

Mackenzie County

Title	ACCOUNTS RECEIVABLE / UTILITY COLLECTION	Policy No.	FIN011
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Legislation Reference	Municipal Government Act, Section 208 1 (g)
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Purpose

To promote and encourage the timely payment of all receivable accounts, and to pursue delinquent accounts in a prudent and diligent manner.

POLICY STATEMENT AND GUIDELINES

OBJECTIVES

To provide policy guidance for the collection of payments for all receivable accounts including water, sewer, waste collection services, fire services, and any other fees as per the Fee Schedule Bylaw.

To impose a consistent and effective method of collection action for ratepayers who fail to pay their utility and receivable accounts.

All accounts with a balance outstanding after 30 days will be subject to a penalty of 2% per month.

PROCEDURE

Accounts Receivable

On a weekly basis, receivable invoices shall be generated. The Accounts Receivable clerk shall take every step to ensure that these billings are accurate.

The Accounts Receivable clerk shall ensure that the invoice is as per the Fee Schedule Bylaw, and approved by designated signing officers.

All invoices generated that have 3rd party charges shall include the back up for the charges stated.

Uncollectable balances may be transferred to an applicable tax roll if allowable under the MGA or may be referred to a collection agency for collection of the outstanding balance.

After administration has exhausted all reasonable collection efforts, administration may at the approval of the CAO write off unrecoverable amounts outstanding on accounts of less than \$250.00

- i) in excess of 365 days,
- ii) for those accounts that cannot be transferred to taxes.

A list of all accounts written off shall be presented to the Committee of the Whole at the first meeting following such write-offs.

Utility Accounts

On a monthly basis, utility invoices shall be generated. The Utilities clerk shall take every step to ensure that these billings are accurate.

All connection and disconnection notices, as provided by the field staff and/or requests from the customers, shall be reflected in the billings. Upon receipt of a disconnection notice and/or a new connection from a customer, the Utilities/Accounts Receivable clerk shall make adjustments to reflect the change in status, then prepare a statement of account for the user advising of the account balance and requesting a payment in conjunction with the monthly billing.

At the close of each month and with the reconciliation of the utility subledger, as directed by the Finance Controller (FC), the Utilities clerk shall review the aged analysis report and identify those accounts that have a balance owing from the statement date of the invoice and proceed as follows:

Payment Plan

Utility account holders have the option to enter into a pre-authorized agreement for the monthly payment to be withdrawn directly from the account holders bank account to avoid penalties.

Mackenzie County employees must keep their accounts in good standing. Employees have the option to sign up for pre-authorized payments or a payroll deduction authorization for utility accounts.

METERED USERS

Arrears period	Action
Over 30 days outstanding from due date	Send a past due first notice advising customer of his/hers outstanding balance.

<p>Over 60 days outstanding from due date</p>	<p>Advise FC of the balance outstanding of over 60 days. Prepare and send a registered past due final notice within the first week of a month signed by FC allowing 14 calendar days to pay.</p> <p>Send a Door Tag request to the applicable Water Treatment Plant to the attention of the Utilities Officers for distribution to the affected properties.</p> <p>After 60 days outstanding, the account deposit shall be applied against the utility account for payment. A new deposit as per the Fee Schedule Bylaw shall be required prior to reconnecting once account is paid in full.</p>
<p>Over 74 days outstanding from due date</p>	<p>A list outlining all accounts with a balance outstanding over 74 days shall, along with completed Disconnection Authorization Forms for each account, be submitted to Chief Administrative Officer (CAO) and/or Designated Officer within fourth week of a month for approval to disconnect.</p> <p>Utilities clerk shall submit the Disconnection Authorization Forms signed by CAO and/or Designated Officer to the Utilities Officer. Outstanding amounts for accounts in arrears over 104 days may be transferred to taxes at the approval of the CAO.</p> <p>Utilities Officer must disconnect the utility within 24 hours of receiving the Disconnection Authorization.*</p>
<p>Over 90 days outstanding from due date</p>	<p>Uncollectable balances to be transferred to an applicable tax roll as authorized through the Utility Account Move in Form signed by the landowner, or may be referred to a collection agency for collection of the outstanding balance.</p>
<p>Over 365 days outstanding from due date</p>	<p>After administration has exhausted all reasonable collection efforts, administration may at the approval of the CAO write off unrecoverable amounts outstanding on accounts of less than \$250.00</p> <ul style="list-style-type: none"> iii) in excess of 365 days, iv) for those accounts that cannot be transferred to taxes. <p>A list of all accounts written off shall be presented to the Committee of the Whole at the first meeting following such write-offs.</p>

**Disconnections during winter – if Utilities Officer has reasons to believe that the disconnection may create technical difficulties, the Utilities Officer shall notify CAO and/or Designated Officer in writing within 24 hours of receiving the Disconnection Authorization.*

Utility deposits may be transferable.

Utility deposits received, shall be returned to renters that have been in good standing for a period of one year, or the balance remaining upon cancellation of utilities by the customer.

CARDLOCK USERS

All water cards accounts with the outstanding balance past 60 (sixty) days shall be deactivated.

After 60 days outstanding, the deposit will be applied against the water card account for payment, and will require a new deposit as per the Fee Schedule Bylaw, prior to reconnecting once account is paid in full.

No card shall be reconnected until a payment in full is received and a deposit amount paid.

RECONNECTIONS

No reconnection or resumption of service shall be made until a payment for the full outstanding amount is made plus deposit and the applicable reconnection fee as established by the County's Water & Sewer Services Bylaw and/or Fee Schedule Bylaw.

Utilities clerk shall complete and submit a Reconnect Authorization to the applicable Water Treatment Plant to the attention of a Utilities Officer.

ADMINISTRATIVE RESPONSIBILITIES

Chief Administrative Officer or Designate shall be responsible for monitoring compliance with this policy.

	Date	Resolution Number
Approved	1998-10-14	98-312
Amended	2011-11-08	11-11-908
Amended	2013-01-15	13-01-032
Amended	2014-10-14	14-10-676
Amended	2015-08-11	15-08-546
Amended	2018-01-09	18-01-030
Amended	2019-05-07	19-05-304
Amended	2022-02-07	23-02-124
Amended	2024-05-22	24-05-419