



TOWN OF KENTVILLE POLICY STATEMENT G49F COLLECTION POLICIES – WATER UTILITY

1.0 PURPOSE

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

2.0 SCOPE

The Town of Kentville Water Commission shall have an objective to treat all ratepayers equally. In this regard, collection procedures on outstanding water 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.

3.0 DEFINITIONS

The authority for the implementation of this policy shall come from ratification of this policy at a duly called meeting of Town of Kentville Water Commission.

The Chief Administrative Officer shall have the authority to write off amounts up to a maximum of \$ 2,500.

The Director of Public Works and Water 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.

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 Water Commission:

- thirty (30) days following the rendering of a bill, an arrears notice shall be mailed to each customer indicating the overdue balance.

- 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.
- 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.
- if payment is not received within that 24 hour period, the collections officer shall complete a work order to disconnect the service.

Inactive Customers

Should a customer no longer receive water service from the Town of Kentville Water Commission but still have an outstanding water account, the collections officer shall follow the following procedures:

- 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 account has not been collected, the outstanding amount shall be written out of the books of record of the Town of Kentville Water Commission.
- if the amount is greater than \$ 50 and the Town of Kentville Water Commission does not have a current address and payment has not been received within sixty (60) days of the rendering of the final bill nor has the Collections Officer been contacted to discuss the accounts, the account shall be placed with a registered collection agency for one (1) full year.
- At the end of the year, if the account has not been collected, the outstanding amount shall be written out of the books of record of the Town of Kentville Water Commission.
- if the amount is less than \$ 50 and the Town of Kentville Water Commission 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 Water Commission.

If the Town of Kentville Water Commission 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 Water Commission ninety (90) days after the rendering of the final bill.

Procedures for Write-Offs

All amounts that are over \$ 50, excluding penalties, must be submitted for write off to Town of Kentville Water Commission for approval.

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 water service. Should that customer owe an amount from a previous water account, that amount shall be paid in full before water service can be provided at a new address.

5.0 ASSOCIATED DOCUMENTS

6.0 POLICY REVISION HISTORY

Date Created: October 18, 1994
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