

POLICY TITLE: Utility Bill Collection Policy	POLICY NUMBER: 2.1.14	EFFECTIVE DATE: January 1, 2015
ORIGIN: Administration	ADOPTED BY COUNCIL ON: December 11, 2014	AMENDED DATE:

Purpose:

To provide guidance for the collection of outstanding utility bills. Good collection techniques protect the Village of Briarcrest from encountering high rates of uncollectible accounts and minimize the actual number of water turnoffs.

Procedure for Collection:

1. Deposit must be collected prior to service being rendered.
2. Utility bills will be sent quarterly (ex. Jan. 1- Mar. 30/XX)
3. The bills clearly state a due date of 30 days after billing date. Interest of 1.5% is to be charged on overdue accounts at the next billing date.
4. 1 day after the due date, a reminder notice will be sent to overdue accounts. The reminder notice should detail that the water will be turned off if the balance of the account is not paid within 14 days. Balances under \$10.00 should not be acted upon.
5. Once 14 days have expired, the water technician is to leave a disconnection notice on the door of the property stating that the service will be discontinued within 7 days if payment is not made in full.
6. Discontinue water service until bill is paid in full, including the \$25.00 reconnect fee.
7. During the period between the due date and disconnection date, a payment plan may be established. The goal of the payment plan is to ensure the client will be current by the end of the next billing period. To determine the payment plan amount, take the arrears balance and add to it an estimate for the next bill. The village will accept weekly, bi-weekly, monthly or lump sum payment plans that ensure that the customer is current by the next billing cycle's due date. If the payment plan is not adhered to, water service will be discontinued without

further notice.

a. Example:

b. Jan.-Mar. Bill is due April 30th, 20XX. Reminder notices are mailed May 1 stating that balances are due by May 15th or service will be discontinued. Between May 16-18nd, disconnection notices are put on the door. Service will be discontinued on May 25th. May 26th service shut off and fee of \$25.00 will be added to utility account.

c. Example of Payment Options:

d. 1. Weekly payments of \$45.00 (Arrears of \$200.00 + Estimate of \$200.00 divided by 9 weeks so that customer is current by July 31, 20XX).

e. 2. Bi-weekly payments of \$80.00 (Arrears of \$200.00 + Estimate of \$200 divided by 5 bi-weekly periods so customer is current by July 31, 20XX).

f. 3. Monthly payments of \$134 (Arrears of \$200.00 + Estimate of \$200 divided by 3 monthly payments so customer is current by July 31, 20XX).

g. 4. Lump sum payment(s) by post-dated cheque(s) that total \$400.00 by July 31, 20XX.

h. If payment plan is not adhered to, water service will be discontinued without further notice on July 1, 20XX.

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1. 8. At any time during the collection process, the Village of Briercrest reserves the right to use the services of a collection agency or bailiff, pursuant to the powers outlined in The Distress Act.

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