



**- POLICY -  
UTILITY COLLECTION PROCEDURES**

**Date adopted by Council:** August 14, 2006  
**Effective Date:** Immediately  
**Jurisdiction of Policy:** Director of Finance  
**Resolution Number:**

**1. PURPOSE**

- i. The purpose of this policy is to establish set procedures that must be adhered to by the Finance Department for the City of Weyburn. This is done in order to maintain the most efficient method of utility account collections all the while keeping equitable payment schedules for the residents of Weyburn.

**2. PROCEDURES**

- i. All processes must abide by legislation set out in:
  - a) *The Cities Act*
  - b) Applicable City Policies
- ii. Every month utility notices will be sent out to the appropriate customer
- iii. Utility bills will be calculated as per the following schedule:  
  
January ..... estimated  
February ..... estimated  
March ..... actual  
April ..... estimated  
May ..... actual  
June ..... estimated  
July ..... actual  
August ..... estimated  
September ..... actual  
October ..... estimated  
November ..... estimated  
December ..... actual
- iv. Any uncollected amounts after 30 days will become subject to 1.25% interest charged to the applicable account
- v. After every billing, accounts in arrears (more than 30 days) with an amount over \$10.00, shall be sent a reminder notice based on the sample letter in appendix A

- vi. After every billing, accounts overdue (more than 60 days) with an amount over \$10.00, shall be sent a final notice based on the sample letter in appendix B and given 10 days to clear all outstanding amounts or risk water disconnection
- vii. At any time during the collection notices that are sent, payment agreements can be made with the consent of the Director of Finance. Payment agreements that are adhered to will postpone any water disconnection presage. Payment agreements must be adhered to or the risk of water disconnection could result.
- viii. After 10 days of final notice has expired, a notice shall be attached to one or more of the occupants doors (door hangers) warning that water disconnection for this location will happen within 24 hours if payment is not made (sample in appendix C)
- ix. Water disconnection shall be performed by the Public Works Department at their earliest convenience upon request by the Finance Department
- x. Once water disconnection has been performed, a \$50.00 reconnection fee shall be added to the applicable account
- xi. Water reconnection will only be considered if the total arrears, overdue amounts, and reconnection fee are paid in advance
- xii. Any Staff call backs and costs associated due to water reconnections shall be monitored and reported to the Director of Engineering and the City Manager
- xiii. The Finance Department shall produce monthly utility billing stats including, water billed, water collection comparisons, and numbers of arrear, delinquent, and door hanger notices sent for that period