

CCU Frequently Asked Questions

1. **What is the mission of the Central Collection Unit (CCU)?**

Answer: The CCU's mission is to support the Office of the Chief Financial Officer, Office of Finance and Treasury by enhancing the financial stability of the Government of the District of Columbia through effective and efficient administration of non-tax payment compliance by enforcing the law with fairness and integrity.

2. **What debts are the CCU responsible for collecting?**

Answer: The CCU is responsible for collecting virtually all District related debts with the exception of debts collected by the Office of Tax and Revenue, Water and Sewage; and Child Support. The CCU is currently not collecting for all District agencies but will continue to increase agency collection efforts.

3. **What type of collection tools are utilized by the CCU?**

Answer: The CCU has the authority through legislation to work out Installment agreements, file liens with the Recorder of Deeds, file Civil Suits, take enforced collection such as wage garnishment and consider settlements of the debt. Certain collection actions are in conjunction with District General Counsel coordination and approval. All of these collection tools are used at the discretion of the CCU, based entirely on the facts and circumstances of each case.

4. **Who actually collects the debts on behalf of the CCU?**

Answer: The CCU has awarded a contract to external collections contractor Harris & Harris to collect on CCU's behalf. Harris & Harris sends out letters and makes telephone calls to debtors and will refer unique collection matters to CCU management for review. Additionally, Harris & Harris and the CCU staff may discuss delinquent liabilities and payment arrangements with customers as needed.

5. **What is the telephone number and office location of the CCU?**

Answer: The main telephone number for the CCU is (202) 727-0771, and the customer service walk-in address is: 1101 4th Street, SW, 2nd Floor, Washington, DC 20024.

CCU Telephone Hours: Monday, Tuesday, Thursday & Friday: 8:00AM – 4:30PM; Wednesday: 9:00AM – 4:30PM

Walk-In Hours: Monday, Tuesday, Thursday, Friday: 8:00AM – 4:00PM; Wednesday: 9:00AM – 4:00PM

6. **Does the CCU handle DMV tickets and insurance fines?**

Answer: The CCU does work with DMV related fines and penalties that are over 90 days old. The CCU will not discuss the validity of DMV fines or penalties and will not consider payment arrangements for DMV debts that can be contested. The CCU suggests researching www.dmv.dc.gov for additional information.

7. **What about DPW Boot, Towing and Impound related debt?**

Answer: The CCU follows the provisions of "The DMV Immobilization Act of 2013." This means all DMV fines and penalties must be addressed prior to a vehicle being released from boot or impound.

8. What about adherence to the District Clean Hands Act?

Answer: The CCU does require compliance with the District Clean Hands Act as it applies to payment of District delinquent debts. Therefore, any payment arrangements must include all District agency liabilities of \$100.00 or more. Public Hearing on 811119-246, "[Clean Hands Amendment Act of 2011.](#)"

9. Is there a minimum balance due and/or down payment when CCU considers a payment arrangement?

Answer: Yes, the minimum balance due is \$350.00; and the minimum down payment is 25% for District residents. Payment arrangements for non-District residents are not granted. Other payment options may be discussed by CCU Collection Representatives.

10. When will the CCU consider payment arrangements?

Answer: The CCU reviews the facts and circumstances of each case and will attempt to resolve the debt in a consistent and fair manner. Payment arrangements are not automatic and will be determined by the CCU.

11. Does the CCU require financial documentation before considering payment arrangements?

Answer: When the CCU is considering payment options, the CCU staff may require financial documentation and analysis. This may consist of bank statements, income statements, verification of necessary living expenses, secured debts, and proof of residency if a District resident.

12. What is required for proof of District residency?

Answer: The following is required as proof of District residency, the following documents are acceptable:

- Valid District of Columbia Driver's License;
- Valid District of Columbia Identification Card (DC ID card);

13. What methods of payment are acceptable to the CCU and where can debts be paid?

Answer: The CCU may accept cash, cashier's check, money order, or credit card payment. Acceptable credit cards are Visa and MasterCard. Payments made on CCU Installment Agreements may be paid through the Office of Finance and Treasury (OFT) Cashier. DMV payments that are not the result of a CCU generated payment agreement must be paid to the DMV.

NOTE: When using a credit card, valid phot ID is required. If using another person's card, the customer MUST be present a valid photo ID.