THE CORPORATION OF THE TOWN OF SOUTH BRUCE PENINSULA

BY-LAW NUMBER 78-2012

Being a By-Law to Amend By-Law Number 44-2009 Being a
By-Law to Adopt the Manual Governing the Policies and
Procedures for the Corporation of the Town of South Bruce
Peninsula (Utility Collection & Procedures)

WHEREAS Section 8 of the Municipal Act, 2001, c.25, as amended, provides that a
municipality has the capacity, rights, powers and privileges of a natural person for the purpose of
exercising its authority under this or any other Act;

AND WHEREAS Section 11 of the Municipal Act, 2001, c.25, as amended authorizes
municipalities to pass by-laws regarding the accountability and transparency of the municipality
and its operations;

AND WHEREAS Section 270 (1) 5 of the Municipal Act, 2001, c.25, as amended authorizes the
municipality to adopt and maintain policies with respect to the manner in which the municipality
will try to ensure that it is accountable to the public for its actions, and the manner in which the
municipality will try to ensure that its actions are transparent to the public;

AND WHEREAS the Council of the Corporation of the Town of South Bruce Peninsula
adopted a Municipal Policy Manual and desires to amend said by-law by amending the policy
regarding utility collection and procedures.

NOW THEREFORE THE COUNCIL OF THE CORPORATION OF THE TOWN OF
SOUTH BRUCE PENINSULA ENACT AS FOLLOWS:

1. THATH Policy TR.12.1 Utility Collection & Procedures as amended and attached hereto,
be added to the Municipal Policy Manual.

2. THAT all by-laws and policies inconsistent with this by-law are hereby repealed and
replaced with this by-law.

3. THAT this by-law shall come into full force and effect upon the final passing thereof.
READ a FIRST and SECOND time this 5th day of June, 2012.

READ a THIRD time and FINALLY PASSED this 5th day of June, 2012.
UTILITY COLLECTION & PROCEDURES

PURPOSE:

The purpose of this policy is to outline a standardized procedure for the effective and efficient collection of utilities payments.

POLICY:

1. Method of Collection

There are utility arrears, and as such, there are areas for which enforced collection is necessary.

The enforcement method to be used is:
   a) penalty levied
   b) personal contact
   c) added to taxes

2. Methods of Payment

Utilities are payable by mail or in person at the Town Hall. All financial institutions will accept payments. Payments may also be made by Pre-authorized payments (PAP)

3. Refunds of Overpayments or Adjustments

It is the policy of the Financial Services Department to issue refunds for overpayments or of credits balances resulting from an adjustment, only if there is a written request from the ratepayer.

4. Utility Billing Cycle

Utilities will be billed on a monthly basis on the last day of each month. The due date shall be the 4th Friday of each month following the billing date.
5. **Interest and Penalty on Overdue Accounts**

Penalty is added to overdue accounts on the first of each month following the due date and the first of each month thereafter.

The rate of interest and penalty shall be 1.25% monthly or 15% annually.

6. **Reminder Notices**

Monthly billings shall contain the arrears balances plus the current billing.

The inclusion of arrears on the monthly billing is to remind the utility customer of the current delinquency with respect to utility billings and secondly to determine whether discrepancies exist within the account that should be followed up on an immediate basis.

7. **Added to Taxes**

All arrears, which are outstanding after six months from their billing date, shall be added to the taxes of the property owner in accordance with the applicable Town By-law.