

TITLE: UTILITY ACCOUNT ARREARS

EFFECTIVE: 2017/04/24

1. PURPOSE

To provide staff with specific guidelines in applying penalties and procedures for collecting outstanding utility accounts.

2. POLICY STATEMENT

To ensure a consistent and regular method of collecting utility account arrears owed to the Town of Irricana.

3. PROCEDURES

- 3.1 Utility accounts are due and payable in full before the penalty date established.
- 3.2 If a utility account is not paid by the billing due date, a penalty will be applied to the utility account.
- 3.3 When a utility account is more than two (2) billing cycles behind (4 months) a notice letter will be sent informing the customer that the full arrears balance is due immediately or, water service will be terminated two business days after the 15th of the month.
- 3.4 In the event that a utility account is unpaid by two business days after the 15th of the month, In accordance with section 3.3 above, service will be disconnected.
 - 3.4.1 Payment plans may be arranged providing that 50% of the amount outstanding is received by the 15th of the month (or 2 business days thereafter).
- 3.5 Reconnection services will only be conducted during regular hours of operation once account is paid in full at the cost of \$ 25.00 (Twenty Five Dollars Only)
- 3.6 Administration reserves the right to roll any utility account onto taxes at its discretion.

TOWN OF IRRICANA

POLICY NUMBER 2.03

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MOTION: 166:17

MAYOR – Dennis Tracz

DATE: April 24, 2017

CHIEF ADMINISTRATION OFFICER – FABIAN A G JOSEPH

REVISIONS: MOTION #289:03>
 MOTION# 313:04>
 MOTION #167:09>
 MOTION #109:12> Repealed by Bylaw
 MOTION #324:12> 04:2016
 MOTION #306:14>
 MOTION #313:16>
 MOTION #166:17