

# Council Policy



## Utility Account Collection Policy

**Policy Number: CFS 197/2017**  
**Approval Date: July 11, 2017**  
**Supersedes Policy: CF248/2010**

### SECTION A

#### 1.0 Policy Purpose

1.1 To establish a policy which authorizes Administration to collect on unpaid utility accounts and to close final accounts.

#### 2.0 Definitions

#### 3.0 Policy Statements

Unpaid utility accounts are assessed a 2.5% penalty if not paid in full after 21 days as per our Water Rate Bylaw.

3.1 The procedure to collect uncollectible utility accounts is as follows:

- 3.1.1 30 Days - Past due reminder letter sent to utility account holder indicating account is past due and to remit payment immediately to avoid further collection action.
- 3.1.2 60 Days – Second notice to pay letter sent to utility account holder indicating account will be sent collections (rental accounts) or arrears balance will be transferred to tax roll (owners).
- 3.1.3 90 Days – Final notice to pay letter sent to utility account holder indicating account arrears will be transferred to owner’s tax roll account.
- 3.1.4 120 Days – Utility account is closed, service discontinued (rental accounts) and account arrears are sent to collections. Balance on account will be transferred to owner’s tax roll account (owner) or rental under new bylaw. Any utility deposit held on hand is applied to the account.

  
Mayor

  
CAO

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.

#### **4.0 Expiry Date**

December 31, 2020

### **SECTION B**

#### **1.0 Reference to other Policy and Legislation**

Water Rate Bylaw  
Sanitary Bylaw  
Solid Waste Bylaw  
Fiscal Principles, Practices & Policies 8/2008  
MGA Section 41, 42(1), 611 (1) (2)

#### **2.0 Persons Affected**

Utility account holders/ratepayers

#### **3.0 Review/Revision History and Author**

Final Billed Water & Sewer 119/92  
CF248/2010



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Lisa Holmes  
Mayor



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