



Meeting Date: April 14, 2021
Submitted by: Tiffany Farrell, Director of Corporate Services
Report No: CPS-19-2021
Subject: Water, Wastewater and Stormwater Billing and Collection Policy

Recommendation:

THAT Report CPS-19-2021, re: Water, Wastewater and Stormwater Billing and Collection Policy be received;

AND THAT Policy appended to Report CPS-19-2021 be approved.

Purpose:

This policy has been created for the purpose of providing guidance to Council and staff and provides a basis for decision-making relating to water, wastewater and stormwater billing and collection procedures for all customers in the municipality. It is designed to be implemented in accordance with the governing legislation and will assist with the ongoing success of administration; specifically, it will ensure prompt, efficient, courteous and consistent service to all customers in the municipality.

Background:

The existing Water, Wastewater and Stormwater billing and collection policy was last updated August 24, 2016. The existing policy has been reviewed and updated to reflect current billing and collection practices.

The Municipality is committed to formalizing a well-defined, equitable and transparent process in the follow up and collection of water, sanitary sewer, and stormwater receivables.

The intent of this policy is to effectively and equitably manage the Municipality's water, wastewater, and stormwater receivables, work with customers to meet their payment obligations in a timely manner, rectify issues where payment remains outstanding, and account for the receipt of payments.

Analysis:

Please refer to the attached policy.

Notable Changes include:

- Addition of a Usage and Billing Disputes section
- Addition of the payment plan option
- Updated on the final billing process
- Addition on the duties/responsibilities of the Manager of Finance

Financial Implications:

The purpose of this policy is to ensure that the municipality is in a position to manage its accounts receivable effectively and to ensure timely collection to minimize outstanding amounts owing to the municipality.

Strategic Plan:

This matter aligns with following strategic priorities:

- Responsive Municipal Government

This report responds directly to Objective 5.3 – Foster a culture of innovation, continuous improvement, and cost-effective services by sharing information and gathering input, by continuing our timely and effective communication to the public.

Attachments:

A1 Water, Wastewater and Stormwater Billing and Collection Policy