



MUNICIPALITY OF West Elgin

Staff Report

Report To: Council Meeting
From: Magda Badura, CAO/Treasurer
Date: 2022-04-14
Subject: Water and Wastewater Billing Collection Policy

Recommendation:

That West Elgin Council hereby receives the report from Magda Badura, CAO/Treasurer re: Water and Wastewater Billing Collection Policy; and

That West Elgin Council considers the Water and Wastewater Billing Collection Policy in the By-Law portion of the agenda.

Purpose:

The purpose of this report is to provide Council with a final version of the Water and Wastewater Billing Collection Policy and to obtain Council's approval for this policy to begin on July 1, 2022.

Background:

Council received a report at the Council meeting on January 27, 2022 regarding a draft of the Water and Wastewater Billing Collection Policy and provided staff with direction to move forward with the policy. Staff spend a bit more time reviewing and fine tuning the policy and procedures to create the final version of the policy as attached.

Pool Fill Credit: The pool fill credit will no longer be offered. The pool fill credit was designed to rebate customers for the wastewater portion of their water bill for the amount of water that is used to fill the pool. This calculation is labour intensive for staff and often results in a small rebate as the flat fee portion of wastewater is not rebated. Below are the stats from the past two years to illustrate that this will affect a very few customers.

	2021	2020
Total amount credited	\$1,825.63	\$ 2,615.80
Average credit amount	\$ 45.64	\$ 52.32
Max. Credit	\$ 164.63	\$ 148.29
Min. Credit	\$ 2.97	\$ 1.81
Total number of credits	40	50

Equal Monthly Billing: in this updated version of the policy staff are proposing allowing Equal Monthly Billing payments for customers who also agree to pre-authorized payments. The amount of the equal monthly billing is calculated by the average of the last 6 regular water bills, plus 5% (to account for irregular bills and rate increases that may have taken place). These customers will pay equal payments January to November with December being the catch-up month. Monthly billing amounts will be adjusted annually to account for increases in the utility pricing and any increase in

usage. The notice of the increase will be included with the December bill. No interest will accrue on outstanding balances or on overpayments for equal monthly billing.

Due Dates: Due dates for accounts receivable will now all align on the last day of the month following the bill and penalty will be added for all outstanding accounts on the first.

Past Due Accounts Process:

Number of Days Past Due	Step	Delivery	Notice Information
15 days	First Notice generated for outstanding amounts greater than \$100	Canada Post or Email (based on bill delivery)	Requesting payment or to set up payment plan
45 days – with no payment arrangements made	Final Notice generated for outstanding amounts greater than \$400	Hand delivered or by Courier	Informing if no payment or payment arrangements made outstanding balance will be added to taxes within 15 days
60 days – with no payment arrangements made	All outstanding amounts greater than \$400 plus an administrative fee are transferred to the tax roll		

Financial Implications:

Collection of outstanding utility accounts

Policies/Legislation:

Municipal Act