

Signal Mountain Delinquent Utility Bills Survey

February 2014



1. Who is responsible for collecting on delinquent utility bills?

Atoka	Atoka Public Works / The Water Office
Covington	No collection agency
Alcoa	Finance Office
Ripley	Utility company
Humboldt	done in house
Winchester	Customer Service Representatives

2. How are they paid for the services? (a percentage of collections, hourly, part of job responsibilities, etc.)

Atoka	Hourly/part of job responsibilities
Covington	N/A
Alcoa	Percentage of Collections
Ripley	Part of job responsibilities
Humboldt	Part of job responsibilities
Winchester	Part of job responsibilities

3. What is the rate of pay for these services?

Atoka	\$11.50 to 14.29 per hour
Covington	N/A
Alcoa	
Ripley	Various employee rates
Humboldt	paid as part of salary
Winchester	\$14.00 per hour

4. Could you estimate the number of complete collections out of the total delinquent bills to be collected in a year? We are trying to get an idea of the success rate of such services.

Atoka	60 to 100 per year
Covington	N/a
Alcoa	
Ripley	
Humboldt	approx. 40%
Winchester	80%