



Policy # UT 002

POLICY NO:	UT 002
POLICY TITLE:	COLLECTION OF WATER & SEWER UTILITY ACCOUNTS
DEPARTMENT:	WATER & SEWER UTILITY
APPROVAL DATE:	June 28, 2016 (2016-06-51)
REVISION DATE:	
REVIEW DATE:	

Policy Statement:

All water and sewer utility accounts must be kept in current standing. In order to minimize potential loss from lack of payment, the County of Vermilion River will enact the following collection of accounts procedure.

Purpose:

To establish a procedure that will be followed should County of Vermilion River Water & Sewer Utility Accounts fall into default.

Policy:

1. After the billing due date, if an owner's account has a balance owing of \$75.00 (seventy five dollars) or greater, this account is underlined in the aged balance report. These underlined accounts are placed on what is referred to as a "First Notice List".
2. Renters' accounts in the aged balance report are underlined if an account is at 30 days and has a balance of \$10.00 (ten dollars) or greater. These accounts are also placed on what is referred to as a "First Notice List".
3. Any account that has not been removed from the previous month's First Notice List, is transferred to what is referred to as a "Collection Letter List" and is mailed a "Collection Letter." Should the account in question be that of a "Renter", a copy of the "Collection Letter" is mailed to the Legal Land Owner and to the Renter.
4. The due date for payment of accounts that have been mailed a Collection Letter is 14 days after the date of mailing of the "Collection Letter" or the 1st business day thereafter. Any accounts that are not paid or have not made appropriate arrangements for payment, will be handled according to our Standard Operating Procedure for overdue accounts.
5. Services "LOCKED OFF", as directed by Management, will be handled as follows:
 - a. Should the service be shut off, there is a LOCK OFF FEE which will be charged to their account. The Lock Off fee is the minimum charge for a service call, as stated in

- the Labour and Equipment Rate Schedule. The lock off fee is payable, along with the balance stated in their COLLECTION LETTER, before service will be reconnected.
- b. Should the SERVICE REMAIN LOCKED OFF for a period of time and the account balance remains unpaid, the outstanding balance of the Water & Sewer Utility Account will be added to the Tax Roll, as allowed under *the Municipal Government Act*.
 - c. Should the account in question be a service for a RENTER, the Legal Land Owner is notified before the service is “LOCKED OFF” by management. Should the service for a RENTER be shut off, there is a LOCK OFF FEE which will be charged to their account. The lock off fee is the minimum charge for a service call, as stated in the Labour and Equipment Rate Schedule. The lock off fee is payable, along with the balance stated in their COLLECTION LETTER, before service will be reconnected.
 - d. Should the SERVICE REMAIN LOCKED OFF for a period of time, the account will be transferred into the OWNER’S name.
6. After every attempt has been made to collect an outstanding account, but the account remains unpaid, the account is deemed to be uncollectible and may be written off, at the discretion of the Department Director and either the CAO or Director of Finance.