



CITY OF WEYBURN

UTILITY BILLING AND COLLECTION POLICY

Policy Title:	Utility Billing and Collection
Adopted on:	September 9, 2019
Adopted by:	Council
Jurisdiction of Policy:	Director of Finance
Effective Date:	Immediately

1. PURPOSE

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 payments schedules for the residents of Weyburn.

This policy will replace the prior Utility Billing and Collection Policy, as well as the Water Shut-Off Policy, as of the effective date.

2. PROCEDURES

2.1 All processes must abide by legislation set out in:

2.1.1 *The Cities Act*; and

2.1.2 Applicable City Policies.

2.2 Every month utilities notices will be sent out to the appropriate account holder.

2.3 The City of Weyburn calculates on a monthly billing cycle, obtaining actual reads using an automated meter reading system.

2.4 Tenants applying for water service will be required to pay a \$200.00 deposit, as well as sign a consent form to allow the property owner unlimited access to information about the utility account. This deposit will be applied to the final billing and any credit left over will be paid out to the tenant.

2.5 Any uncollected amounts after 30 days will become subject to a 1.5% monthly interest rate charged to the applicable account.

2.6 After every billing, accounts overdue (more than 60 days), with an overdue amount over \$20.00, shall be sent a pink disconnection notice and given 10 days to clear all outstanding amounts or risk water disconnection.

2.7 A copy of the disconnection notice shall also be sent to the landlord of any rental properties.

2.8 At any time during the period when collection notices are sent, payment agreements can be made with the consent of the Director of Finance. Payment agreements that are adhered to



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will postpone any water disconnection presage. Payment agreements must be adhered to or the risk of water disconnection could result.

- 2.9 After 10 days the disconnection notice has expired and a red final disconnection notice shall be attached to one or more of the occupants doors (door hangers), warning that water disconnection for this location will happen within 24-48 hours if payment is not made.
- 2.10 Water disconnection shall be performed by the Public Works Department at its earliest convenience upon request of the Finance Department.
- 2.11 Once water disconnection has been performed, a **\$65.00** reconnection fee shall be added to the applicable account.
- 2.12 Water reconnection will only be considered if the total arrears, overdue amounts and reconnection fee are paid in advance.
- 2.13 Any staff callback and costs associated due to water reconnections shall be monitored and reported to the Director of Engineering and the City Manager.
- 2.14 The Finance Department shall produce monthly utility billing reports, including water billed, water collection comparisons, and number of delinquent and door hanger notices sent for that period. These are to be sent to council on a quarterly basis.
- 2.15 Utility billings that are over six months are unable to be disputed through the Finance Department. If an account holder wished to dispute a bill older than six months, the account holder must take it to Weyburn City Council.
- 2.16 All water that passes through the meter shall be charged at the current rate, regardless if it was used or wasted. It is the users' responsibility to ensure that all usage is as intended.

3. FINAL BILLED ACCOUNTS

- 3.1 Accounts that remain unpaid after the resident has vacated the residence will be:
 - 3.1.1 Added to the property tax account if the resident was the property owner.
 - 3.1.2 If the account holder was a tenant, any amounts remaining after the \$200.00 deposit is applied will be under active collection processes for three months. If the tenants' bad debt account remains unpaid three months after the final billing date, the outstanding amounts may be transferred to the property owner's property tax account (*The Cities Act*, section 333(1)(b)). Notice of this transfer of unpaid utilities will be sent to the property owner via registered mail at least 30 days before the amounts are to be added to the tax roll.



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3.1.3 Inactive accounts with credits or debits of \$10.00 or less will be written off.

3.1.4 All other accounts that remain unpaid after this time will be written off and tracked for reconnection purposes.

3.2 Final billed accounts under active collection will be:

3.2.1 Mailed a monthly final bill reminder every month to the address known to the utility department.

3.2.2 Finance Officer – Utilities will actively seek out forwarding information for the resident in an attempt to contact them regarding their outstanding bill. This will include contacting the property owner.