will be sent an overdue notice. A service charge of 1.5% of the original overdue amount will be added each month to any account which is overdue by thirty-one to sixty (31-60) days, as shown on the account statement.
- C) Accounts overdue by sixty-one (61) days will automatically be closed. A service charge of 1.5% will again be added to the account. The account may be reopened when the outstanding balance is paid in full.
- D) Accounts overdue by ninety-one (91) days will be required to submit, in writing, a payment schedule outlining a timeframe for full payment of the account balance. Another service fee of 1.5% will be added.
- E) The County reserves the right to forward accounts greater than 91 days overdue to a collection agency. The customer will then be responsible for any additional fees added by the collection agency.

- F) If an account has been overdue three times total in the sixty-one (61) to ninety (90) days period, the account will be permanently closed.

### **III. CHECKS RETURNED FOR NON-SUFFICIENT FUNDS**

When a check is returned to Kitsap County Public Works Solid Waste Division for insufficient funds, a \$20.00 processing fee may be charged. The SWD will attempt to contact the responsible party by telephone to arrange an alternate form of payment. If contact is unsuccessful, the SWD reserves the right to forward the matter to a collection agency. The collection agency will then be responsible for contacting the individual and obtaining payment. The customer will then be responsible for any additional fees added by the collection agency.

### **IV. INCOMPLETE TRANSACTIONS AT OLYMPIC VIEW TRANSFER STATION**

- A) Because payment at Olympic View Transfer Station is not required until after refuse has been dumped, occasionally customers do not have sufficient funds to pay for the transaction in full. This is termed an “incomplete transaction”, as full payment has not been received. Customers will receive a handout from the attendant indicating how the transaction may be completed, as follows: 1) return to OVTS the same day with full payment; 2) mail or deliver payment to the Public Works Building or 3) use the on-line “Point and Pay” system to complete the transaction.
- B) If the transaction is not completed by the end of the calendar month in which it occurred, a bill will be sent to the customer, and additional finance charges may apply.
- C) If payment is not received in full within 90 days of the customer being sent the original bill, the SWD reserves the right to forward the matter to a collection agency. The collection agency will then be responsible for contacting the individual and obtaining payment. The customer will then be responsible for any additional fees added by the collection agency.