

#26. TOWN OF LUNENBURG POLICY

ELECTRIC LIGHT UTILITY

COLLECTION PROCEDURE AND POLICY STATEMENT

I. Policy Statement

The purpose of this Policy is to ensure the efficient and timely collection of electric light rates receivable.

The Policy and procedures described herein are designed to establish an accounting method whereby all individuals and companies are required to promptly pay for electric light service from the Town.

This policy is intended to apply collection procedures to all Electric Light Utility customers on a consistent, uniform and fair basis.

II. Definitions

"Date of Disconnection" means the 56th day from date of initial billing unless otherwise determined by the Town's Director of Finance/Treasurer in accordance with the Electric Light Utility Regulations;

"Due Date" means the billing date plus 15 days when accounts rendered are due and payable;

"Electric Light Utility" means the Electric Light Utility owned and operated by the Town of Lunenburg; and

"Past Due Account" means those electric light accounts for which payment has not been received by the due date.

III. Policy Procedures

1. It shall be the policy of the Electric Light Utility to disconnect service to all Electric Light customers whose account is past due for two or more billings. Notwithstanding, the Director of Finance/Treasurer may disconnect service pursuant to the Electric Light Utility Regulations if the subject account is 45 days or more in arrears.

2. Before disconnection takes place the customer shall receive the following notices:

a) On the 16th day following the date of the billing the customer shall receive by regular mail a "first notice" and statement of account outstanding. This notice will request full payment within 10 days from the date of the notice. Included in the next regular billing will be a statement of total arrears owing which shall constitute a further arrears notice. This additional notice shall be issued at least thirty days after the initial billing which is in arrears. This second notice (billing) will request full payment within fifteen days which is the due date for the second billing.

b) If the account is still unpaid 45 days from date of initial billing, the customer shall receive by regular mail a "final notice" (see: Schedule "A") and statement of account outstanding requesting full payment within 10 days from the date of the notice or the account shall be disconnected.

c) It shall be the responsibility of the Director of Finance/Treasurer to issue the notices referred to in this section.

3. If the account is still unpaid following the expiration of the 10 day period stated in Section 2, the Director of Finance/Treasurer shall cause the electric light service to be disconnected for non-payment unless payment arrangements have been made with the Director of Finance/Treasurer in accordance with the following criteria:

a) a sufficient amount is paid on the account to bring the account up to current status; or

b) receipt by the Electric Light Utility of post-dated cheques for the full amount payable within a thirty day period.

4. At the time of disconnection, the Electric Light Department shall leave at the premises in a sealed envelope a written notice advising of the disconnection of electric light service. A sample copy of this notice is attached to this policy and marked Schedule "B".

5. Disconnection of service shall take place within 48 hours of the disconnection date.

6. The Director of Finance/Treasurer shall give to the Town Manager/Clerk a list of any accounts disconnected for non-payment.

7. Once disconnected, no account will be re-connected unless the outstanding account is paid in full including the appropriate re-connection charge or unless satisfactory payment arrangements are made as described in Section 3.

8. The Director of Finance/Treasurer is authorized to commence legal action against all outstanding accounts that have been disconnected pursuant to Section 3.

9. If any dates referred to in any section of this policy become due on a holiday, weekend or other non-working day, the date of the next regular working day shall apply.



SCHEDULE "A"

Town Office (902) 634-4410  
Electric Light Utility (902) 634-8311

Public Works Department (902) 634-8992  
Recreation Department (902) 634-4006

Dear

re: ELECTRIC LIGHT ACCOUNT # - \$

You have been given previous notices in respect to your electric light account with the Town of Lunenburg. This is your final notice and if your account is not paid in full by 4:00 p.m. on February 17, 1992, we will be disconnecting your electric light service. In addition, at that time we will be taking the necessary legal action to collect same.

Any additional billings which have occurred since the date of this letter should also be paid by the disconnection date. In order to prevent any undue inconvenience to yourself, please pay this account in full prior to February 17, 1992. Thank you.

Yours very truly,

James A. Wentzell  
Director of Finance/Treasurer

JAW/dc

cc Bea Renton, Town Manger/Clerk



SCHEDULE "B"

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Town Office (902) 634-4410  
Electric Light Utility (902) 634-8311

Public Works Department (902) 634-8992  
Recreation Department (902) 634-4006

Fax (902) 634-4416

D I S C O N N E C T   N O T I C E

This is to advise that the **ELECTRIC LIGHT SERVICE** to this property has been disconnected due to non-payment.

For further information contact Jim Wentzell, Director of Finance/Treasurer, Town Office, 119 Cumberland Street - 634-4410.