



ADMINISTRATION & FINANCE DIVISION
TREASURY REPORT 2014/134

TO: Operations and Facilities Executive Committee
FROM: Dawn Galusha, Deputy Treasurer
DATE: December 9, 2014
SUBJECT: Mike & Sandra Krikke, 911 Smith Street Water Billing Matter

BACKGROUND

At the November 24, 2014 Council Meeting, the letter received from Mike and Sandra Krikke regarding water & sewer billings was referred to the Operations & Facilities Executive Committee for recommendation with input from the Administration & Finance Executive Committee.

As indicated in the reports from D. Brown, Manager of Operations & Facilities and D. Herr, Environmental & Facilities Superintendent, the Krikke property located at 911 Smith was not billed for water & sewer services from September 24, 2011 to October 28, 2014 as the Billing Clerk was not notified that water services had been turned back on after the initial shut off.

In accordance with the Town of Fort Frances Collections Policy Number 1.9, the Water and Sewer Collection section 4. clearly states that, 'Where billing errors have resulted in under-billing, the customer's account shall be charged with the amount of the under-billing for the period of the under-billing or a maximum of six (6) years from the date of the Town is made aware of the error, whichever is less'. The Utility Clerk, as per attached H. Hatch letter, had offered the customers four (4) installment payments for the total amount outstanding of \$2,691.81. The offer of up to four (4) installment payments is standard procedure for larger amounts owing due to under-billing.

RECOMMENDATION

The Administration & Finance Executive Committee recommends that the Operations and Facilities Executive Committee consider a mutually agreed upon term of repayment, no interest on these overdue payments, and waiver of the Turn on Fee of \$42.50.