

Special Assessment
Standard Operating Procedures
City of Oakland and Waste Management

Summary:

These procedures have been developed to ensure that both WM and the City personnel are operating using the same standard procedures and are aware of the timelines and processes during each period. Refer to the Recovery Timeline. Lettered and Roman Numeral bullet points are listed below respectively to the timeline.

1. Waste Management (WM) invoices the customers on a quarterly basis, January-April-July-October.
 - Invoice Date (Day #1)
 - I. Customers Pay Initial Bill to WM
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - WM will advise City to remove from City Subscribed
 2. WM sends 30 day Reminder Letters to customers with a balance owing in the current quarter at 30 days after the invoice date.
 - II. Customer Pay Delinquent Bill to WM before Administrative Appeal Conference (at WM cashier office)
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - WM will advise City to remove from City Subscribed
 3. WM sends a 45 day Delinquent Notice (first) to customers with a balance owing in the current quarter at 45 days after the invoice date.
 - A. Invoice becomes delinquent – WM issues (first) Delinquency Notice – Day #45
 - III. Customer Pays Delinquent Bill to WM Before City Subscribes on Behalf of Customer
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - WM will advise City to remove from City Subscribed
 4. WM sends a 60 day Delinquent Notice (final) to customers with a balance owing in the current Quarter at 60 days after the invoice date.
 - B. WM Administrative Appeal Conference (offered until this date) – Day #60
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - WM will advise City to remove from City Subscribed
 5. At 90 days, WM terminates service and sends list of customers (via FTP) to City of all delinquent customers with a balance of the current quarter at 90 days.
 - C. WM Terminates Service for Non-Payment; City Subscribes on Behalf of Property Owner for Next 3-Month Service Period & Assesses Administrative Fee (Day #90)

- IV. Customer Pays City-Subscribed Amount to City Before City Files Special Assessment With County
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - Any payments received by WM will be posted to customers account
 - WM will forward updated list to City (via FTP site) including any payments received and advise City to remove customer from City Subscribed
 - City will remove customer from City Subscribed
6. At 100 days, WM sends a Special Assessment Letter on behalf of the City that the Special Assessment has been initiated. WM sends final list of delinquent customers (minus any payments made to WM). City Initiates Special Assessment. (Day #100)
 - V. Customer Pays City-Subscribed Amount to WM Before City Files Special Assessment With County
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - Any payments received by WM will be posted to customers account
 - WM will forward updated list to City (via FTP site) including any payments received and advise City to remove customer from City Subscribed
 - City will remove customer from City Subscribed
 7. Approximately 6 weeks later, City will conduct an Administrative Hearing at the City offices to hear appeals regarding the delinquency, the Administrative charges and the Special Assessment.
 - VI. Customer Pays WM past due balance and City-Subscribed Amount to WM before City Files Special Assessment With County
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - Any payments received by WM will be posted to customers account
 - WM will forward updated list to City (via FTP site) including any payments received and advise City to remove customer from City Subscribed
 - City will remove customer from City Subscribed
 - D. City Conducts Special Assessment Administrative Hearing (approx. 6 weeks later)
 - VII. Customer Pays WM past due balance and City-Subscribed Amount to WM Before City Files Special Assessment With County
 - City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
 - Any payments received by WM will be posted to customers account
 - WM will forward updated list to City (via FTP site) including any payments received and advise City to remove customer from City Subscribed
 - City will remove customer from City Subscribed

Attachment F

8. Approximately ? weeks later, there will be a City Council hearing authorizing accounts to be assessed.

E. City Council Conducts Hearing Authorizing Placement of Special Assessment

VI Customer Pays City-Subscribed Amount to WM before City Files Special Assessment with County

- City sends listing of any payments made to the City (via FTP site) and issues payment to WM at the end of the month
- Any payments received by WM will be posted to customers account
- WM will forward updated list to City (via FTP site) including any payments received and advise City to remove customer from City Subscribed
- City will remove customer from City Subscribed

9. On August 10th, the City will roll the Special Assessment to the property taxes with the County.

F. City Files Special Assessment to Property Tax with County (August 10)

VIII. County Issues Tax Bill and Receives Payments

- WM will reduce accounts receivable amounts on customer account and debit to City account.
- Any payments received by City.....
- Any payments received by WM will be posted to open/future invoices
- If customer paying for original invoice, WM will notify City of payment and advise City to remove customer from City Subscribed

10. On December 10th and April 10th, property tax bill payments are due to the County

G. Special Assessment Payments Due to the County (Dec 10 + April 10)

H. City will issue payment with reconciliation to WM

I. WM will post payment to City Account and remove City Subscribed on customer account