



RESOLUTION NO. 771

A RESOLUTION OF THE BOARD OF DIRECTORS OF THE
IDYLLWILD WATER DISTRICT
ADOPTING POLICY AND PROCEDURES FOR BILLING AND BANK DEPOSITS

WHEREAS, California Water Code Section 30000 et seq. authorizes the Idyllwild Water District to fix and collect water and sewer rates for water and sewer service provided to property owners and residents within the District; and

WHEREAS, there has been presented to the Board of Directors (Board) Increasing the efficient and the effectiveness for billing and collection; and

WHEREAS, the proposed policy and procedures for standard operating procedures will be adopt by the board and implement; and

NOW, THEREFORE, be it hereby resolved, determined, and ordered by the Board of Directors of the Idyllwild Water District as follows:

Section 1. The attached Policy and Procedures No 2020.001

Adopted this 18th March 2020

IDYLLWILD WATER DISTRICT

By: 
CHARLES SCHELLY, President
Board of Directors

ATTEST:

I, KRISTIN KISCHBAUM, Secretary of the IDYLLWILD WATER DISTRICT, hereby certify that the foregoing Resolution was duly and regularly introduced and adopted by the Board of Directors of the IDYLLWILD WATER DISTRICT at its meeting of June 21, 2017, by the following vote:

AYES:

NAYS:

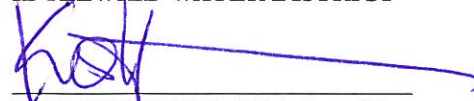
ABSTAIN:

ABSENT:

CHARLES SCHELLY
PETER SZABADI
STEVE KUNKLE
DAVE HUNT
LES GIN

In witness whereof, I have executed by statement and affix the official seal of the IDYLLWILD WATER DISTRICT this 18th day of March 2020.

IDYLLWILD WATER DISTRICT


KRISTIN KISCHBAUM, Board Secretary



POLICY AND PROCEDURE

IDYLLWILD WATER DISTRICT

APPROVAL DATE 3/18/2020	MANUAL	POLICY NO. 2020.001
APPROVED BY: Board of Directors	POLICY TITLE STANDARD OPERATING POLICY AND PROCEDURES FOR BILLING AND BANK DEPOSITS	EFFECTIVE DATE 3/19/2020
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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 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 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.



POLICY AND PROCEDURE

IDYLLWILD WATER DISTRICT

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 e.g. (Tenant Transfer-Payment Arrangement for Meter Applications,)

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

Idyllwild Water District

Standard Operating Procedure

Bank Deposits

We can all appreciate how important a routine revenue stream is to any successful business.

Idyllwild Water district wishes to establish rules that will be put into place so this will be achieved.

Payments: **Credit card batches must be closed at the beginning of each day (Monday-Friday).**

Deposits: **All checks will be processed by office staff for deposit into the District's Bank account each day (Monday-Friday) no later than 4:00 pm.**

Cash deposits will be processed for deposit into the District's Bank account no later than 4:00 pm...

- 1 on Thursday of each week, or**
- 2 if cash exceeds \$1000, or**
- 3 when CFO requests office staff to make a deposit.**

CFO may make exemptions in writing to this policy when/if extenuating circumstances arise.

I, the undersigned employee, have read and agree to this Standard Operating Procedure (SOP).

Signature _____ Printed Name _____ Date _____

Signature _____ Printed Name _____ Date _____

Signature _____ Printed Name _____ Date _____

Signature _____ Printed Name _____ Date _____

Signature _____ Printed Name _____ Date _____

Effective Date: March 19, 2020

General Manager: _____ Printed Name _____ Date _____