

YELLOWHEAD COUNTY  
COUNCIL POLICY  
**UTILITY COLLECTION**

---

---

**Policy Statement:** That the County will ensure that all collections are dealt with in a systematic manner.

**Legislation:** Sections 288 and 309 of the Municipal Government Act enables Council to impose penalties or discounts for utility accounts.

- Objectives:**
- ▷ To provide incentives for timely payment of utilities.
  - ▷ To impose a consistent and effective method of collection action for ratepayers who fail to pay their utility accounts.
  - ▷ To identify the collection process in a summary form.
  - ▷ To identify the rates of penalties to be imposed.

YELLOWHEAD COUNTY  
COUNCIL POLICY  
**UTILITY COLLECTION**

---

---

**Procedure:**

On a bi-monthly basis, utility invoices will be generated. The billing clerk will take every step to ensure that these billings are accurate. All connection and disconnection notices, as provided by the field staff, will be reflected in the billings.

Upon receipt of a disconnection notice, the billing clerk will review the account, make any adjustments to reflect the change in status, then prepare a statement of account for the user advising of the account balance and requesting payment.

At the close of each month and with the reconciliation of the utility subsystem, as directed by the Treasurer, the billing clerk will review the aged analysis report and identify those accounts that are 30 days in arrears (from the date of the invoice). Each of these users will then be forwarded a letter reminding them that their account is in arrears. At the close of the next month and the 60-day period, a demand letter is sent requesting payment prior to a given date to prevent further action.

By the close of the next month, with 90 days having elapsed from the invoice date, immediate action will be taken as follows:

- a) forward letter advising of date that utility service will be disconnected, or
- b) forward letter advising of date that action will be commenced by distress and sale of goods and chattels of the person who owes for the utility service, or
- c) forward letter advising that continued non-payment by the owner and occupant of the property will result in a transfer to their tax account, or
- d) forward a letter to the non-occupant owner of the property advising that the charges will be transferred to their tax account in accordance with signed agreement for supply of the public utility.

Ten days after this notification is mailed and no response is received, one or more of the actions as identified above will be initiated.

YELLOWHEAD COUNTY  
COUNCIL POLICY  
**UTILITY COLLECTION**

---

---

When connection(s) to the municipal utility system are undertaken, it is the responsibility of the *field staff* to ensure;

- a) that an agreement has been executed between the owner and the municipality specifying that both parties have agreed to the public utility service being supplied at the site
- b) that the agreement and a copy of the connection notice has been forwarded to the Finance department for processing
- c) ensure that the service has been connected or disconnected

Refer to the attached Exhibit Ut-1 - Connection Notice and Ut-2 - Connection Agreement.

The applicant will be required to pay to the County a fee for new connections to cover inspection costs at the rate(s) established by by-law. Also those services that are disconnected due to non-payment of utility fees and connections due to ownership transfers, will be charged a fee for re-connection to the system according to the current established fee schedule.

Upon receipt of a connection notice, the billing clerk will open a new account for the user and ensure that no other user is being billed at the legal description provided.

An information letter will then be forwarded to the new user, which will identify the following information:

- \* new account number
- \* billing account process
- \* when penalty charges are applied
- \* the amount of penalty
- \* the collection process for delinquent accounts
- \* payment option plans (as identified below in Payment Options)
- \* connections are provided with no deposit fees with the signing of the service contract

YELLOWHEAD COUNTY  
COUNCIL POLICY  
**UTILITY COLLECTION**

---

---

Payment Options:

- \* Post-dated cheques; the utility consumer may pay the account on a monthly basis for the current year by issuing twelve post-dated cheques or submitting cheques on a quarterly basis.
- \* Payment upon receipt of invoice at one of our local offices.
- \* Prepayment for any length of billings, as desired.

Penalties:

The County will impose a 2% penalty charge on all accounts that are unpaid at the time of the next billing period.

RESOLUTION # 829-12-12-93  
RESOLUTION # 502-12-06-94