

Mackenzie County

Title	UTILITY COLLECTION	Policy No.	FIN011
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Legislation Reference	Municipal Government Act, Division 3
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Purpose To ensure that all collections are dealt with in a systematic manner.

POLICY STATEMENT AND GUIDELINES

OBJECTIVES

To provide policy guidance for the collection of payments for utility accounts including water, sewer, and waste collection services, where provided.

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

PROCEDURE

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 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 Director of Corporate Services (DCS), the Utilities Clerk shall review the aged analysis report and identify those accounts that are in arrears from the statement date of the invoice and proceed as follows:

Metered Users

Arrears period	Action
Over 30 days in arrears	Send a past due first notice (<u>Schedule A</u>) advising customer of his/hers arrears.
Over 60 days in arrears	Send a past due second notice (<u>Schedule A</u>) within the first week of a month advising that if the account is not paid in full by the last date of the month (by 90 th day of arrears), all utilities may be disconnected or discontinued.
Over 90 days in arrears	<p>Advise DCS of the outstanding arrears of over 90 days. Prepare and send a registered past due final notice (<u>Schedule B</u>) within the first week of a month signed by DCS allowing 14 calendar days to pay.</p> <p>Send a Door Tag request (<u>Schedule C</u>) to the applicable Water Treatment Plant to the attention of the Utilities Officers for distribution to the affected properties.</p>
Over 104 days in arrears	<p>A list outlining all arrears over 104 days shall, along with completed Disconnection Authorization Forms (<u>Schedule D</u>) 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>
Over 365 days in arrears	Administration may at the approval of the CAO write off unrecoverable amounts outstanding on accounts of less than \$250.00 in excess of 365 days for those accounts that cannot be transferred to taxes. A list of all accounts written off shall be presented to the Finance Committee at the first meeting following such write-offs.

*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.

Cardlock Users

All water cards with the accounts in arrears past 30 (thirty) days shall be deactivated. No card shall be reconnected until a payment is received for the outstanding amount in full.

Reconnections

No reconnection or resumption of service shall be made until a payment for the full outstanding amount is made plus 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 (Schedule E) 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	14-Oct-98	98-312
Amended	08-Nov-11	11-11-908
Amended	15-Jan-13	13-01-032
Amended	14-Oct-14	14-10-676
Amended	11-Aug-15	15-08-546

**Schedule A
Past Due Notice**



Mackenzie County
PO Box 640, Fort Vermilion, AB T0H 1N0
Phone: (780) 927-3718 Fax: (780) 927-4266
Toll Free: 1-877-927-0677 Email: office@mackenziecounty.com

Date

Past Due Notice

Name
Address

Dear <Name>,

Re: <Utility Account>
Service Address: <Street Name/Number>
Outstanding Amount:<\$\$\$>

This letter is to advise that your utilities account has been in arrears for more than XX days.

If your account balance of \$_____ is not paid in full by 4:30 p.m. by the last working day of this month, your utilities services may be disconnected. Once disconnected, the services will not be reconnected until the full amount outstanding plus all applicable reconnection fees on your account are paid.

We appreciate receiving your payment to avoid further action and/or collection proceedings. If you have paid the outstanding balance, please disregard this letter.

If you have questions, please contact _____, Utilities Clerk at (780) 927-3718 at the County's Fort Vermilion Office.

Regards,

Utilities Clerk

Cc: _____, Director of Corporate Services
_____, Finance Controller

**Schedule B
Past Due Final Notice**



Mackenzie County
PO Box 640, Fort Vermilion, AB T0H 1N0
Phone: (780) 927-3718 Fax: (780) 927-4266
Toll Free: 1-877-927-0677 Email: office@mackenziecounty.com

Date

Name
Address

Past Due Final Notice

Dear <Name>,

Re: <Utility Account>
Service Address: <Street Name/Number>
Outstanding Amount:<\$\$\$>

This letter is to advise that your utilities account has been in arrears for more than **90** days.

You have been put on notice that if your account balance of \$_____ is not paid in full by 4:30 p.m. by the 14th of this month, your utilities services will be disconnected without further notice and the total amount outstanding may be transferred to your taxes. Once disconnected, the services will not be reconnected until the full amount outstanding plus all applicable reconnection fees on your account are paid.

If you have paid the outstanding balance, please notify the undersigned immediately upon receiving this notice.

If you have questions, please contact _____, Utilities Clerk at (780) 927-3718 at the County's Fort Vermilion Office.

Regards,

Utilities Clerk

Cc: _____, Director of Corporate Services
_____, Finance Controller

Schedule C

Door Tag Request

Date_____

Utility Account#_____

Name_____

Street Address_____

Stall/Unit_____ Lot_____ Block_____ Plan_____

For Utilities Clerk Use Only

Date of Payment Made in Full_____

For Utilities Officer Use Only

Meter Identification #_____ IMT_____

Date Door Tag Hung_____

Comments/Concerns_____

Utilities Officer's Signature_____

Date Faxed/Sent to Utilities Clerk_____

Schedule D

Disconnect Authorization

Date_____ Utility Account#_____

Customer ID_____

Name_____

Street Address_____

Stall/Unit_____ Lot_____ Block_____ Plan_____

CAO Signature_____

(by signing, CAO authorizes a Utilities Officer to disconnect the utility services to the above mentioned account)

For Utilities Clerk Use Only

Date of Payment Made in Full_____

For Utilities Officer Use Only

Meter Identification #_____ IMT_____

Meter Reading_____ Date Disconnect_____

Comments/Concerns_____

Utilities Officer's Signature_____

Date Faxed/Sent to Utilities Clerk_____

Schedule E

Reconnect Authorization

Date _____ Utility Account# _____

Customer ID _____

Name _____

Street Address _____

Stall/Unit _____ Lot _____ Block _____ Plan _____

For Utilities Clerk Use Only

By signing, I verify that the payment on the above account was made in full plus all applicable reconnection fees.

Date of Payment _____ Signature _____

For Utilities Officer Use Only

Meter Identification # _____ IMT _____

Meter Reading _____ Date Reconnect _____

Comments/Concerns _____

Utilities Officer's Signature _____

Date Faxed/Sent to Utilities Clerk _____