



Policy Number: 2023 – 11

Date of Issue: May 16, 2023

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Motion Number: 2023 – 163

Policy Subject/Title: COLLECTION OF UTILITY ACCOUNTS

Signature of Approval by Authorized Personnel: *Karrie A. Gau*  
Karrie A. Gau, CAO

Supersedes: April 15, 2003

Policy #03-08 Motion #03-121

Date of Last Update

Title & No. of Previous Policy if Applicable

#### POLICY STATEMENT:

The purpose of this policy is to provide a guideline for collecting utility accounts that are in arrears.

#### PROCEDURES:

The following guidelines shall be followed for the collection of utility accounts that are in arrears:

1. A utility account in arrears for the purpose of this policy is defined as an active account which has an outstanding balance after the due date specified on the utility bill.
2. When a utility account is approximately twenty-one (21) days in arrears, a disconnection notice letter will be sent to the account holder. The disconnection notice allows ten (10) days for payment of the arrears balance or the arrangement of an acceptable payment schedule.
3. Upon expiry of the ten (10) days specified in the disconnection notice, the Utility Department will review the accounts to verify which accounts on the report have been paid in full or to which an approved arrangement has been made for payment in full. All other accounts will then be eligible for disconnection without further notice by the Town.
4. A customer on the Budget Billing cycle will be removed from Budget Billing if the account becomes 90 days in arrears.

5. If a utility account is in a tenant's name, the account will be transferred to the property owner if the account becomes 90 days in arrears.
6. For a disconnected utility service to be eligible for reconnection, a customer must meet the following criteria:
  - a) the utility account must be paid in full; and
  - b) the reconnect fee must be paid, in the amount specified in the Utility Bylaw.

**REVIEW CYCLE:**

This policy will be reviewed every three (3) years.