

**TO:** Administration & Finance Executive Committee  
**FROM:** Laurie Lindberg, Treasurer  
**DATE:** June 14, 2018  
**SUBJECT:** Collections (Accounts Receivable, Taxation and Water & Sewer) Policy Update

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### **BACKGROUND**

Collection Policy Number 1.9 for procedure and collection of Accounts Receivable, Taxation and Water & Sewer was first created in 2006. This is the second review of this policy since that time.

A Treasury committee consisting of the Tax Administrator, Head Cashier, Utility Clerk, Deputy Treasurer and Treasurer have completed a review exercise. The Collection Policy update entails some minor wording changes to clarify the intent, additional sections mainly to clearly provide definition and/or meaning and updated the reminder and disconnection notices.

The most significant changes are as follows:

1. Payments and Late Payments was added in accounts receivable, taxation and water& sewer sections to consistently define the credit of payments;
2. Application of Payment was added to accounts receivable;
3. Division Managers will receive a copy of the accounts receivable letters issued;
4. No taxation arrears notice will be sent after the due date if the balance is \$15.00 or less
5. Taxation sections updated to reflect tax sale legislation change to two years in arrears
6. Water & Sewer Notice of Arrears Served change to regular mail from registered mail
7. Water & Sewer Reminder Notice & Disconnection Notice updated