

City of Boise  <i>Public Works Department</i>	<b>Utility Billing &amp; Collections Policies</b>		
	APWA:	City:	PW: 01-03; 05-01
	<b>Vacancy Policy</b>		
Documented: 2/16/2001; 9/8/2005; 3/11/2010 Approved: 2/13/2007	Revision Date: 5/13/2010		

## Policy Statement

It is the intent of the City of Boise (City) to accurately bill customers for sewer and trash services used. If services are not used and the customer's property is vacant for at least 30 consecutive days, a customer may be granted vacancy status upon approval of a vacancy application.

## Purpose

The purpose of this policy is to insure customers are billed accurately for services used. This policy provides a process to determine if a property is vacant and insure sewer or trash services are not provided to a property in vacancy status.

## Policy Management

### Definitions

#### *Vacant property*

A property that is not occupied for at least 30 consecutive days and no sewer or trash services are used.

#### *Vacancy status*

A Utility Billing account that is not charged usage fees for sewer or trash. The account will be charged the sewer base fee and cart rent and sales tax, if carts are present at the property.

#### *Proof of Vacancy*

Proof of vacancy includes one or more of the following:

- a copy of a utility bill covering the vacancy period and showing zero or minimal use

a copy of a work order from United Water verifying that the water meter has been shut off

confirmation with United Water of zero or minimal water use

completion of a work order by Allied Waste Systems indicating all trash and recycle carts have been removed from the vacant property

other evidence approved by the Revenue Officer or the Solid Waste Program Manager eg: a notarized affidavit signed by a licensed professional (realtor, physician, etc.) confirming the property is vacant and the reason for vacancy (unoccupied and for sale, long term health issue, etc.)

### **Process**

A customer may apply for vacancy status by completing and signing a Vacancy Application form. Trash service to the property will be suspended and no trash or recycling material will be collected by Allied Waste Systems.

The customer is required to advise the City as soon as a property that is in vacancy status becomes occupied.

If at any time trash or recycling carts are set out for collection by a customer whose account is in vacancy status, Allied Waste Systems will advise Utility Billing and regular billing will resume.

If the property will be or is vacant longer than six months, or at the customer's request, the accessible trash and recycle carts will be removed by Allied Waste Systems.

When carts that have been removed from the property due to a vacancy application are re-delivered, the customer requesting re-delivery will be charged a cart delivery fee, unless that customer is a new customer at the service address.

In the event a customer requests vacancy status after the property has become vacant, proof of vacancy going back to the start of the vacancy period requested will be required.

If at any time it is determined that a customer has received sewer or trash service while the account is in vacancy status, the customer may be billed at occupied rates for the entire vacancy period.

If a customer owns their own trash cart, the customer will be required to provide proof of vacancy.

If the property for which the customer is requesting vacancy status does not receive trash service from the City of Boise, the applicant will be required to provide proof of vacancy. These customers may receive vacancy status in six

month increments and will be required to submit a new application with proof of vacancy every six months.

**Approval of Vacancy Applications**

Where a Vacancy Application results in a work order to Allied Waste Systems to suspend service to that property, the application will be processed by Utility Billing.

Where a Vacancy Application is accompanied by proof of vacancy or the carts have been removed, that application will be processed by Utility Billing.

Vacancy Applications with notarized affidavits or without adequate proof of vacancy or where Allied Waste Systems has not completed a Work Order requesting suspension of service will be approved or denied by the Revenue Officer or Solid Waste Program Manager.