



UTILITY PAYMENT & COLLECTION POLICY

Policy Number:	ADM 10
Administered By:	Director of Finance
Approved By:	Chief Administrative Officer
Effective Date:	May 2017 R.196.2017

Purpose:

The Town of Fort Macleod will meet its obligation to be fiscally responsible to the citizens of the Town by establishing procedures relating to the collection of utility monies owed to the Town.

Scope:

This Policy will cover all properties located within the municipal boundaries of the Town of Fort Macleod that receive utility service from the Town.

Responsibilities:

The Utility Clerk is responsible for applying penalties to past due utility accounts and ensuring customers are notified of timelines outlined in this Policy.

The Chief Administrative Officer is responsible for all matters relating to utilities including obtaining supporting by-laws and setting administration activities to meet the Policy requirements.

Definitions:

Past Due – Any amount owing for utilities that is past the 30 day payment deadline

Arrears – Any past due amount that continues to be unpaid after 60 or more days

Penalties – The compounding penalty that is applied monthly to past due amounts

Property Owner – The owner of the property that is being provided Town utilities

Tenant – The person/group renting the property from the Property Owner

Utilities – Water, sanitary serve and garbage collection services that are provided by the Town

Customers – Property Owners and/or Tenants

Policy:

The Town of Fort Macleod is committed to ensuring utility accounts are collected in a fair and timely manner. When accounts are in arrears the Town will take steps to minimize the financial impact by charging penalties and if necessary collect such funds through the Property Tax process.

Procedure:

1. The Utility Clerk will issue a monthly utility bill to the Property Owner and/or Tenant.
2. Utility bill payments are due thirty (30) days after the billing date that is printed on the utility bill.
3. Penalties will be applied to any unpaid portion of the utility bill that is past due or in arrears after the payment due date.
4. Penalties will be shown on the next month's utility bill. When there is a Property Owner and Tenant situation, both the Property Owner and Tenant will receive a copy of the utility bill as notice of the past due account.
5. If a utility account remains in arrears after more than two (2) months of billings, a formal letter will be issued to the Property Owner and/or Tenant indicating that the account is in arrears and if not brought up to current, the utility charges owing could be moved to the Property Tax Account.
6. When utility accounts remain in arrears after more than three (3) months of billings, a formal letter will be issued to the Property Owner and/or Tenant indicating that if the account is not paid, in full, within five (5) working days, then the utility charges owing will be moved to the appropriate Property Tax Account.
7. If payment is not received by the five (5) working day deadline, the Utility Clerk will move the total amount owing to the Property Tax Account associated with the property.
8. The Utility Clerk will move unpaid utility arrears to the Property Tax Account on a monthly basis to ensure amounts owing are captured in the Property Tax recovery process.

Further Information:

For further information regarding this Policy, please contact the department identified in the title bar under Administered By.



CAO – Town of Fort Macleod