

LDEQ Collections Rate and Process

FISCAL YEAR	Adjusted Invoice Amount	Adjusted Payment Amount	Balance	% Collected	% Not Collected
2015	\$51,183,422.61	\$50,918,794.44	\$264,628.17	99.48%	0.52%
2016	\$50,797,693.35	\$50,479,833.41	\$317,859.94	99.37%	0.63%
2017	\$51,050,950.16	\$49,982,032.85	\$1,068,917.31	97.91%	2.09%
2018	\$55,879,745.12	\$55,173,678.57	\$706,066.55	98.74%	1.26%
2019	\$57,059,050.75	\$55,926,303.90	\$1,132,746.85	98.01%	1.99%
2020	\$57,730,307.26	\$55,558,718.67	\$2,171,588.59	96.24%	3.76%
2021*	\$55,467,735.23	\$51,636,930.22	\$3,830,805.01	93.09%	6.91%

*invoicing in progress. All annual invoices generated but not yet due. Applications will continue to be processed.

Collections Process

- Quality control and assurance prior to invoicing
- Invoices mailed, emailed, or faxed as necessary
- Problems such as closure or a change of ownership are tracked in an internal data tracking system
- Past due notices are mailed if payment is not received timely
- Fiscal Reviews are conducted routinely and on request to determine if fees are outstanding on a company-wide basis
- Established procedures in dealing with fees during declared disasters
- Refer as appropriate to Surveillance Division to determine operational status
- Refer as appropriate to Legal Division for collection in courts
- Office of Debt Recovery integrated into collections process.