



## TOWN OF KENTVILLE POLICY STATEMENT G48F COLLECTION POLICY – SEWER UTILITY

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### 1.0 PURPOSE

To provide a uniform policy and its procedures for the collection of outstanding sewer accounts. These rates are essential for the Town of Kentville to run an effective sewer utility operation and provide ratepayers with the services to which they are entitled.

### 2.0 DEFINITIONS

The authority for this implementation of this policy shall come from Council ratification of this policy at a duly called meeting of Town Council.

The Chief Administrative Office shall have the authority to write off amount over \$500.

The Director of Finance shall have the authority to write off amounts between \$300 and \$500.

The Collections Officer shall have the authority to write off amounts up to \$300, after disclosure to the Director of Public Works and Water.

### 3.0 SCOPE

The Town of Kentville shall have an objective to treat all ratepayers equally. In this regard, collection procedures on outstanding sewer accounts shall proceed as outlined in this policy statement. The circumstances surrounding each outstanding account shall be given consideration and shall be dealt with on an individual basis. This policy shall work out mutually satisfactory payment arrangements.

### 4.0 PROCEDURES

#### Active Customers

The following shall be the collection procedures with respect to the collection of outstanding active sewer accounts with the Town of Kentville.

1. Thirty (30) days following the rendering of a bill, an **arrears notice** shall be mailed to each customer indicating the overdue balance.
2. If payment is not received within ten (10) working days, a **final notice** shall be mailed, indicating the overdue balance and the date by which the account must be paid.

3. If payment is not received within seven (7) working days of the rendering of the final notice, a disconnect notice shall be delivered to the service location indicating that the customer has 24 hours to pay the account or have the service disconnected, with reconnection subject to a connection charge.
4. If payment is not received within that 24 hour period, the Collection Officer shall complete a work order to disconnect the service.

#### Inactive Customers

Should a customer no longer receive sewer service from the Town of Kentville but still have an outstanding sewer account, the Collections Officer shall follow the following procedures:

1. If the amount is greater than \$50, and if full payment has not been received nor payment arrangements discussed with the Collections Officer within thirty (30) days of the rendering of the final bill, a collection letter shall be mailed to the customer indicating they shall have thirty (30) days to pay the account in full or the account shall be placed for collection.

If the account is not paid by the date specified or if contact is not made with the Collections Officer, the account shall be placed with a registered collection agency and remain with the collection agency for one (1) full year.

At the end of the year, if the written account has not been collected, the outstanding amount shall be written out of the books of record of the Town of Kentville.

2. If the amount is greater than \$50 and the Town of Kentville has the current address, the Collection Officer shall continue to collect the account for one (1) full year.

At the end of that year, if uncollected, the account shall be written out of the books of record of the Town of Kentville.

If the Town of Kentville does not have a current address and has exhausted all attempts to obtain the current address, the account shall be written out of the books of record of the Town of Kentville ninety (90) days after the rendering of the final bill.

#### Procedures for Write Off

All amounts over \$50, excluding penalties, must be submitted to Town Council for approval for write off.

All accounts that must be written out of the books of record for the full outstanding amount, shall be recorded on a master write-off list. The master write-off list shall be reviewed each time a new customer signs a contract requesting sewer service. Should that customer owe an amount from a previous sewer account, that amount shall be paid in full before sewer service can be provided at a new address.

**5.0 ASSOCIATED DOCUMENTS**

**6.0 POLICY REVISION HISTORY**

Date Created: March 8, 1995  
Revisions: December 12, 2001  
January 2017. Reformatted.



CAO Mark Phillips