



# **HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION**

## **POLICY AND PROCEDURE HANDBOOK**

### **ADMINISTRATION**

#### **POLICY: CUSTOMER BILLING AND COLLECTIONS**

##### **POLICY: Policy ADM 1.01**

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Customers shall be invoiced for water consumed pursuant to Highway 14 Regional Water Services Commission Rate Bylaw 15-1, and any amendment thereto.

##### **GUIDELINES:**

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###### **Billing Procedures:**

Each water account shall be invoiced monthly

Delinquent accounts shall be defined as outstanding after 60 days

Delinquent accounts shall have a late payment charge added, pursuant to the Highway 14 Regional Water Services Commission Rate Bylaw 15-1, and any amendment thereto.



## **POLICY: Customer Billing and Collections**

Each customer account that is delinquent a Past Due Notice shall be provided to the customer.

If a Past Due Notice does not result in a payment, steps outlined in Policy ADM 1.04 Turnoff for Nonpayment, shall be followed.

### **Closing Bill Procedure:**

Whenever a customer closes an account, a final reading will be taken and a closing bill rendered.

For amounts due on closing the deposit will be applied to the account. If a balance is still owing the invoice will be mailed, and if payment is not received a letter will be sent to the customer as a final reminder of the amount outstanding. At this time the customer will also be notified that additional collection steps will be taken if payment is not received.

Unpaid balances from a customer may be added to other accounts of the same customer. Such charges shall become part of the customer's active account and shall be subject to Policy ADM 1.04 Turnoff for nonpayment.



## **POLICY: Customer Billing and Collections**

### **Disputed Bill Procedure:**

Any customer desiring to contest the validity or accuracy of his/her bill shall, before the delinquent date, notify the Customer Service Representative. If the Customer Service Representative or Office manager is unable to satisfy the customer, his/her claim may be reviewed by the Director of Operations and/or Chief Administrative Officer.


If a customer is not satisfied with the review determination the customer may request a review by the Board of Directors. The customer shall be informed of the time and place for appearance before the board.

A decision by the Board of Directors shall be final.

Service will not be discontinued during this time the bill is being contested.

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DIRECTOR'S APPROVAL MOTION # **15-28**

  
CHAIRPERSON

June 17/15  
DATE