

Council Policy



Utility Account Collection Policy

Policy Number: CP2/2021-1
Approval Date: January 12, 2021
Supersedes Policy: CF197/2017

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 Policy Statements

Unpaid utility accounts are assessed a 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.

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

- 2.1.1 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.
- 2.1.2 60 Days – Second notice to pay letter sent to utility account holder indicating account will be sent collections or arrears balance will be transferred to tax roll
- 2.1.3 90 Days – Final notice to pay letter sent to utility account holder indicating account arrears will be transferred to owner’s tax roll account.
- 2.1.4 120 Days – Utility, services are disconnected or the balance on the account will be transferred to the tax roll. Any utility deposit held is applied to the account.

2.2 Final Bills

- 2.2.1 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.



Mayor



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Final bill account holders are advised to remit payment due immediately to avoid further collection agency action.

3.0 Expiry 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, 2023. The policy shall be brought forth and repassed in its present or an amended form or rescinded.
- 3.2 This policy shall remain in effect if the review date passes prior to Council review.



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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 / Finance

4.0 Review/Revision History and Author

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



Barry Turner
Mayor



Stephane Labonne
Chief Administrative Officer