



# **HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION**

## **POLICY AND PROCEDURE HANDBOOK**

### **ADMINISTRATION**

#### **POLICY: PAYMENTS DEEMED RECEIVED**

##### **POLICY:**

##### **Policy ADM 1.02**

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Highway 14 Regional Water Bylaw 15-1, and amendments thereto, authorizes the imposition of a penalty upon utility invoices remaining unpaid after the due date. As Highway 14 Regional Water accepts payments in different forms, this policy defines when a utility payment shall be deemed received.

##### **GUIDELINES:**

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Any payment for utility invoices in a cashable form received at Highway 14 Regional Water Office during office hours shall be deemed to have been received on the same date as received.

Payment for Utility Invoices received in the form of a post-dated cheque, shall be deemed to have been received on the same date as the date written on the cheque.



## **POLICY: Payments Deemed Received**

Payment for Utility invoices forwarded by mail shall be deemed to have been received on the date postmarked on the envelope.

Payment for Utility Invoices forwarded by on-line banking or debit memos shall be deemed to have been received on the same date as the payment date indicated on the financial institutions payment report.

Should the 15<sup>th</sup> day of each month be a Saturday, Sunday or statutory holiday, the utility payable date is the next business day with the penalty imposed the day following.

Customers are responsible for paying their invoices on or before the 15<sup>th</sup> day of each month. Invoices mailed to a customer are deemed received by the customer. It shall be the responsibility of the customer to contact the Highway 14 Regional Water Office to obtain the balance of the account.

Penalties shall not be waived.

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DIRECTOR'S APPROVAL MOTION # **15-29**

  
CHAIRPERSON

June 17/15  
DATE