City of Palmdale
Administrative Policy

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ADOPTED June 30, 2022	**REVISED**	
PREPARED BY FINANCE	**POLICY APPLIES TO** ALL CITY DEPARTMENTS/DIVISIONS	
APPROVED BY TS *Ronda*	**RONDA PEREZ, INTERIM CITY MANAGER**	

PURPOSE

To establish a collections and write-off policy for the Energy for Palmdale's Independent Choice ("EPIC") program.

DEFINITIONS

1. **EPIC Energy Charges**
   The generation line item and other line items attributable to participation in the EPIC program on the Southern California Edison ("SCE") bill of EPIC customers.

2. **Collections**
   Recovery of amounts past due for EPIC charges owed by EPIC customers to EPIC.

3. **Collections Agency or "Agency"**
   A business contracted by City of Palmdale, or through California Choice Energy Authority, to pursue Collections.

POLICY & PROCEDURES

Policy:

1. Any customer who has overdue EPIC charges will receive a letter from EPIC after 120 to 150 days informing them of their overdue status and the methods available to pay the overdue EPIC charges.

2. Any overdue EPIC charges totaling $20.00 or more which have not been paid by the customer and are no longer being collected by SCE will be provided to the Collections Agency for settlement.

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3. Any overdue EPIC charges totaling $19.99 or less which have not been paid by the customer and are no longer being collected by SCE will be considered bad debt and written off.

4. Interest will not be charged on any customer account.

5. If customer has not paid within 180 days following the initiation of the collections process, Agency will file credit reporting information on the customer with all applicable agencies.

6. Collections Agency will be authorized to pursue legal action on any customer with an outstanding balance of $750 or more.

7. After Customer has paid overdue amounts Collections activity will terminate for that customer.