



**ERIE COUNTY WATER AUTHORITY**  
**INTEROFFICE MEMORANDUM**

To: Jerome D. Schad, Chair  
Peggy A. LaGree, Vice Chair  
Michele M. Iannello, Treasurer

CC: Mark S. Carney, General Counsel  
Joyce A. Tomaka, Chief Financial Officer  
Leonard F. Kowalski, Executive Engineer

From: Terrence D. McCracken, Secretary to the Authority

Date: August 10, 2023

Subject: Approval of Delinquent Charge Reversals

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At its November 24, 2021 meeting, the Board of Commissioners (the “Board”) approved amendments to the Tariff which included amending Paragraph 9.11 to provide that a customer may be granted an annual courtesy delinquent charge reversal if requested by the customer and if the customer had a good payment history and was not merely refusing to pay the delinquent charge. Prior to the amendment of the Tariff in November 2021, a customer could only be granted courtesy delinquent charge once for the life of the customer’s account.

In the past, the Authority had adopted a policy to allow for internal approvals of the one time courtesy delinquent charge reversal up to \$500.00. This policy was adopted by resolution on May 6, 2004.

In May of 2022, it was proposed that the Authority adopt a policy to allow for internal approvals of the courtesy delinquent charge reversal allowed under the Tariff in an amount greater than \$500. The proposal was made when the Board meetings were reduced to once a month as opposed to every other week.

Recently, it came to my attention that this proposed policy was never placed before the Board. Accordingly, as a best practice, the following guidelines would delineate who is able to grant a courtesy delinquent charge reversal:

<b><u>Quarterly Accounts</u></b>	
\$0-\$20	Customer Service Representatives
\$21-\$250	Business Office Supervisors (Business Office Manager, Assistant Business Office Manager and Senior Account Clerk(s))
\$251-\$500	Cash Manager or Comptroller

\$501-\$2,500	Cash Manager or Comptroller AND at least three (3) members of Executive Staff (Secretary, Chief Financial Officer, Chief Operating Officer, General Counsel and Executive Engineer)
\$2,501 and above	Board of Commissioners.

**Monthly Accounts**

\$0-\$250	Business Office Supervisors (Business Office Manager, Assistant Business Office Manager and Senior Account Clerk(s))
\$251-\$500	Cash Manager or Comptroller
\$501-\$2,500	Cash Manager or Comptroller AND at least three (3) members of Executive Staff (Secretary, Chief Financial Officer, Chief Operating Officer, General Counsel and Executive Engineer)
\$2,501 and above	Board of Commissioners.

I am recommending that the Governance Committee approve the above policy to allow internal approvals of the courtesy delinquent charge reversals up to \$2,500 as requested by Authority customers. Should the Governance Committee approve and recommend the above policy to the full Board, a resolution will be available for the August 17, 2023 meeting authorizing same.



TDM:kag

ERIE COUNTY WATER AUTHORITY  
AUTHORIZATION FORM  
For Approval/Execution of Documents  
(check which apply)

<b>Contract:</b>	<b>Project No.:</b>
<b>Project Description:</b> <u>Authorization for Approvals of a One Time Delinquent Charge Reversal</u>	

<b>Item Description:</b>			
<input type="checkbox"/> Agreement	<input type="checkbox"/> Professional Service Contract	<input type="checkbox"/> Amendment	<input type="checkbox"/> Change Order
<input type="checkbox"/> BCD	<input type="checkbox"/> NYSDOT Agreement	<input type="checkbox"/> Contract Documents	<input type="checkbox"/> Addendum
<input type="checkbox"/> Recommendation for Award of Contract	<input type="checkbox"/> Recommendation to Reject Bids		
<input type="checkbox"/> Request for Proposals			
<input checked="" type="checkbox"/> Other <u>Authorization for Approvals of a One Time Delinquent Charge Reversal</u>			

<b>Action Requested:</b>	
<input type="checkbox"/> Board Authorization to Execute	<input type="checkbox"/> Legal Approval
<input type="checkbox"/> Board Authorization to Award	<input type="checkbox"/> Execution by the Chairman
<input type="checkbox"/> Board Authorization to Advertise for Bids	<input type="checkbox"/> Execution by the Secretary to the Authority
<input type="checkbox"/> Board Authorization to Solicit Request for Proposals	
<input checked="" type="checkbox"/> Other <u>Authorization for Approvals of a One Time Delinquent Charge Reversal</u>	

<b>Approvals Needed:</b>	
<b>APPROVED AS TO CONTENT:</b>	
<input type="checkbox"/> Director of HR	Date: _____
<input type="checkbox"/> Chief Operating Officer	Date: _____
<input type="checkbox"/> Executive Engineer	Date: _____
<input type="checkbox"/> Director of Administration	Date: _____
<input type="checkbox"/> Claims Rep/Risk Manager	Date: _____
<input type="checkbox"/> Chief Financial Officer	Date: _____
<input checked="" type="checkbox"/> Legal 	Date: <u>8/9/2023</u>
<b>APPROVED FOR BOARD RESOLUTION:</b>	
<input checked="" type="checkbox"/> Secretary to the Authority 	Date: <u>8/9/2023</u>

<b>Remarks:</b> _____ _____
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<b>Resolution Date:</b> _____	<b>Item No:</b> _____
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