



Administration Policy

Account Collection Policy

Policy Number: AP2/2023
Approval Date: June 18, 2023
Supersedes Policy: CP2/2021-1

SECTION A

1.0 Policy Purpose

- 1.1 To establish a policy for the collection of unpaid utility accounts.

2.0 Policy Statements

2.1 Utility Accounts (water, wastewater, solid waste)

- 2.1.1 Unpaid utility accounts are assessed an 2.5% penalty if not paid in full after 21 days as per the Water Rates, Sewer Rates, Waste Management and Stormwater Service Charges Bylaws.

- 2.2 The procedure to collect uncollectible utility accounts is as follows:

2.2.1 60 Days –

- 2.2.1.1 April 15th through October 15th – Notice to pay letter sent to utility account holder indicating the account may be disconnected or the arrears balance may be transferred to the tax roll.
- 2.2.1.2 October 16th - April 14th – Notice to pay letter sent to utility account holder indicating the arrears balance will be transferred to the tax roll.
- 2.2.1.3 Legacy rental account – Notice to pay letter sent to utility account holder indicating the arrears balance will sent to collections.

2.2.2 90 Days –

2.2.2.1 Second notice to pay letter sent to utility account holder indicating the same collections actions noted in the 60-day letter.

2.2.3 120 Days –

2.2.3.1 April 15th through October 15th – a final notice to pay letter is sent. If the account is not settled within two weeks (14 days) of the letter being sent, the account is disconnected or if extenuating circumstances do not allow for disconnection, the arrears balance is transferred to the tax roll.

2.2.3.2 October 16th - April 14th – a final notice to pay letter is sent. If the account is not settled within two weeks (14 days) of the letter being sent, the arrears balance is transferred to the tax roll.

2.2.4 Legacy rental account – a final notice to pay letter is sent. If the account is not settled within two weeks (14 days) of the letter being sent, the account is sent to collections.

2.2.5 When an account has been disconnected, the Town will only reconnect if the account has been paid up to the most recent billing period (current billing exempt).

2.2.6 If the Town receives a request for a tax certificate, any utility arrears associated with that property will immediately be transferred to the tax roll and be included in the amount presented on the tax certificate.

2.3 Final Bills

2.3.1 Notice is provided in writing to all utility account holders with final bills, indicating any current and past due amounts along with any applicable penalties. Final bill account holders are advised to remit payment due immediately to avoid further collection agency action.

2.4 The Roseridge Waste Management Commission provides both residential and commercial waste disposal services to residents of the Town of Morinville that are paid for through Town utility accounts.

2.4.1 When a utility account is disconnected for non-payment, any Roseridge access cards associated with that account will also be disconnected.

2.4.2 Accounts will be reinstated when utility arrears balances are paid in full.

3.0 Review Date

- 3.1 For the purposes of ensuring that this Policy is revised for ongoing relevancy and necessity, a review will occur prior to December 31, 2026.
- 3.2 This policy shall remain in effect if the review date passes prior to Chief Administrative Officer review.

SECTION B

1.0 Reference to other Policy and Legislation

Water Rate Bylaw
Sewer Rates Bylaw
Waste Management Bylaw
Stormwater Service Charges Bylaw
MGA Section 41, 42(1), 611 (1) (2)

2.0 Persons Affected

Utility account holders

3.0 Divisional/Departmental Responsibility

Administrative Services / Financial Services

4.0 Review/Revision History and Author

Utility Account Collection Policy CP2/2021-1
Utility Account Collection Policy CFS 197/2017
Final Billed Water & Sewer 119/92
CF248/2010



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