



TOWN OF KENTVILLE POLICY STATEMENT G50F COLLECTION ACCOUNTS – OTHER ACCOUNTS RECEIVABLE

1.0 PURPOSE

To provide a uniform policy and its procedures for the collection of outstanding sundry accounts receivable.

2.0 DEFINITIONS

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

The Chief Administrative Officer shall have the authority to write off amounts 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 Finance.

3.0 SCOPE

The Town of Kentville shall have an objective to treat all persons equally. In this regard, collection procedures on outstanding sundry accounts receivable 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

The following shall be the collection procedures with respect to the collection of outstanding sundry receivable accounts not covered under other collection policies by the Town of Kentville and its utilities:

- 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 thirty (30) working days of rendering the arrears notice, a final notice shall be mailed, indicating the overdue balance and the date by which the account must be paid.
- the final notice shall advise that if the same is not paid within thirty (30) days, the account shall be sent to a registered collection agency.
- if payment in full had not been received nor payment arrangements discussed with the Collections Officer, the account shall be placed with a registered collection agency for one full year. At the end of this year, if the account has not been collected, the outstanding account shall be written out of the books of record of the Town of Kentville.

Procedures for Write-Offs

All amounts, that are over \$ 50, excluding interest, shall 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 list. The master write-off list shall be reviewed each time a customer requests sundry services. Should that customer owe an amount from a previous transaction, that amount must be paid in full before any services can be provided.

5.0 ASSOCIATED DOCUMENTS

6.0 POLICY REVISION HISTORY

Date Created: December 12, 2001
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CAO Mark Phillips