

**DELINQUENT UTILITY
RECEIVABLE
COLLECTION
PROCESS
FOR
CITY OF GALVESTON**

Accounts are reviewed jointly by city staff and Linebarger to verify the accuracy of the status and balances due. These 'clear' accounts are referred to Linebarger for collection.

'Clear' accounts are sorted by dollar amount and by name

'Clear' accounts will be crosschecked by Linebarger against the delinquent tax roll and the list of special assessment liens owed to the city, looking for common property ownership or interests. Linebarger attorneys will review these accounts for verification of this status. Linebarger staff will perform the same skip tracing and verification process as is performed in all delinquent tax lawsuits.

- If a delinquent tax lawsuit is pending against a person who owes a delinquent utility receivable, the lawsuit will be amended to assert a claim for the city's delinquent utility receivable.
- As future lawsuits are filed for delinquent taxes and special assessment liens, the utility receivable database will be crosschecked by Linebarger to assert all claims owed by the city in the lawsuit.

Accounts with balances exceeding \$1,000

Accounts are skip traced by Linebarger to obtain up-to-date contact information; Linebarger attorney reviews accounts before initial mail and telephone campaigns to determine next action

Accounts meeting certain criteria approved by City Legal and Linebarger will be included in a special contact campaign

Subject to review and approval by City Legal and Linebarger, certain accounts may be the subject of legal action

Accounts not meeting certain criteria approved by City Legal and Linebarger will be included in mail and telephone campaigns

Accounts with balances between \$1,000 and \$75.00

Accounts are skip traced by Linebarger to obtain up-to-date contact information; mail and telephone campaigns begin

Accounts with balances below \$75.00

Accounts below this amount will not be referred to Linebarger for collection action

- All letters and written communications sent by Linebarger will be approved by City Legal
- Mail and phone campaigns will be coordinated with the City of Galveston Utility Department.
- All Linebarger communications will specify that payments be sent directly to the City of Galveston.