

Policy Title: Utility Account Collection Policy

Policy Objective	To establish a framework for utility account collections
Authority	Resolution 94/23
Supporting Bylaw	Bylaw 02 (2023) Bylaw 03 (2023) Bylaw 04(2023)
Related Policy(s)	PUB-004 PUB-006

LEGISLATIVE AUTHORITY

The Municipalities Act

OBJECTIVE

This policy is enacted to provide clear policy regarding the procedures around collection of utility accounts.

SCOPE

This policy applies to all utility customers of the Town of Outlook.

DEFINITIONS

“Due Date” means the date as defined in the utility administration bylaw and the water-sewer rates bylaw as 30 days after original invoicing

“Customer” means the holder of the account for utility which may include water, sewer, and/or solid waste (garbage, recycling and/or compost) picked up from the property

“Water Meter Deposit” means a deposit made by each customer for an individual service including only one meter

POLICY

1. At the expiration of the due date printed on the notice, if payment has not been received in full, Administration will send a follow up invoice stamped “past due” immediately by post mail regardless if the customer’s preference is by email, interest will be charged on the amount outstanding with this follow up invoice which may be a part of the next month’s invoice
2. Should the outstanding amount remain unpaid at the 15th of the month immediately following the due date, administration will prepare a list and make effort to communicate with the customer to make payment arrangements by one courtesy call.
3. Failing contact, making reasonable payment arrangements, or failing to comply with agreed upon reasonable payment arrangements, yellow tags will be placed at the door of the property at the expiration of the past due notice

4. Should the customer be unreachable by normal means of contact or neglect to make reasonable payment arrangements an order for disconnection may be prepared by administration and sent to the Superintendent of Municipal Operations, who will instruct the Public Works Department to tag the dwelling or business for disconnection (red tag).
5. Tagging for disconnection of water service will be done on, or before, the 24th of the month and will be for a minimum of forty-eight (48) hours, with disconnections being scheduled for the following Tuesday between 8:30 a.m. and 12:00 noon.
6. The customer may stop the disconnection by paying the full balance of arrears and interest charges at the Town Office by any of the Town's acceptable methods, prior to the expiration of the forty-eight hour period.
7. Should the customer make reasonable payment arrangements and neglect to follow up with arrangements or make suitable and reasonable notification with alternate reasonable arrangements following the tagging for disconnection, the service will be scheduled for disconnection immediately with once courtesy call being made only.
8. Where the water service has been disconnected, full payment of current and arrears, interest charges, AND the reconnection fee must be received at the Town Office any of the Town's acceptable payment methods, in order for the service to be reconnected.
 - a. Payments received between 9:30 a.m. and 12:00 noon will be scheduled for reconnection the same day by 4:00 p.m at the latest.
 - b. Payments received between 1:00 p.m. and 4:00 p.m. will be scheduled for reconnection the following business day by 12:00 noon at the latest.
9. The reconnection fee will be \$50 per occurrence.
10. The water meter deposit is set as follows:

All Properties:

 - a. Paid By Property Owner:
 - i. Water meters less than and including 1 inch \$150.00
 - ii. Water meters greater than 1 inch \$350.00
 - b. Paid by Renter:
 - i. Water meters less than and including 1 inch \$225.00
 - ii. Water meters greater than 1 inch \$500.00
11. The Town will not issue a cheque for refund when there is a credit balance of less than \$10 upon closure of a utility account (after the water meter deposit is applied to the account balance). The credit balance will be applied to the customer's general account, failing that, the customer's tax account, or failing that, the property's tax account in this order UNLESS the customer has specified, in writing, an alternate account to apply the credit to.