

## Policy (O&A) 2.8 Billing and Collecting for service

The District is authorized under Letters Patent to deliver water for domestic, commercial, agricultural and industrial consumption and to provide fire flow, and

The District does not charge for water consumption but rather the delivery of water, and

The District's principal form of revenue for this service is by charging Tolls and Taxes, as authorized by the *Local Government Act*.

Tolls, Taxes and fees are established under Bylaw.

- Water Tolls are revised as trustees deem necessary.
- Parcel Tax is revised and renewed annually.

**Policy Resolution:** Trustees of the Hagensborg Waterworks hereby resolve:

1. Funds received from tolls, parcel taxes and/or capital development charges will be used for waterworks operations and capital improvement purposes. This includes, but is not limited to,
  - 1.1. repairing and/or upgrading existing infrastructure, and
  - 1.2. waterworks related administration and overhead to efficiently deliver the services authorized under the Letters Patent
  - 1.3. the installation of any capital improvements the trustees deem necessary in the safe and effective delivery of water service, and in compliance with the *Drinking Water Protection Act* and regulations.
  - 1.4. Exemptions: Community organizations wishing to be exempt from the capital improvement charges must apply annually in writing to the Trustees, providing current proof of status as either a registered charity or not-for-profit community organization in good standing.
2. The process for billing and collecting of tolls and taxes as outlined in the *Improvement District Manual* under *The Local Government Act* is carefully adhered to, ensuring complete fairness, accountability and transparency. In every case where clients have difficulty in meeting obligations, the District's Finance Officer will attempt to work within the client's limitations in a way that is fair to all water users, and does not negatively impact the viability of the district's operations.
  - 2.1. A payment plan may be arranged that will allow the balance to be paid no later than the end of the current calendar year.
  - 2.2. Postdated checks and/or written commitment to monthly payments are an option
  - 2.3. Invoices are only sent to property owners registered on title. Invoices will not be sent to renters or lease holders unless the lease holder is long term (exceeding two years) and provides a signed contractual agreement indicating length of lease term and responsibility for tolls & taxes
3. Invoices are mailed using email where ever possible, and Canada Post where an email address is not on file.
4. Payments may be mailed, made in person, or online with the Williams Lake and District Credit Union.
5. Interest on *Overdue, Arrears, or Delinquent* accounts can be charged as per the government's established rate.

Date adopted: April 26, 2016