

Metropolitan St. Louis Sewer District
Accounts Receivable Division
Settlement Guidelines

- Settlements are generally granted on a hardship basis only (i.e. illness, unemployment, divorce, property destruction (i.e. tornado, flood, fire, etc), etc).
- Customers must put their settlement request in writing to a member of Accounts Receivable management explaining their hardship and stating the amount they are requesting to settle their account(s) for.
- Accounts Receivable management member will review the letter and the customer's account to determine if the account qualifies for a settlement
 - o The customer's account must be in a delinquent status;
 - o The customer's account must have late fees on it;
 - o MSD typically does not waive sewer service charges, legal or lien fees; we are willing to negotiate the late fees on the account.
- Any settlement request greater than \$5,000 has to be approved by the Adjustment Review Committee (ARC) members as outlined in Ordinance NO. 13021, Section Nineteen (Exhibit Number _____)
- A letter outlining the terms of the settlement is sent to the customer once a settlement amount is agreed upon
 - o MSD will start settlement negotiations with waiving 25% of the late fees;
 - o Depending on the current amount due the settlement payment must be paid within a 30 – 60 day time frame;
 - o Any settlement offers on employee accounts must be reviewed by Adjustment Review Committee (ARC) for approval as outlined in the Delinquent Employee Account Procedure (Exhibit Number _____)
- Late fees will be waived once the settlement payment is received.
- Customer Service Representatives and Account Associates have the authority to waive up to \$100 per year in late payment charges on an account for customer satisfaction purposes (i.e. customer didn't receive bill, payment crossed in mail with bill, etc). Such adjustments are reviewed by Accounts Receivable management monthly.