



INTERLAKEN TOWN

POLICIES & PROCEDURES

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Section 1. Introduction

1.1 Purpose and Objectives

The purpose of this manual is to establish policies and procedures that will guide Interlaken Town council members, planning commission members, appointed officials and staff, and employees in effectively and consistently implementing the agreed upon procedures and practices in pursuit of the Town's financial and administrative tasks. A digital copy of this manual will be made available on the town's website: <https://www.town-of-interlaken.com/>

1.2 Content

This manual contains policies and procedures adopted by the Town Council through resolution. It also includes policies and procedures adopted administratively by the town's administrative staff. Those items adopted by resolution are so noted.

Section 2. Mayor, Council, Staff, and Appointed Officials

2.1 Contact Information

The Town administrator shall make available email addresses and telephone numbers for the Interlaken Town Mayor, members of the Interlaken Town Council, Planning Commission, Water Masters, and other administrative staff on the town's website - <https://www.town-of-interlaken.com/>.

2.2 Orientation of Council Members

A. Newly elected council members shall receive copies of the following documents within 30 days of their election:

1. Municipal Code
2. Policies and Procedures Manual
3. General Plan
4. Current Budget

2.3 Statement of Ethical Behavior

Newly elected officials, staff, and employees of Interlaken town shall sign a statement of ethical behavior upon commencement of their term or position.

See: Appendix A

Section 3. Administrative

3.1 Billing/Collections/Bad Debt

A. Purpose

The purpose of this policy is to provide Council and staff with a policy and guidelines with regards to the billing and collection of accounts, the writing off irrecoverable debts/bad debts owed by consumers to the Town, and to ensure that all outstanding amounts owing to the Town can be recovered effectively and economically and are financially viable.

B. Definitions

1. Bad debt refers to any debt which has become overdue by more than 180 days.
2. Debt means any sum of money which a citizen of the Town, or customer of the Town in some capacity, is legally obligated to pay to the Town for any purpose.
3. Overdue refers to any debt owed to Interlaken Town which has not been paid within sixty days of the date the payment was due.
4. Municipal account shall include all levies or charges including but not limited to:
 - a. water consumption,
 - b. basic water charges,
 - c. ownership transfer charges,
 - d. planning charges,
 - e. professional services charges,
 - f. interest and/or surcharges,
 - g. fines for municipal code violations,
 - h. miscellaneous and sundry charges.

C. Collections – The following process, with limited exceptions based upon collective approval by the Mayor and Town Administrator, will be used to collect on accounts with Interlaken Town:

1. Invoice mailed immediately to the customer.
2. Statement mailed at the end of each month and marked past due if applicable.
3. 30 days from the date of a statement an unpaid account is considered past due. A letter is immediately sent to the customer explaining the Town's collections policy.
5. After 60 days service is refused by the Town.

6. After 90 days the account is referred to the Town Attorney and taken to small claims court (Up to \$10,000) or district court (Over \$10,000).
7. 30 days after judgment a lien is placed on the associated property.

D. Bad Debts

1. Bad debts are to be accounted for by Interlaken Town until collected or permanently written off.
2. The Town will take ongoing aggressive action to collect all debts owed to the municipality which are not otherwise written off.
3. Bad debts over 180 days old which are under a cumulative amount of \$500 per customer may be written off immediately upon collective approval of the Mayor and Town Administrator, if they are deemed not to be cost efficient to attempt to collect on.
4. Any bad debts over six years old which have been determined to be wholly uncollectable may be permanently written off upon approval of the Town Council.

D. Criteria for Irrecoverable Debt

Debt will only be considered as irrecoverable if it complies with the following criteria:

1. All reasonable notifications and cost-effective legal avenues have been exhausted to recover a specific outstanding amount; or
2. The cost to recover the debt does not warrant further action; or
3. The debtor is bankrupt; or
4. The debtor is untraceable or cannot be identified so as to proceed with further action; or
5. The outstanding amount is due to an irreconcilable administrative error by the Town; or
6. If an offer of full and final settlement is confirmed in writing by the Town.

E. Records and Reporting

1. Interlaken Town shall keep records of all bad debts which have been permanently written off for a period of three years after the year of the write-off.
2. The Town Administrator will submit a report to the Town Council, on an annual

basis within the first month of the new fiscal year, of all bad debts written off under the provisions of this policy for the prior fiscal year.

F. Authorization

1. Debt below \$500 as stipulated above may be automatically approved for writing off by the Town Administrator and Mayor as a delegated authority.
2. In respect of other debt above \$500, schedules indicating the debtor account number, the debtor's name, the physical address in respect of which the debt was raised, address, amount per account category as well as a reason to write off the amount must be compiled and submitted to Council for approval as irrecoverable debt and writing off.
3. Notwithstanding the above, the Municipality or its authorized officials will be under no obligation to write off any particular debt and will always retain sole discretion to do so.

3.2 Frequency of Deposits

The treasurer, or his or her assistant, shall deposit all Town funds in the appropriate bank accounts within fourteen (14) days of receipt. It is unlawful for any person to commingle Town funds with his or her own money.

3.3 Separation of Duties of Treasurer and Clerk

One person shall not perform both the treasurer's and the clerk's financial duties.

3.4 Property Owner's Responsibility for Utility Accounts

All utility accounts shall remain in the property owner's name. It is the property owner's responsibility to make sure all utility accounts stay current.

3.5 Budget Planning Calendar

The following calendar shall be used to prepare each year’s budget:

January February		Town Administrator begins preparations for tentative budget including estimating revenue.
March		Mayor and Town Administrator meet to prepare draft budget.
April	First council meeting	Town Administrator presents draft budget to council.
May	First council meeting	Tentative budget must be adopted at or before the first council meeting in May.
June		Hold public hearing on tentative budget.
		Mayor, department heads and budget officer meet to prepare final budget.
June	22 nd	Final budget adopted. Deadline is June 22 nd if no change in tax rate.
July August	If tax rate is increased	Hold public hearing for proposed tax rate change – TNT hearing.
August	17 th	Final budget adopted. Property tax rate adopted.

3.6 Purchasing Procedures

See: Appendix B

3.7 Archiving Records

The Town Clerk shall maintain and be responsible for the town’s records in accordance with the Utah Government Records Access and Management Act, as amended. Records that have been inactive for more than six months may be selected for archiving or destruction. The Town Clerk is responsible for archived records.

3.8 Credit Cards and Other Charges on Town Accounts

- A. Authority - Town credit cards are administered and issued by the Town Administrator to be used under limited circumstances.
- B. Use - Cards are to be used in a responsible manner when other avenues of payment are not available such as:
 - 1. Specialty items which cannot be purchased from existing vendors or government contracts, including, but not limited to, online subscriptions for IT service providers.
 - 2. Employee conferences or trainings which require online registration.
 - 3. One-time purchases.
 - 4. Extenuating circumstances by approval of the Mayor or Town Administrator.
- C. Cardholder Responsibility
 - 1. Ensure that the credit card is used in compliance with this policy. All credit cardholders must sign and agree to the terms in the Credit Cardholder Agreement.
 - 2. Only authorized staff and officials of the Town may use the municipal credit card.
 - 3. The person using the credit card must submit receipts, documentation detailing the goods or services purchased, cost, date of purchase and the official business explanation thereof.
 - 4. Above said receipts and documentation must be submitted to the Town Administrator within two weeks of the date of purchase to reconcile against the monthly credit card statement.
 - 5. The person issued the card is responsible for its protection and custody and shall immediately notify the Town Administrator if the card is lost or stolen.
 - 6. Town credit card users must notify vendors or merchants that the credit card transaction should be tax exempt if it is used for the purchase of goods or services.
 - 7. The credit card may not be used for cash advances, personal use or any other type of purchase not permitted.
 - 8. Cardholders must immediately surrender the card upon termination of employment or position with the Town. The Town reserves the right to withhold final payroll checks and payout of accrued leave until the card is surrendered.
- D. Internal Control Procedures: Monthly statements are received by the Town Treasurer; each account is detailed separately by cardholder name and purchases. The Town

Town Administrator must:

1. Match documentation to each item on the monthly statement, showing that all charges are legitimate. A purchase receipt is required for all purchases. Failure to provide a purchase receipt will result in an investigation and possible termination of employment;
2. Provide the town budget number to be charged for each item purchased;
3. Each month, turn in the credit card invoice and backup documentation to the Town Treasurer for payment.

E. Town Administrator must be notified prior to any credit card purchases being made for Town business.

F. Other Charges – receipts for charges made locally on a town account must be obtained, signed, and contain an explanation and appropriate department. Receipts must be turned in that day to the staff or official who reviews, assigns a town budget category and then turns the receipts in to the Town Administrator. Charges can only be made by authorized staff and officials.

G. Credit Cardholder Agreement

See: Appendix D

3.9 Distribution of Town-Issued Keys

A. To protect the safety and security of Town buildings, the pump house, municipal water system and other assets, keys for access should be issued to staff and officials according to the following parameters:

1. Town Mayor: Pumphouse cardkey, gate to water tank, water tank vault, DPW site container, record file cabinets, generator enclosure.
2. Town Administrator: Pumphouse cardkey, gate to water tank, water tank vault, DPW site container, record file cabinets, generator enclosure.
3. Water Masters: Pumphouse cardkey, gate to water tank, water tank vault, DPW site container, record file cabinets, generator enclosure.
4. Town Council Members: As needed.
5. Town Clerk: As needed.

B. The Town will maintain additional keys for contractors who require access to town property and equipment.

3.10 Professional Review Deposit

- A. Projects which require review and/or inspection by the town's engineer, town attorney, or other consultant(s) shall be billed to the applicant at the actual billed rates incurred by the Town, in addition to all other fees. To assure prompt payment, the applicant shall deposit the required amount with the Town, of which the Town may draw to satisfy these costs.
- B. Projects which require review by the town attorney, town engineer, or other consultant(s) may also be required to set up a deposit account in amounts necessary to cover anticipated costs.
- C. All funds in applicant deposit accounts are available at all times for expenditure by the Town to satisfy fees incurred by the Town for the project. Upon request, the Town shall provide applicants a summary of the fees incurred during the previous month for the applicant's project. For all projects that require a deposit, if the balance on deposit for an applicant drops below a $\frac{1}{4}$ of the required initial deposit amount, the applicant must pay all outstanding billings for the month plus bring the deposit account back up to the required initial deposit amount, unless determined differently by staff. If at any time an applicant's deposit account does not comply with the provisions set forth herein, the Town's staff and its contractors, agents and consultants shall stop work on the project until the account comes into compliance. At the conclusion or termination of a project, any unexpended amounts in an applicant's deposit account shall be refunded to the applicant.

3.11 Application Policy

- A. Applicants that would like to be heard before the Town Council will be required to submit a complete application that will include:
 - 1. Contact information
 - 2. A brief description of the request
- B. Applicants may be required to submit a professional review deposit dependent on whether professional review is required for the request. The amount of the deposit will be \$500, unless determined differently by staff, and all the unspent deposit monies will be returned to the applicant.

3.12 Reserve Balances in Funds

A. Capital Improvement Projects Fund

1. Interlaken Town shall always maintain a reserve account in its Transportation Reserve Fund. The balance in this account shall be no less than the amount approved through the annual budgeting process.

B. Water Reserve Fund

1. Interlaken Town shall maintain at all times a reserve account in its Water Reserve Fund. The balance in this account shall be no less than the amount approved through the annual budgeting process.

C. Use

1. These reserve amounts may be used by resolution if the Town Council determines that a major unforeseen event or need exists. These reserve amounts shall not be used to merely balance the budget. Reserve Amounts budgeted annually for expenditures towards capital improvements or improvements to the municipal water system may be used without additional approval.

Section 4. Culinary Water

8.1 Access to Culinary Water

All property owners desiring to access the Interlaken Town culinary water system whose property meets the requirements for service will provided a water meter at the expense of the town. The costs for connection from the water meter to the residence will be the responsibility of the property owner.

Interlaken Town shall have no obligation to provide culinary service outside of its municipal boundaries.

Section 5. Property Development Safety

5.1 Clearance to Excavate

No applicant for a site disturbance permit associated with a building permit may commence any excavation for the project until the Town Administrator has finalized their approval of the permit.

5.2 Adoption of Building Codes

Interlaken Town shall adopt new uniform building codes as required by the State of Utah. These codes shall be adopted by ordinance and include any amendments by the State.

Section 6. Water

6.1 Frozen Water Line Prevention and Defrosting

- A. Interlaken Town cannot determine which water lines may freeze and takes no responsibility for frozen water lines on the water user's side of the meter. Any expense to defrost a water service will be the sole responsibility of the water user.
- B. It is the sole responsibility of the home/property owner to defrost the water service on their side of the water meter. The Town will defrost the water meter and the water lines on its side of the meter.

Appendix A – Statement of Ethical Behavior



INTERLAKEN TOWN

STATEMENT OF ETHICAL BEHAVIOR

I will abide by the Utah Public Officer and Employee Ethics Act (Utah Code 67-16) and the provisions of the Interlaken Town Municipal Code including their restrictions on the disclosure of confidential information, compensation, conflicts of interest, etc.

I will not violate the nepotism laws of the State of Utah (Utah Code 52-3).

I will not misuse public resources or property (Utah Code 76-8-4).

I understand that I will be held accountable for unethical behavior with consequences as established by federal, state, and local laws.

Name: _____ Office/Position: _____

Signature: _____ Date: _____

Note: Newly elected officials, staff, and employees of Interlaken town shall sign a statement of ethical behavior upon commencement of their term or position.

Appendix B – Purchasing Procedures

Reserved

Appendix C –Sample Credit Cardholder Agreement

**Interlaken Town
Credit Cardholder Agreement**

Requirements for use of a Town Credit Card:

1. The credit card is to be used only to make purchases at the request of, and for legitimate purposes.
2. The credit card must be used in accordance with the provisions of the Credit Card Policy established by Interlaken Town.

Violations of these requirements may result in revocation of use privileges. Cardholders found to have inappropriately used the credit card will be required to reimburse the Town for all costs associated with such improper use through direct payment or payroll deduction. Disciplinary action(s) may be taken per the Town’s Municipal code, up to and including termination. Interlaken Town will investigate and commence, in appropriate cases, criminal prosecution against any person found to have misused the credit card or who violates the provisions of the cardholder agreement.

Credit Card Account Number: _____

Received by: _____
Name (please print)

I acknowledge receipt of the Credit Card Policy and agree to abide by said Policy.

Signature: _____

Date: _____

(For office use only)

Credit Card Returned

Card Holder Signature: _____

Authorized Signature: _____

Date: _____