

#27. TOWN OF LUNENBURG POLICY

WATER UTILITY

COLLECTION PROCEDURE AND POLICY STATEMENT

I. Policy Statement

The purpose of this Policy is to ensure the efficient and timely collection of water utility 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 water service from the Town.

This Policy is intended to apply collection procedures to all water utility accounts receivable on a consistent, uniform and fair basis.

II. Definitions

"Commercial Accounts" means those accounts that are metered and billed on a monthly basis;

"Residential Accounts" means those accounts that are billed a flat rate and billed on a quarterly basis;

"Date and Disconnection" means the 71st day from date of initial billing for commercial accounts and the 131st day from date of initial billing for residential accounts unless otherwise determined by the Town's Director of Finance/Treasurer in accordance with the Water Utility Regulations;

"Due Date" means the billing date plus 30 days when accounts rendered are due and payable;

"Past Due Account" means those water accounts which payment has not been received by the due date; and

"Water Utility" means the Water Utility which is owned and operated by the Town of Lunenburg.

III. Policy Procedures

1. It shall generally be the policy of the Water Utility to disconnect service to all water utility customers whose account is past due for two or more billings. Notwithstanding, the Director of Finance/Treasurer may disconnect service pursuant to the Water Utility Regulations, if the subject account is 40 days or more in arrears.

2. When an account is past due for two billings the Director of Finance/Treasurer shall send the customer(s) a "final notice" (see: Schedule "A") by regular mail. This notice shall request full payment within 10 days from the date of the notice or the water service will be subject to disconnection. A sample copy of the "final notice" is attached to this policy and marked Schedule "A".

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 water service to be disconnected for non-payment unless satisfactory 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 Water Utility of post-dated cheques for the full amount owing payable within a thirty day period.

4. At the time of disconnection, the Public Work (Water) Department may leave at the premises in a sealed envelope a written notice advising of the disconnection of water 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 in accordance with 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: WATER ACCOUNT # _____ - \$ _____

You have been given previous notices in respect to your water 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 water 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"

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

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

D I S C O N N E C T N O T I C E

This is to advise that the WATER 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.