

December 2, 2019

Report To: Mayor and Council

From: Aaron Bisson, Manager of Recreation and Culture

**RE: A/R Customer Balance**

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We have a user group whom has an outstanding balance. They have owed the money for some time and several attempts have been made to collect the balance. The group is no longer active and is not likely to continue in the future. They have met with the Recreation and Culture Manager to discuss possible payment options. They do have approximately 40% of the balance outstanding in cash, as well as some assets. They have proposed that they would be willing to turn over some or all of the assets along with the cash to eliminate their debt. I spoke with the Treasurer to get her take on this possibility and she was in favor of exploring this option. It is noted that taking this approach is outside of our collection policy, and that the assets we would be acquiring would be covering the approximately 60% shortfall that would still exist if this group were to put all of their money toward the outstanding bill.

**Recommendation**

The Community Service Division recommends to Mayor & Council to explore collection efforts as outlined above.

Respectfully Submitted,



Aaron Bisson  
Manager of Recreation and Culture

<p><b>Council approval of this report will agree to the recommendation of the Community Services Executive Committee to explore the option of eliminating their outstanding balance.</b></p>
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