



STARLAND COUNTY POLICY MANUAL

FUNCTION: HAMLETS (WATER AND SEWER)
FUNCTION NUMBER: 810
POLICY: UTILITY COLLECTION POLICY
POLICY NUMBER: 810-1
DATE: OCTOBER 30, 2002

PROCESS SUMMARY:

The County has a water and sewer services bylaw (Bylaw 1063) which outlines the procedures related to all aspects of water and sewer services. The Bylaw requires council to establish a policy for a “due date” and the collection of outstanding water and sewer accounts.

STARLAND COUNTY UTILITY COLLECTION POLICY:

Definitions:

“Billing Period” – Means the monthly billing period

“Due Date” – Means the date set out in the invoice of the Municipality by which a Utility Charge shall be paid. The Due Date will be set by resolution of council and shall be within the second month following the Billing Period and if the due date fall on a day other than a business day, the prior business day.

“Outstanding Account” means any Utility Charges (or any portion of) for which the Municipality has not received payment on or before the Due Date.

Policy:

1. That billing will be sent prior to the 10th of every month for utility services. In the Hamlet of Rumsey, the monthly billing is for water / sewer services for the current month, and in the Hamlet of Craigmyle, the monthly billing is for the metered use of water and sewer services for the prior month. The Due Date will be on the 1st of the following month.

And further that the following collection procedure be followed:

If the Utility payment is not received prior to the "due date", a penalty of 10% will be applied on the total monthly balance (Section 8.12 of Bylaw No. 1063). If a Utility account is outstanding for 90 days, a registered letter will be sent to the landowner and / or utility account owner, advising that he has 7 working days to pay the account. If the account is not paid within the 7 working days, a shut-off notice will be posted on the property advising that the Utility will be discontinued twenty-four hours after the notice is posted.

Any outstanding Utility payments for a property where the utility has been disconnected, will be applied to the tax roll for the property 30 days following the disconnection of the Utility. Once applied to the tax roll, the Utility account is deemed to be an amount owing for taxation for the property.

Policy Amendment: Council, October 30, 2002