

## October 15 – Letters of Notice to Delinquent Accounts

On October 15, the Lien Process requires the removal of all accounts with a zero balance or a payment plan from the Lien Listing.

Prior to removing any accounts from the Lien Listing, verify each of below processes is completed.

- Post all cash received to date
- Cross Apply (x-apply) has been run
- Post all overdue interest and late payments journals

**Note:**

1. Any pending web payments will not update during the Re-Assess process.
2. Any accounts paid in full will manual removal after the web payment posts.
3. Any payments posted the same date as the re-assess process, but *after* the re-assess completes, will not be updated in the Lien Processing batch. These accounts will require manual updates/adjustments.

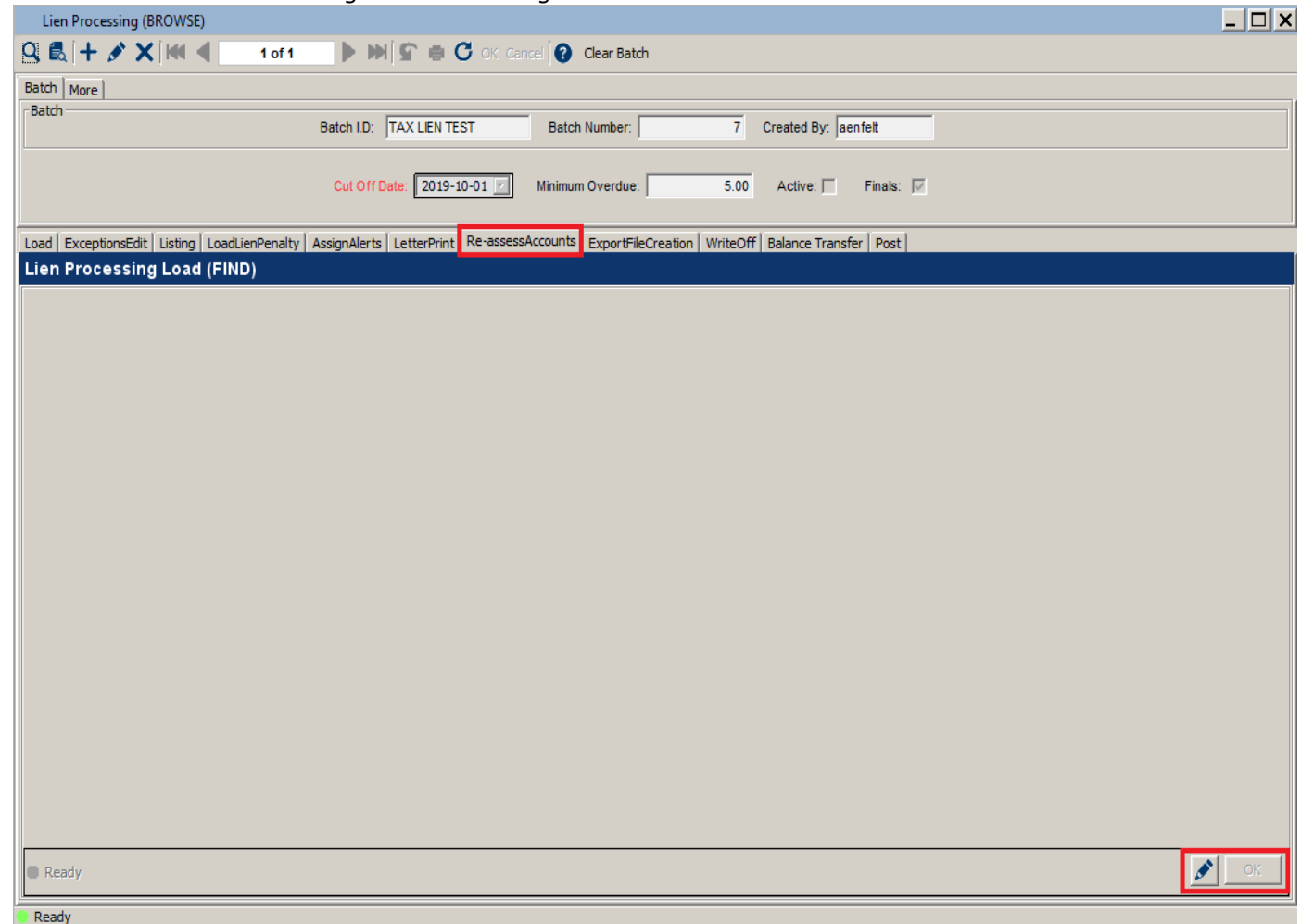
Open the **Lien Processing** table.

Move to the **Re-assess Accounts** tab.

Click the **Edit** icon.

Click **OK** to run the Re-Assess process.

*Credit Control > Lien Processing > Lien Processing > Re-assessAccounts tab*



Click **Close** when the Re-Assess process completes.

<b>Message</b>	Lien Processing Re-Asses Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126703&amp;tmpext=WAUNAKEE_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126703&amp;tmpext=WAUNAKEE_TEST&amp;type=report</a>

Navigate to the **ExceptionEdit** tab.

Click **Refresh** to update all accounts.

*Note: The Re-Assess process only reduces the amounts in the Lien Batch. It does not remove the accounts from the Lien Batch. All accounts with a \$0.00 balance require removing manually.*

**Review** all accounts remaining in the batch.

For any \$0 balance accounts left in the batch, manually remove them following the process below.

Click the 'X' button to delete the account.

*Do not use the Delete All button. This will delete the entire batch.*

This will remove the account and all services associated to the account in Lien Processing.

Click the **Refresh** icon to verify the \$0 balance account deleted.

Credit Control > Lien Processing > Lien Processing > ExceptionsEdit tab

**Batch** More

Batch ID: TAX LIEN TEST    Batch Number: 7    Created By: aenfelt

Cut Off Date: 2019-10-01    Minimum Overdue: 5.00    Active:     Finals:

Load **ExceptionsEdit** Listing LoadLienPenalty AssignAlerts LetterPrint Re-assessAccounts ExportFileCreation WriteOff Balance Transfer Post

**Exceptions Edit (BROWSE)**

Account: 104217    15    MINNIE MOUSE

Service: 5648    CHEDDAR CREEK DR    APT 2

Landlord: 827    DONALD DUCK    Tenant/Owner: T

Total OD: 0.00

**Exceptions Edit Details (BROWSE)**

TOTAL	Current Lien	Balance At	Penalty	Current Balance
	0.00	0.00	0.00	0.00

Browse Record Details

Service Type	Service Description	Last Process Date	Current Lien Amount	Balance At	Penalty	CurrBalance
E	ELECTRIC	2019-10-01	0.00	0.00	0.00	0.00
P	COMMITMENT TO COMMUNITY	2019-10-01	0.00	0.00	0.00	0.00
R	REFUSE	2019-10-01	0.00	0.00	0.00	0.00

● Ready  
● Ready

The displayed record with a \$0 balance will highlight in yellow.

A pop-up window appears asking for confirmation to delete the record.

Click **Yes**.

Repeat the process for all \$0 balance accounts.

**Batch** | More

Batch I.D.: TAX LIEN TEST    Batch Number: 7    Created By: aenfelt

Cut Off Date: 2019-10-01    Minimum Overdue: 5.00    Active:     Finals:

Load **ExceptionsEdit** Listing LoadLienPenalty AssignAlerts LetterPrint Re-assessAccounts ExportFileCreation WriteOff Balance Transfer Post

### Exceptions Edit (DELETE)

2 of 55    OK Cancel    Delete All

Account: 104217    15    MINNIE MOUSE

Service: 5648    CHEDDAR CREEK DR    APT 2

Landlord: 827

Total OD: [Yellow]

**NorthStar**

Are you sure you want to **delete** this record(s)?

**Yes**    No

TOTAL	Current Lien	Balance At	Penalty	Current Balance
[Yellow]	0.00	0.00	0.00	0.00

Browse | Record Details

Service Type	Service Description	Last Process Date	Current Lien Amount	Balance At	Penalty	CurrBalance
E	ELECTRIC	2019-10-02	0.00	0.00	0.00	0.00
P	COMMITMENT TO COMMU...	2019-10-02	0.00	0.00	0.00	0.00
R	REFUSE	2019-10-02	0.00	0.00	0.00	0.00

● Ready  
● Ready

When finished removing all \$0 balance accounts, click the **Refresh** icon to update the total number of accounts remaining in the Lien Processing batch.

*In the example, the Lien Batch originally contained 55 accounts.*

*The batch has decreased to 53 accounts as two (2) customers paid their balance in full.*

**Exceptions Edit (BROWSE)**

Account: 212555    16    TIM ALLEN

Service: 679    TOKEN CREEK CT

Landlord: 7125    RICHARD KARN    Tenant/Owner: T

Total OD: 478.88

**Exceptions Edit Details (BROWSE)**

TOTAL	Current Lien	Balance At	Penalty	Current Balance
	478.88	478.88	0.00	478.88

Service Type	Service Description	Last Process Date	Current Lien Amount	Balance At	Penalty	CurrBalance
E	ELECTRIC	2019-10-02	282.61	282.61	0.00	282.61
F	FIRE PROTECTION	2019-10-02	20.40	20.40	0.00	20.40
P	COMMITMENT TO COMMU...	2019-10-02	2.36	2.36	0.00	2.36
R	REFUSE	2019-10-02	28.09	28.09	0.00	28.09
S	SEWER	2019-10-02	92.07	92.07	0.00	92.07
W	WATER	2019-10-02	53.35	53.35	0.00	53.35

Move to the **LetterPrint** tab to generate the required notice for each account.

Select the **Letter Create** tab.

Click the **Edit** icon.

At **Letter**, select the Tax Lien letter for mailing.

*In this example, the Tenant Lien letter was selected.*

Click **OK** to create the letter.

*Note: Only complete the Letter Create process one time for each letter mailed. If running the process multiple times for the same letter, there will be duplicate letters created (one for each time the letter create process ran.)*

Credit Control > Lien Processing > Lien Processing > LetterPrint > Letter Create tab

Lien Processing (BROWSE)

Batch | More

Batch I.D.: TAX LIEN TEST Batch Number: 7 Created By: aenfelt

Cut Off Date: 2019-10-01 Minimum Overdue: 5.00 Active:  Finals:

Load ExceptionsEdit Listing LoadLienPenalty AssignAlerts LetterPrint Re-assessAccounts ExportFileCreation WriteOff Balance Transfer Post

Letter Create Letter Print

**Generate Letters (FIND)**

Selection Criteria

Landlord:

Tenant/Owner:

Active/Final:

Letter: 103 TENANT LIEN MM

Please select the letter

OK Cancel

A new window will open showing the processing progress.

Click **Close** when processing completes.

Lien Processing (BROWSE)

Print Save Cancel **Close** [Print Icon] [Copy Icon]

Results Status Errlog

100%

Download complete. Report url = [http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&tmpext=WAUNAKEE\\_TEST&type=report](http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&tmpext=WAUNAKEE_TEST&type=report)

<b>Message</b>	Processing Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&amp;tmpext=WAUNAKEE_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&amp;tmpext=WAUNAKEE_TEST&amp;type=report</a>



Move to the **Letter Print** tab to print the processed letter.

Click the **Edit** icon.

Select the **Letter Number** from the dropdown menu.

*Note: Only processed letters will be available to print.*

Set the **Order By** method for printing the letters.

- 1 – Cycle, Route, Walk
- 2 – Account, Cycle, Route, Walk

Click **OK** to generate the letters.

Credit Control > Lien Processing > Lien Processing > LetterPrint > Letter Print tab

Lien Processing (BROWSE)

Batch I.D.: TAX LIEN TEST    Batch Number: 7    Created By: aenfelt

Cut Off Date: 2019-10-01    Minimum Overdue: 5.00    Active:     Finals:

Letter Print

Letter Print (FIND)

Letter Number: 103

Order By: 1

OK    Cancel

Ready

The Letter Print processing window will flash on the screen and then auto-close.

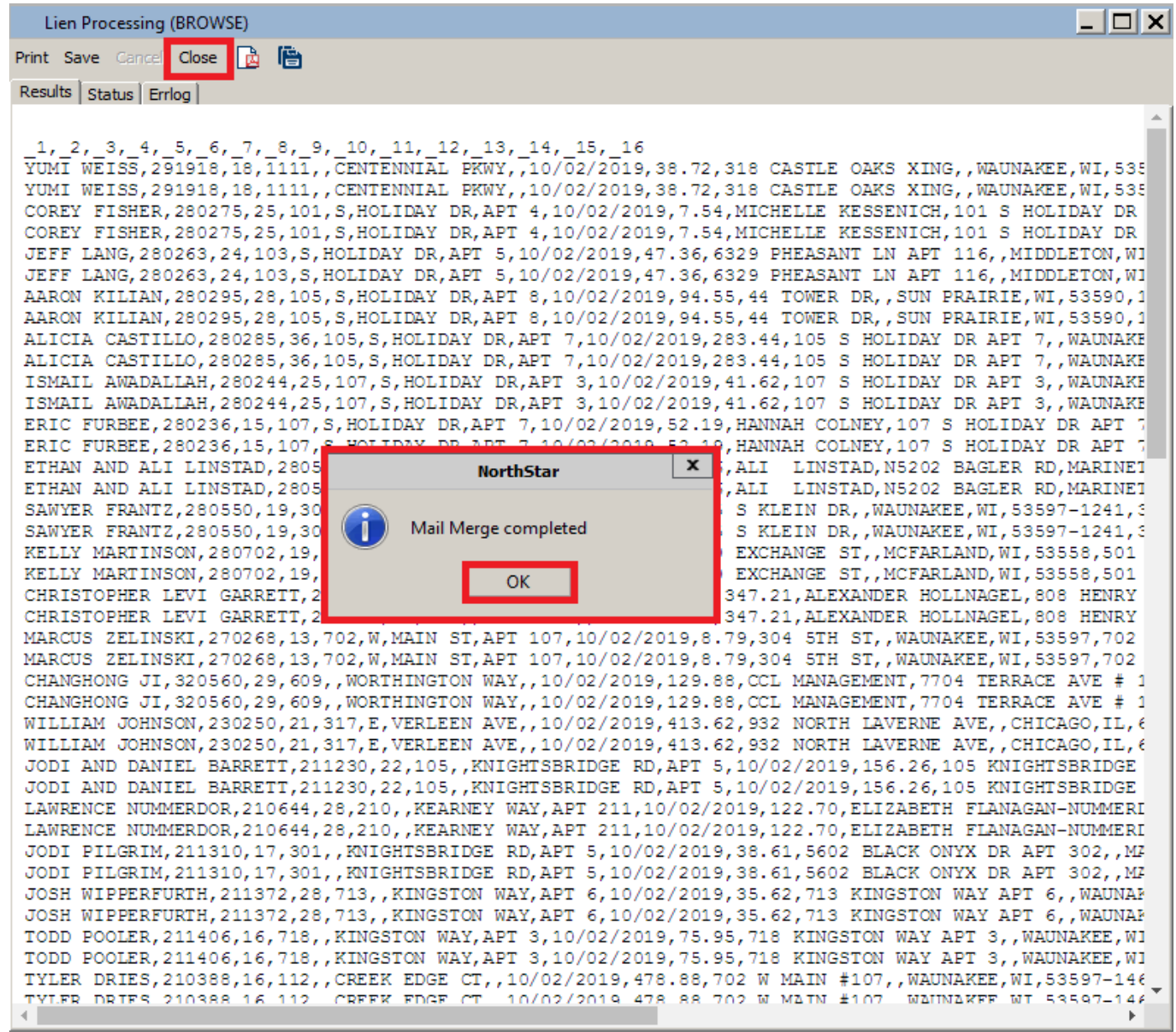
The screenshot shows a window titled "Lien Processing (BROWSE)". It has a menu bar with "Print", "Save", "Cancel", and "Close". Below the menu bar are tabs for "Results", "Status", and "Errlog". A blue progress bar is at 100%. Below the progress bar, a green dot indicates "Download complete. Report url = http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&tmpext=WAUNAKEE\_TEST&type=report". A table below contains the following information:

<b>Message</b>	Processing Completed
<b>Status</b>	OK
<b>URL</b>	<a href="http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&amp;tmpext=WAUNAKEE_TEST&amp;type=report">http://WPPIUB181:18001/fglweb/secure/FGL?reportid=126711&amp;tmpext=WAUNAKEE_TEST&amp;type=report</a>

The next window to appear will display a comma delimited file with accounts that loaded to the Letter Print.

Click **OK** at the 'Mail Merge Completed' pop-up window.

Then, click **Close**.



An MS Word document will open in a separate window.

This document contains a copy of the letter for each account in the Lien Processing batch.

Review the letters.

**Print** the letters to the local printer per normal utility procedure.

**Close** the MS Word document after all letters successfully print.

*The sample letter is for the Tenant Lien Notice as shown at the top of the letter.*



322 Moravian Valley Road  
Waunakee, WI 53597  
Phone: 608.849.8111  
Fax: 608.849.4109  
www.waunakeeutilities.com

**TENANT LIEN NOTICE**  
Customer Name: TIM ALLEN  
Account Number: 212555-16  
Service Address: 679 TOKEN CREEK CT

Notice Date:	10/15/2019
Past Due:	\$478.88
Balance:	\$478.88
Amount Paid:	\$

TIM ALLEN  
PATRICIA RICHARDSON  
679 TOKEN CREEK CT  
WAUNAKEE WI 54597-1469

WAUNAKEE UTILITIES  
322 MORAVIAN VALLEY ROAD  
WAUNAKEE WI 53597

Detach and return this portion. Make checks payable to Waunakee Utilities

**NOTICE OF PAST DUE AMOUNT AND INTENT TO TRANSFER TO THE TAX ROLL**

Account Number 212555-16	Name: TIM ALLEN	Amount Due: \$478.88
Service Address: 679 TOKEN CREEK CT		Notice Date: 10/15/2019

Dear TIM ALLEN,

This is to notify you that payment for utility service provided to 679 TOKEN CREEK CT in the amount of \$478.88 is past due. If payment in the amount of \$478.88 is not received by Waunakee Utilities by **NOVEMBER 1st**, an additional penalty of 10% of the past due amount will be added to the amount owed.

**If full payment is not received by NOVEMBER 15th, the past due amount plus penalty will be levied as a tax against the property at the Service Address. This action will be taken in accordance with Wis. Stat. §66.0809(3).**

If you are the tenant responsible for the past due utility charges and pay the full amount plus penalty owed to Waunakee Utilities by **November 15th**, this lien is automatically extinguished. If you fail to pay the full amount owed to Waunakee Utilities by November 15, the Utility may file a notice of the lien with the Dane County Clerk of Court. Filing a notice of lien would result in the lien appearing under your name in the Wisconsin Consolidated Court Automation Program (CCAP).

**If the property owner pays the past due utility charges, Wisconsin law provides that the lien on the responsible tenant's personal assets transfers to the property owner.** The property owner may then file notice of the lien with the Dane County Clerk of Court, and the notice of the lien would appear under the tenant's name in the CCAP database. The property owner may then take action to enforce the lien against your personal assets. The lien granted and this notice is provided in accordance with Wis. Stat. §66.0809(3m)(a) and (b). If you have any questions about this notice, or believe you have received it in error, please contact Waunakee Utilities at 608.849.8111

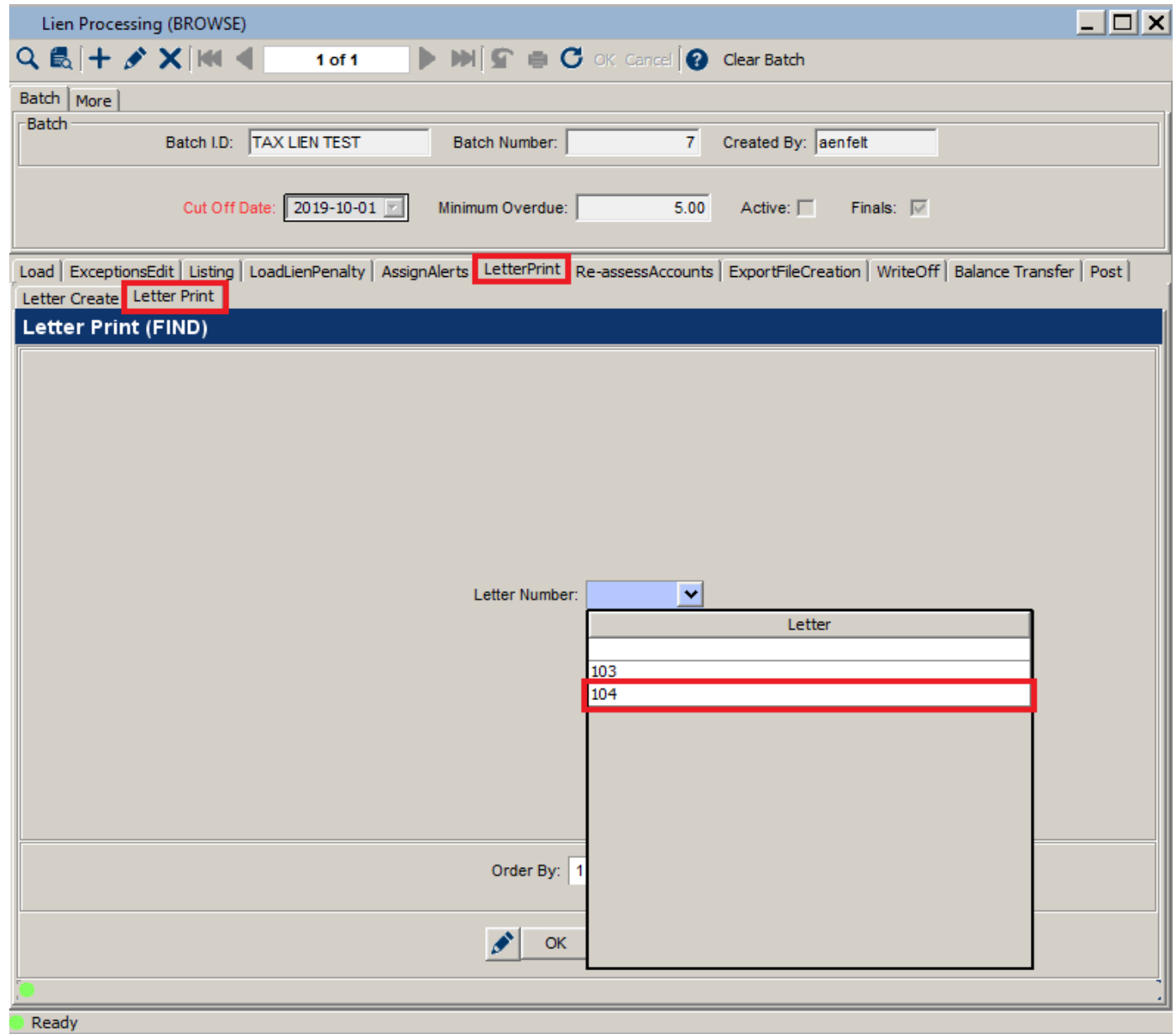
Regards,  
Waunakee Utilities  
Customer Service & Billing Department

Office Hours: Monday – Thursday, 7:30am – 4:00pm; Friday 7:30-Noon

Repeat the **Letter Create** and **Letter Print** processes for the Landlord Lien Notices.

Select the *Landlord Lien Notice* letter for printing.

*Note: Each letter created in a batch will be available to print. In the example, Letter 104 is the Landlord Lien Notice.*



Again, an MS Word document will open in a separate window.

This document contains a copy of the letter for each account in the Lien Processing batch.

Review the letters.

**Print** the letters to the local printer per normal utility procedure.

**Close** the MS Word document after all letters successfully print.

*The sample letter is for the Landlord Lien Notice as shown at the top of the letter.*



322 Moravian Valley Road  
Waunakee, WI 53597  
Phone: 608.849.8111  
Fax: 608.849.4109  
www.waunakeeutilities.com

<b>LANDLORD LIEN NOTICE</b>	
Customer Name:	TIM ALLEN
Account Number:	212555-16
Service Address:	679 TOKEN CREEK CT

Notice Date:	10/15/2019
Past Due:	\$478.88
Balance:	\$478.88
Amount Paid:	\$

RICHARD KARN

1991 SCOTTISH PLAID DR  
DETROIT MI 48127-1529

WAUNAKEE UTILITIES  
322 MORAVIAN VALLEY ROAD  
WAUNAKEE WI 53597

Detach and return this portion. Make checks payable to Waunakee Utilities

**NOTICE OF PAST DUE AMOUNT AND INTENT TO TRANSFER TO THE TAX ROLL**

Account Number 212555-16	Name: TIM ALLEN	Amount Due: \$478.88
Service Address: 679 TOKEN CREEK CT		Notice Date: 10/15/2019

Dear TIM ALLEN,

This is to notify you that payment for utility service provided to 679 TOKEN CREEK CT in the amount of \$478.88 is past due. If payment in the amount of \$478.88 is not received by Waunakee Utilities by **NOVEMBER 1st**, an additional penalty of 10% of the past due amount will be added to the amount owed.

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If you are the tenant responsible for the past due utility charges and pay the full amount plus penalty owed to Waunakee Utilities by **November 15th**, this lien is automatically extinguished. If you fail to pay the full amount owed to Waunakee Utilities by November 15, the Utility may file a notice of the lien with the Dane County Clerk of Court. Filing a notice of lien would result in the lien appearing under your name in the Wisconsin Consolidated Court Automation Program (CCAP).

**If the property owner pays the past due utility charges, Wisconsin law provides that the lien on the responsible tenant's personal assets transfers to the property owner.** The property owner may then file notice of the lien with the Dane County Clerk of Court, and the notice of the lien would appear under the tenant's name in the CCAP database. The property owner may then take action to enforce the lien against your personal assets. The lien granted and this notice is provided in accordance with Wis. Stat. §66.0809(3m)(a) and (b). If you have any questions about this notice, or believe you have received it in error, please contact Waunakee Utilities at 608.849.8111

Regards,  
Waunakee Utilities  
Customer Service & Billing Department

Office Hours: Monday – Thursday, 7:30am – 4:00pm; Friday 7:30-Noon

A copy of each letter auto-saves to Account Gateway at the account level.

To verify the letters attached to the account, navigate to **Account Gateway**.

Search for any account in the Lien Processing batch.

Open the **Letter History** table.

Click on the **Browse** tab.

The most recent letters on the account will be the Tenant Lien Notice and the Landlord Lien Notice.

*Account Gateway > History Details > Letter History > Browse tab*

Service Summary (BROWSE) Letter History (BROWSE)

1 of 25 OK Cancel Print Letter

Letter Type	Description	Created On	Created By	Printed On
104	LANDLORD LIEN MM	2019-10-03	aenfelt	2019-10-03
103	TENANT LIEN MM	2019-10-03	aenfelt	2019-10-03
101	DISCONNECTION NOTICE	2019-08-09	dkarls	2019-08-09
101	DISCONNECTION NOTICE	2019-07-12	dkarls	2019-07-12
101	DISCONNECTION NOTICE	2019-04-12	dkarls	2019-04-12
99	PAST DUE NOTICE	2019-03-12	dkarls	2019-03-12
99	PAST DUE NOTICE	2019-02-12	dkarls	2019-02-12
99	PAST DUE NOTICE	2019-01-10	dkarls	2019-01-10
99	PAST DUE NOTICE	2018-12-10	dkarls	2018-12-10
101	DISCONNECTION NOTICE	2018-10-12	dkarls	2018-10-12
104	LANDLORD LIEN MM	2018-10-10	dkarls	2018-10-10
102	OWNER LIEN MM	2018-10-10	dkarls	2018-10-10
102	OWNER LIEN MM	2018-10-09	dkarls	2018-10-09
102	OWNER LIEN MM	2018-10-09	akerkman	2018-10-09
102	OWNER LIEN MM	2018-10-09	dkarls	2018-10-09
102	OWNER LIEN MM	2018-10-09	dkarls	2018-10-09
104	LANDLORD LIEN MM	2018-10-09	dkarls	2018-10-09
104	LANDLORD LIEN MM	2018-10-09	dkarls	2018-10-09
102	OWNER LIEN MM	2018-10-09	dkarls	2018-10-09
102	OWNER LIEN MM	2018-10-09	dkarls	2018-10-09
101	DISCONNECTION NOTICE	2018-07-12	kewell	2018-07-12
101	DISCONNECTION NOTICE	2018-07-12	kewell	2018-07-12

Ready

Once Lien Letters are printed and mailed, the Lien Processing table may be closed.

**DO NOT re-assess the batch until beginning Part 3 of the Lien Process on November 1.**

The Lien Process is date driven. Once a re-assess has been run for a given date, the process will not pick up anything with a transaction date equal to, or earlier than, the last re-assess date.

**Recommended Best Practice:** It is advised that the re-assess process be limited and only run prior to beginning the next steps at each deadline.