

TOWN OF ANNAPOLIS ROYAL

POLICY

Title: Policy on Water Utility Receivables Collections	
Policy No: 2014-4	Supersedes: ---
Effective Date : December 31, 2014	Date approved by Council Resolution: December 15, 2014

Purpose:

To specify the steps that must be taken to ensure accounts receivable are collected in a timely, fair and cost effective manner.

Applies to:

All Water Utility accounts of the Annapolis Royal Water Utility.

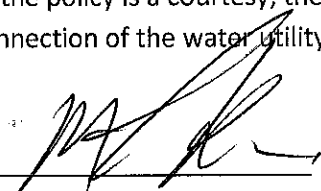
Time Frame	Action
1 – 30 days	Current balance due
31 - 40 days	First past due statement is sent – PRIMARY NOTICE
61-70 days	Second past due statement is sent – SECONDARY NOTICE Appendix A
91 days since issued	Letter to past due accounts regarding water shut-off – REGISTERED NOTICE Appendix B
121 days since issued	Turn off water

Policy Statement:

The following procedure will be followed with all Annapolis Royal Water Utility accounts:

1. All Utility bills will be due thirty (30) days after the date of issue, as indicated on the bill as Amount Due
2. The Annapolis Royal Water Utility will consider any Utility bill not paid by the Amount Due date as overdue.
3. Interest will be added to overdue accounts on the first business day of each month at the current interest rate and statements will be issued to all overdue accounts with a balance greater than \$5.00.
4. Payments on all utility accounts are automatically applied to interest charges primarily, than the oldest balance owing and finally the most recent amount owing.

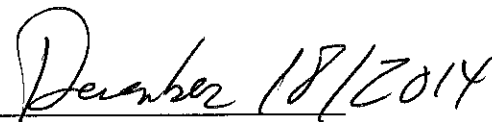
5. If arrears of one bill or more are not paid within thirty (30) days of becoming "Over Due", the Annapolis Royal Water Utility will send a Primary Notice (first past due statement) stating that if the debt remains unpaid within ninety 90 days, then the water will be disconnected.
6. If charges are not paid within thirty (30) days after the Primary Notice has been sent, the Annapolis Royal Water Utility will send a Secondary Notice letter (see Appendix A), stating that if the debt remains unpaid within 60 days, then the water will be disconnected.
7. If charges are not paid within thirty (30) days after the Secondary Notice, then the Annapolis Royal Water Utility will send a Final Disconnection letter (see Appendix B) by registered mail, stating that if the debt remains unpaid within 30 days the the water will be disconnected.
8. If there is no confirmation of receipt of the Final Disconnection Letter then the Disconnection letter will be delivered by hand by a member of the Water Utility.
9. If the registered letter was received by the customer and there was no response then a member of the Water Utility will proceed in disconnecting the water and the customer will be charged the \$20.00 disconnection fee.
10. Extenuating circumstances will be the only time a payment plan can be initiated.
11. Once the account is paid in full, the water will be turned on and the customer will be charged the \$20.00 re-connection fee.
12. If the water has been previously disconnected, as per the request of the customer, the water will not be turned on until the entire balance owing on the account is paid.
13. All water connections/disconnection requests must be requested by the property owner or a representative of the property owner by filling out a work-order form in person at Town Hall.
14. #5 of the policy is a courtesy, the Utility Review Board of Nova Scotia (URBNS) court order permits the disconnection of the water utility after forty (40) days of non-payment (schedule B section 9).



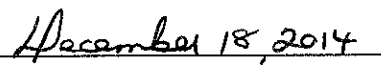
Mayor



Chief Administrative Officer



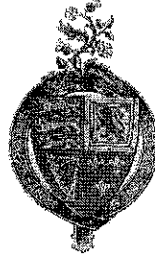
Date



Date

Appendix A

Town of Annapolis Royal



SECOND NOTICE

Date: [REDACTED]
[REDACTED]

Annapolis Royal, NS B0S 1A0

[REDACTED]:

Re: Water Utility Account # [REDACTED]

The Town's Water Regulations are subject to review and approval by the Nova Scotia Utility and Review Board:

Section 6 states that:

"Bills shall be rendered to each customer at intervals of approximately three months. All bills are due and payable when rendered. Bills not paid within 30 days of the date rendered, shall incur an interest charge of 1.5 % per each month or part thereof."

Section 9 states that:

"The Utility shall have the right to enter onto customers' premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than forty calendar days after the date rendered. The customer shall pay the sum of \$20.00 for reconnecting after each suspension."

As of this date, your water utility account, in the amount of [REDACTED] continues to be in arrears. In order to avoid disconnection, we ask that you make payment in full.

If you have any questions or would like to discuss the payment of your account, please contact me at Town Hall as soon as possible. For future reference the Town offers an on-line payment option. My number is 532-3148.

Thank you for your attention to this matter.

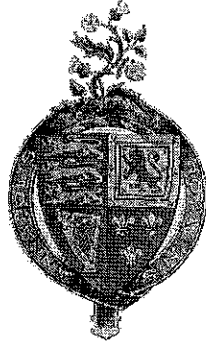
Sincerely,

Monica Mills
Accounting Clerk

285 St George Street, PO Box 310, Annapolis Royal NS B0S 1A0 Canada
www.annapolisroyal.com phone (902) 532-2043 fax (902) 532-7443

Appendix B

Town of Annapolis Royal



TOWN OF ANNAPOLIS ROYAL WATER UTILITY

FINAL DISCONNECTION NOTICE

[REDACTED]

[REDACTED]

Annapolis Royal, NS, B0S 1A0

Dear [REDACTED],

Re: Water Utility Account # [REDACTED]

Further to the Town's letter to you dated [REDACTED] (copy attached), please be advised that water services to [REDACTED] will be disconnected the week of [REDACTED] unless payment is received before then. Your total owing is [REDACTED].

I sincerely hope that you will take the necessary steps to avoid any disconnection.

Sincerely,

Chief Administrative Officer

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