



To: Municipal Partners  
From: Erin Gagnon  
Date: 6/29/2021  
Re: Late Fee and Stop Service Implementation

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**Comments:** Effective July 1st, 2021, Recology King County will return to standard policy for late and unpaid invoices. Due to the COVID-19 pandemic, late fees, credit holds, and cancellation of service had been suspended for customers. A review of the process is as follows:

- Initial invoice is sent out for regular billing cycle
- Second invoice showing past due amount from prior invoice is sent out. Invoice contains a credit hold warning and 1% finance fee.
- An auto-call with the credit hold message is sent out 2 weeks later
- Service is suspended and a live call is made to warn of cart removals
- Carts are removed a month later
- A letter is sent to the customer informing of their past due invoice being sent to collections

Qualifying customers can set up a payment plan by calling Recology Customer Service at (206) 859-6700. Messaging reflecting the restoration of this policy will be printed on invoices and on Recology's website. Please reach out to Erin Gagnon or Kiesha Green with questions on this update.

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