

**#77 TOWN OF LUNENBURG PROCEDURAL POLICY**  
**NON-LIENABLE REVENUE COLLECTIONS POLICY**

TITLE

1. This policy is entitled the “Non-Lienable Revenue Collections” Policy

PURPOSE

2. The policy details the Town’s policy for revenue collection of non-lienable charges.

DEFINITIONS

3. **Non-lienable charges** – These are charges that under the law cannot be affixed to a property and therefore cannot form an encumbrance against the value of that property. Many types of revenue are included in this category such as tenant water and electric charges, cemetery fees, building and other rentals. These examples are not all inclusive.

PROCEDURE

4. Staff will bill all applicable and approved sources of revenue in support of Council’s annual budget. Accurate billing is the first step in the process of collecting funds.
5. Non-lienable accounts are billed monthly and/or quarterly. The due date is normally one month from the billing date except for monthly electric bills which are due on the 15<sup>th</sup> of the following month.
6. Statements are issued on a monthly basis for all unpaid non-lienable charges.
7. Unpaid water and electric accounts are disconnected if satisfactory payment arrangements cannot be made with the Finance and Accounting Director pursuant to Town Utility Regulations and other relevant Town standards. This could include post-dated cheques for the outstanding balance, a right to offset for any amounts due to the Town, or a refusal to do business on a billed basis, i.e. cash only.
8. Staff will follow up with a phone call or email to pursue all non-lienable charges that are overdue. After 90 days any persistently overdue accounts will be turned over to the Province to be collected through their collection agency.
9. Principal and interest amounts due totaling less than \$50 can be written off for non-lienable accounts at the discretion of the Finance and Accounting Director.
10. Interest charges on a non-lienable account may be relieved by the Finance and Accounting Director or Town Accountant when any of the following is determined:

- a. the account has been in dispute and the process to settle the debt has been prolonged and the customer is not at fault; or
- b. there is insufficient support for the billing or insufficient follow up by staff has resulted in undue interest charges; or
- c. there was an error in the original billing.

11. No account will be sent to write off by Council unless all reasonable efforts have been exhausted by staff in its collection.

12. Only Council can approve final write off of any revenue accounts exceeding \$50. principal plus interest. Such write off reports will be provided by the Finance and Accounting Director not less than once per year.

**Clerk's Annotation For Official Policy Book**

Date of Notice to Council Members  
of Intent to Consider [7 days minimum]: January 26, 2016

Date of Passage of Current Policy: February 9, 2016

I certify that this Policy was adopted by Council as indicated above.

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Clerk

\_\_\_\_\_  
Date