

Policy (O&A) 2.2 Overdue Account Collection

Background: The district has limited ability to collect on overdue accounts and must, in all cases, comply with the *Improvement District Manual* and *The Local Government Act* ensuring complete fairness, accountability and transparency.

The schedule and process for invoicing, sending statements and other communication is laid out in the *Procedure for Invoicing and Collection*.

Policy Resolution: To support the procedure, the Trustee's hereby resolve that...

1. Statements and letters may be mailed via traditional process or emailed as requested by the land owner and deemed by the CFO as the most efficient and reliable.
2. Payments on accounts may be made by mailing to the district, or in person or online with the Williams Lake and District Credit Union or through an e-transfer to the district.
3. Accounts may be paid in advance, or property owners may make arrangements with the CFO for a payment plan or provide post-dated checks, as long as the balance on the account is paid prior to the next billing period.
4. Accounts that have a payment plan in good standing, either through confirmation of an online bill payment schedule or through receipt of post-dated checks, will not be placed in the Water Shut-off process.
5. If at any time a scheduled payment is missed, or a cheque does not clear the account, all unprocessed checks will promptly be returned, a water shut off notice will be sent, together with an invoice for the returned check processing and water shut-off fee.
6. *Final Water Shut-off Notices* are sent by **registered mail** at least 72 hours prior to action being taken. Arranging a payment schedule, and/or providing post-dated checks is no longer acceptable and accounts must be paid in full.
7. All correspondence including *Final Water Shut-off Notices* (otherwise known as *The 72 Hour Notice*) and *Tax Sale Warnings and Notices* may be mailed or emailed to the main contact person on the account, and cc'd to each party named on title, including mortgagors.
8. The CFO will conduct a Tax Search on *Delinquent accounts* to determine forfeiture status with the crown. If the property is in stage 4 or 5 of forfeiture status to the crown, the district will proceed to Tax Sale pursuant to Section 762 of the *Local Government Act*. Tax sales will be publicly advertised.
9. If the CFO discovers that there are properties subject to forfeiture to the crown for which taxes are owed to the improvement district for less than the full 24 month period, the board of trustees will take necessary action to have a statutory lien enforced (section 759) prior to the date of forfeiture.

Date Adopted: 01.18.16