

	INTERLAKE WATER UTILITY POLICY	NO.	2021-05
	POLICY TITLE: INVOICE PAYMENT	EFFECTIVE DATE:	Oct. 20, 2021
		REVISION LETTER:	
		FINAL APPROVAL	Resolution: 111-21

1.0 PURPOSE

- 1.1 To ensure that the **Interlake Water Utility Board**:
- a) All invoices issued by the Interlake Water Utility Board are paid within the approved time limit of 30 days.
 - b) Standardized procedures are in place on how to handle late bill payments.
 - c) Customers are aware of the consequences of not paying bills on time.

2.0 DEPARTMENT(S) AFFECTED (SCOPE)

- 2.1 Department(s) Affected: **INTERLAKE WATER UTILITY OPERATIONS**

3.0 POLICY

- 3.1 **Policy Statement:**
- a) The Interlake Water Utility Board is a public corporation that requires bill payment to occur on time to ensure continued operations to maintain expected Level of Service for water distribution to all Consumers.

4.0 DEFINITIONS

- 4.1 The following terms are defined as such but limited to:
- “Administrator”**: the individual appointed by the Interlake Water Utility Board for administering the procedures and policies of the public utility.
- “Consumer”**: shall mean the registered owner, purchaser, occupant or other person in charge of the land or building to which water is being supplied by Interlake, an in whose name a water billing account has been established.
- “Foreman”**: the individual appointed by the Interlake Water Utility Board for the completing and monitoring the operations of the public utility.
- “Interlake”**: means the Interlake Water Utility corporation.
- “Interlake Water Utility Board”**: means the individuals appointed from the Resort Village of Cochin and the Rural Municipality of Meota No. 468 to represent each municipality on the decision-making board for the public utility.
- “Shut-off”**: shall mean a interference with, or discontinuance of, the supply of water to a parcel of land, building or portion of a building situated upon a parcel of land.

5.0 RESPONSIBILITIES

- 5.1 The Administrator is responsible for ensuring compliance to this policy.
- 5.2 The Utility Board shall review all policies every three years for compliance and effectiveness of the policies.

6.0 IMPLEMENTATION

6.1 All payment dates for invoices shall be set to be **30 days**.

Reminder Letters

6.2 Should an invoice not be paid within **30 days** of the invoice date; the **Administrator** shall send a reminder letter to the **Consumer** informing them of the outstanding balance.

- a) Consultation with the **Consumer** may be in multiple formats, such as electronic, phone or by mail.
- b) The **Administrator** shall at minimum provide one (1) reminder notice via regular mail to the **Consumer** where outstanding fees remain after **30 days** from invoice date of issuance.

Non-Payment Consequences

6.3 When a payment is not paid, interest shall be accrued as per the *Rates Policy*.

6.4 In addition to interest accrued on outstanding bill payment, when bill payment has not occurred beyond **30 days** from invoice date, the **Administrator** shall inform the **Foreman** of which properties are in arrears, and the **Foreman** shall shut off water to the property in arrears, where seasonal stipulations are met.

6.5 At such time, the **Consumer** account shall be considered in arrears, and subject to the *Arrears Procedure Policy*.

6.6 **Consumers** shall be charged a disconnect fee due to the water requiring to be shut off.

6.7 **Consumers** shall be charged a reconnection fee once all fees have been paid, in addition to all outstanding fees associated with the account.

7.0 DOCUMENT APPROVAL

ROLE	POSITION	NAME OF THE APPROVER	DATE APPROVED
Author	Northbound Planning	Public Utility Board	October 20, 2021
Final Approver	Public Utility Board	RESOLUTION: 111-21	October 20, 2021

8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
2021-10-18	A	Northbound Planning	Initial release