

# Monitoring Training

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Presented by:

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# PURPOSE OF TRAINING

- Catch mistakes early
- Learn best practices
- Learn from peers
- Prevent large paybacks

# UNALLOWABLE CHARGES

- Trash
  - Sanitation
  - Solid Waste
  - Extra Bin
- Stormwater
- Street Maintenance
- Clean Air Fee
- Insurance
- Repairs
- Infrastructure
- Well Water
- Septic

**\*If you are unsure of what a charge is, vendor websites are a great resource**

# ALLOWABLE CHARGES

- Water
- Wastewater
- Fire Hydrant Flush Fees
  - Fire Protection
  - Hydrant Charge
- Disconnect/Reconnect Fees
- Taxes
- Deposits
- Costs associated with properties switching from septic tanks to local sewer system
  - **Cannot** cover installment of the new lines or removal of old septic tank
  - **Can** cover everything that happens after they are hooked up with the sewer company
- Sanitary Service
  - **Only if the vendor defines it as wastewater/dirty water**

# LATE FEES

- All vendors are different; need to pay close attention



**Amount Due \$210.78**

Date Due 10/11/21

## ACCOUNT SUMMARY

Account Balance as of 08/24/21	\$127.96
Payment(s) Received	\$0.00
<b>Previous Balance</b>	<b>\$127.96</b>
<b>Utility Charges</b>	
Gas Charges	\$14.52
Sales Tax	\$1.02
Water Charges	\$15.11
Sales Tax	\$1.06
Sewer Charges (1.749 CCF)	\$46.78
<b>Utility Subtotal</b>	<b>\$78.49</b>
<b>Other Account Activity</b>	
Late Payment Charge	\$4.33
<b>Other Subtotal</b>	<b>\$4.33</b>
<b>Account Balance as of 09/22/21</b>	<b>\$210.78</b>

## Account Activity

<b>Previous Balance</b>	<b>276.00</b>
<b>Penalties</b>	<b>6.89</b>
<b>Adjustments</b>	<b>0.00</b>
<b>Payments</b>	<b>(130.00)</b>

## Balance at Billing

**152.89**

## Current Billing

Water Base Fee	15.01
Water Volume	59.97
Water Sales Tax	5.25
Sewer Base Fee	26.60
Sewer Volume	5.02
Sewer Tracking	0.52
Trash Fees	15.00

## Current Charges

**127.37**

## Balance Due

**280.26**

## Due Date

**09/30/2021**

## After Due Date

**286.59**

Previous Balance	369.67
Payment Amount as of 11/16/2021	132.11
Total Amount Past Due	237.56
Penalty on past due balance	18.57
<b>Current Charges</b>	
WATER	82.96
SEWER	251.24
TAX	5.81
FIRE PROTECTION	2.11
<b>Total Current Charges Due</b>	<b>342.12</b>
<b>AVOID DISCONNECT-PAY IMMEDIATELY</b>	<b>\$237.56</b>
<b>CURRENT CHARGES DUE BY 12/16/21</b>	<b>\$360.69</b>
<b>TOTAL BILL AMOUNT</b>	<b>\$598.25</b>

# STATUS

- Needs to correlate with where the water benefit determination is in the application
  - Nonparticipating (NP)
  - Incomplete
  - Denied
  - Approved

# DWELLING PAGE

- Current issues:
  - Listing as Other: NP
  - Leaving blank
- If the vendor is not available in the drop-down, email [water@ihcda.in.gov](mailto:water@ihcda.in.gov) so that a temporary profile can be created until the vendor becomes participating.
  - This also brings it to our attention if they have not yet been contacted to sign an MOA.
  - Claims will not be able to be submitted; this is just a placeholder.

# VENDOR COMMUNICATION

- Vendor providing incorrect information that contradicts bill in hand
- LIHWAP funds are not used as crisis, therefore stay consistent with using the bill at time of application
- Create question to vendor to use every time when contacting
  - Example:
    - Can I please get the balance on client X as of X/X/XX?



# CALCULATION TOOL

- Only needed if bill is not broken down
- Table with unallowable charges can be edited, can use your own terminology to assist with staff understanding
- Bottom of page can be used for documentation purposes if you do not use the calculation
- Most beneficial situations for use:
  - Payment plans
  - Bills that contain unallowable line items
  - High bills