

THE TOWN OF FORT FRANCES

Section: Administration & Finance

Policy: Collections (Accounts Receivable,
Taxation and Water & Sewer)

Creation Date: October 2006
Revised Date: November 2010, June 2018
Review by Date:
Resolution Number: 326
Supersedes Resolution Number: 329
Policy Number: 1.9

ACCOUNTS RECEIVABLE CREDIT AND COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures and collection of accounts receivables.

2. EFFECTIVE DATE

This policy comes into effect on June 25, 2018 and cancels and supersedes all former policies.

3. CREDIT PRIVILEGES TO CUSTOMERS

The extension of credit is a privilege for customers and prospective customers.

Extension of Credit to New Customers

All new customers requesting credit privileges will be required to complete an Application for Credit form (see Page 5). The originating department will ensure that the customer completes the Application for Credit and submits it for approval prior to opening an account.

Exceptions to this policy are when invoicing is required for unforeseen events rather than the provision of goods or services.

Application for Credit

The Division Manager or designate must approve the completed Application for Credit. All credit applications will be forwarded to and kept on file in the Treasury Department, whether approved or denied. The originating department will be responsible for notifying the customer as to the status of their credit application.

Credit Privileges to Existing Customers

Customers with accounts created prior to this policy will not be requested to complete the Application for Credit as long as their account is not over 90 days past due.

4. METHOD OF PAYMENT

Payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are "certified". If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be "certified".

5. PAYMENTS AND LATE PAYMENTS

The Town of Fort Frances credits a payment to accounts on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August. A charge will be applied for all payments and/or cheques made to the Town of Fort Frances that cannot be cleared by a financial institution in accordance with the Town's schedule of fees by-law. A late charge of 1.25% per month (15% per annum) is applied to all accounts which have unpaid balances on the 1st working day of the month past the due date.

COLLECTION ACTIONS ON ACCOUNTS RECEIVABLE

Invoices	The Treasury Department generates invoices with the amount due within 30 days. The exception is invoices for Daycare services, which are due within 15 days.
Interest	On the first day of every month following the invoice due date, 1.25% interest per month shall be added to the account.
Application of Payment	Payments shall be applied first to interest (finance charges) owing on account then secondly to the oldest invoice(s) amount owing unless the invoice is otherwise specified by customer.
Monthly Statement	The Treasury Department issues monthly statements. A statement is generated to advise customers of the balance on their account at the date of the statement. The statements include information as to invoices and interest outstanding.
Deposits	<p>Deposits may be required at the discretion of the Town of Fort Frances. In the case of Daycare Services, the following shall apply:</p> <p>Parents or guardians who fail to provide acceptable credit references will be required to pay a one-month deposit. The deposit will be calculated as follows:</p> <ol style="list-style-type: none"> a) Full time enrolment-daily daycare fee for each child enrolled multiplied by 22 days. b) Part time enrolment-daily daycare fee for each child enrolled multiplied by the number of days the child(ren) is (are) enrolled for a month c) Parents or guardians who are subsidized will be required to pay a deposit based on their subsidized rate. A minimum of \$200.00 is required for subsidized parents or guardians. d) Any parent or guardian re-enrolling in either program who has past due or outstanding daycare accounts will be required to pay the account in full prior to being placed on the waiting list for daycare services. In addition, a deposit must be paid prior to enrolling in the daycare services. The deposit shall equal the amount as calculated in the above (a, b, c) multiplied by 2 (two). <p>Deposits are returned after a full year of consecutive on-time payments are made, or in the event of a child leaving daycare services, the deposit shall be applied to any outstanding invoices. Accounts Payable will refund any balance due to the parent/guardian. The Daycare Supervisor will monitor the monthly deposit reconciliation for accounts that may be eligible for refund and notify the Treasury Department as such. In the event an outside agency has paid the deposit for the parent/guardian, all reasonable attempts to collect an outstanding invoice will be made. If, however, the account has not been paid at the time an account is eligible for Small Claims or a collection agency, the deposit on hand shall first be applied.</p>
Daycare Services	Unpaid Daycare services after due date may result in termination of services until the account is paid in full.

<p>Written Follow Up</p>	<p>The Treasury Department will mail out account statements monthly. Statements with account balances in arrears of over 30 days will be stamped with a notification that “ACCOUNTS NOT PAID PROMPTLY WILL RESULT IN COLLECTION ACTION”. Accounts over 60 days past due will receive a written letter (see Pages 6 & 7) and a copy(s) of the outstanding invoice advising the customer of the next step(s) to be taken. Before further action ensues, there will be confirmation with the originating department that there are no disputes with the invoice(s) in arrears.</p>
<p>Recovery of Arrears through Letters of Credit, Performance Guarantees, Monies Owed to Customer</p>	<p>If the Town of Fort Frances is holding any Letters of Credit, Performance Guarantees or has monies owing to the customers, such as accounts payable cheques, these amounts may be applied to the customer’s general accounts receivable arrears, with notification to the customer.</p>
<p>Collector’s Roll Additions</p>	<p>After ninety days past due, with approval from the Treasurer or designate, and in accordance with The Municipal Act, any eligible charges made against property may be added to the Collector’s Roll and collected in a like manner as taxes, with notification to the property owner and the Mortgage Company, if applicable. The 90-day period may be waived if the subject property is under ownership change.</p>
<p>Small Claims and Collection Agencies</p>	<p>Accounts ninety days past due may be forwarded to Small Claims Court or to a Collection Agency. All costs attributable to collection will be added to the customer’s account.</p>
<p>Arrangement for Payment</p>	<p>Acceptable arrangement for payment may be made with the Treasurer of the Town of Fort Frances, or their designate.</p>
<p>Denial of Further Credit and/or Service</p>	<p>A customer credit status will be undertaken for accounts over 90 days past due. The decision to deny further credit and/or services, or request of deposit for further services, will be made in consultation with the Division Manager.</p>

Application for Credit

Name: _____

Contact Person (if different from above) _____

Mailing Address: _____

Postal Code: _____ Telephone _____

Reference #1 Name: _____

Address: _____

Telephone: _____

Reference #2 Name: _____

Address: _____

Telephone: _____

The UNDERSIGNED, herein called the Customer, requests that the Town of Fort Frances, herein called the Town, invoice for goods and/or services to be billed per service or on a biweekly/monthly basis at the Town's discretion.

- A. The Customer shall pay the rates and charges in accordance with Town by-laws and policy.
- B. All accounts must be paid within thirty days or fifteen days if Daycare services, per Town policy. The Town reserves the right to suspend credit privileges, charge interest, pursue collection procedures and recover collection costs, if accounts are not paid in accordance with Town policy.
- C. If credit privileges are suspended, the Customer is liable for the money owed, and consideration for reinstatement of credit privileges will not be given until such time as all outstanding accounts are paid.
- D. Deposits may be required at the discretion of the Town.
- E. If the Customer is owed money by the Town (letter of credit, performance guarantees, supply of goods/services, etc.) the Town may, at its discretion, deduct any balance owing to the Town prior to making payment to the Customer.
- F. The Customer authorizes the Town to contact the references named above during their investigation of this credit application.

This application, when signed by the Customer and executed by an authorized representative of the Town of Fort Frances shall form a legal and binding agreement between the parties.

The Customer agrees to comply with the terms and conditions noted above and agree that said conditions are a part of this contract.

Date of Application _____ Deposit if required _____

Customer Signature _____

ACCEPTED BY:

DATE:

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

FINAL ATTEMPT

Date:

John Doe
XXXXXXXXXX
Fort Frances, ON
P9A XXX

RE: OUTSTANDING ACCOUNT A/R #DOEJO0001 INVOICE #xxxx - AMOUNT \$xxx.xx

Please note that as of the above date, our records indicate your account is over sixty days past due. This is our final attempt to resolve this matter prior to commencing additional collection procedures.

It is the policy of the Municipality to discontinue services and/or deny further credit when the account is ninety days past due.

It is also the policy of the Municipality to refer accounts, which are ninety days past due, to Small Claims Court or a Collection Agency for satisfaction. If judgement is obtained, we may use it to garnishee future income and/or seize clear assets. A judgement will appear on your credit file with the Credit Bureau for a minimum of six years, affecting all future credit inquiries. As well, all costs attributable to collection will be added to your account.

To avoid this expensive procedure, please pay the attached account immediately.

If you have any questions concerning this account, please call me at the Town of Fort Frances at (807) 274-5323 or by email at _____@fortfrances.ca.

Yours very truly,

Tax Administrator

c.c.: Division Manager

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
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FINAL ATTEMPT

Date:

John Doe
XXXXXXXXXX
Fort Frances, ON
P9A XXX

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Please note that as of the above date, our records indicate your account is over sixty days past due. This is our final attempt to resolve this matter prior to commencing additional collection procedures.

It is the policy of the Municipality to discontinue services and/or deny further credit when the account is ninety days past due.

Failure to make payment on this will result in the invoice being transferred to the applicable tax account and collected in like manner to taxes.

If you have any questions concerning this account, please call me at the Town of Fort Frances at (807) 274-5323 or by email at _____@fortfrances.ca.

Yours very truly,

Tax Administrator

c.c.: Division Manger

TAX COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures, collection and registration of taxes.

2. EFFECTIVE DATE

This policy comes into effect on June 25, 2018 and cancels and supersedes all previous tax collection policies.

3. PROCEDURE

- A. Tax bills shall be issued twice yearly, not including supplementary/omit billings.
- Interim tax bills are to be issued no later than February 7th of the current year
 - Final tax bills are to be issued no later than July 10th of the current year.
 - Supplementary/Omit tax bills are to be issued no later than December 10th in the year they are received.
- B. Interim tax bills will be due and payable in two instalments, being the last working day in February and March. Final bills will be due and payable in two instalments, being the last working day in July and August.
- C. The Municipality requires a minimum of 21 days between the issuance and the due date.

4. METHOD OF PAYMENT

Tax payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are "certified". If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be "certified".

5. PAYMENTS AND LATE PAYMENTS

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COLLECTION ACTIONS ON TAX ACCOUNTS RECEIVABLE

Tax Bill	Tax bills are sent out twice a year and include any overdue balances. The interim bill has two tax instalment remittances and the final bill has two tax instalment remittances. The tax bill includes due dates, current amount due, past due/credit amount, total amount due and the penalty/interest rate.
Interest and Penalty	Interest and penalties will be applied at the maximum rate allowed under the Municipal Act on taxes that are in arrears. The current rate is 1.25% and will be calculated on the first day of default and the first day of every month thereafter. Adjustments to the interest and penalty shall be approved by the Treasurer or designate.
Tax Reminder Notice	Taxes are considered in arrears after the due date for the interim and the final tax bills. Notices will be sent every month, with a detailed summary until such time as all the taxes have been paid. However, reminder notices may not be sent for those accounts with a minimum balance of \$25.00 or less, except for the first notice after the due date when the minimum balance is \$15.00 or less.
Recovery of Arrears through Monies Owed to Taxpayer	If the Town of Fort Frances is holding any monies owing to the customer, such as accounts payable cheques, tax adjustments, refunds or rebates, these amounts will be applied to the customer's tax arrears, with notification to the taxpayer.
Recovery of Arrears through Insurance Proceeds	If a fire occurs on a commercial property, the Tax Administrator will convey in writing to the insurers that it is the Municipality's position that the amount of its interest in the land, as represented by the tax account, is to be paid out of the insurance proceeds in priority to payment to any other person with an interest in the land, except for any Crown liens.
Collection of Tenants Rent (Landlord has Tax Arrears)	After the taxes have been in arrears for one year, a notice will be sent to the landlord (taxpayer) informing of the Municipality's intention to collect the rent. This will allow the landlord an opportunity to make payment arrangements with the Tax Administrator or Treasurer. If within 14 days of sending the notice no reply is received, the Municipality will inform the tenants to pay the rent directly to the Municipality until all interest, penalty and taxes have been collected. (See page 15) Under section 350(1) of the <i>Municipal Act</i> , the Municipality may give a tenant notice, in writing, requiring the tenant to pay the rent as it becomes due until the taxes are paid. (See Page 16)
Collection of Property Taxes in Distress	Property taxes are considered in distress on the 1 st day of January in the second year following that in which the property taxes became owing. Telephone contact will be made in this second year, prior to notices being issued. Beginning September of each year a notice will be sent (See Pages 11-13) and at the beginning of each month thereafter, with a last and final notice (See Page 14) in December.
Tax Registration	Arrears over two (2) years are subject to the Tax Registration process commencing on the first day of the following year. The Treasurer authorizes accounts with two years arrears or more to be registered for Tax Registration and Sale proceedings.

Extension Agreement	<p>A taxpayer in Tax Registration may request an Extension Agreement, which will extend the period of time in which the balance outstanding is to be paid. The Extension Agreement request must be before the expiry of the one year of the date that the property was registered for Tax Sale. Extension Agreements are subject to terms and conditions established on a property by property basis using the following principles and guidelines:</p> <ul style="list-style-type: none"> • Maximum term of the agreement is 3 months to clear all outstanding balances; • Monthly payment(s) amount(s) required over term of extension agreement; and • Advance payment of required fee to establish Extension Agreement as listed in the Schedule of Fees. <p>If no agreement is reached as to the terms and/or the agreement is denied, the tax sale proceeds by returning to the point where the stop in the tax sale process was immediately prior to the extension agreement being requested. In the event of default, a registered letter notifies a taxpayer as such, and the agreement is thereby terminated, putting the property in the same position in Tax Registration and Sale proceedings as it was prior to entering the Extension Agreement. When the terms of the extension agreement have been fulfilled, the Treasurer shall register a Cancellation Certificate on the land title signifying that the tax sale has been averted, and the process stops.</p>
Tax Sale	<p>Properties that meet one of the following criteria will be advertised for Tax Sale:</p> <ul style="list-style-type: none"> • tax arrears are not paid in full within one year from the date of registration; or • Taxpayer has defaulted on Extension Agreement.
Successful Purchaser	<p>Where there is a successful purchaser, property is transferred to the name of the successful bidder.</p>
Vesting	<p>Where there is no successful purchaser, all risks of taking possession of the property are identified, including any Crown Liens or environmental issues, after which time the property is registered in the name of the municipality or the Tax Sale proceedings are cancelled.</p>
Write Offs	<p>A list of properties will be submitted to Council for consideration of a write-off along with an explanation.</p>
Collector's Roll Additions	<p>Any additions to the Collector's Roll will be collected in the same manner as taxes, as per the authority given to the Municipality within the Municipal Act. A letter will be sent to the property owner advising them of the addition. (See Page 17)</p>
Notes	<p>The Tax Collector and/or Treasurer must approve all arrangements for payment. All conversations, memos, write-offs and requests must be clearly documented. All collection letters must be personally signed.</p>

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



FORTFRANCES

BOUNDLESS

Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #1

Date (September)

Dear Taxpayer:

Roll#:

Property Address:

According to our records, your tax account with the Town of Fort Frances shows the following balances:

Year	Taxes	Interest	Total Owing
Total Amount Owing			

Interest is calculated at the rate of 1.25% per month on all outstanding balances. When taxes remain unpaid, the Town is forced to arrange short-term borrowing to meet its financial obligations, and the cost of borrowing impacts the cost of running the Town and can ultimately result in increased taxes and/or service reductions.

Please contact the Tax Administrator at (807) 274-5323 or by email at _____@fortfrances.ca to make arrangements for payment.

If you have made payment prior to receiving this letter, please disregard it and accept our apologies for the inconvenience.

Yours truly,

Treasurer or Tax Administrator
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #2

Date (October)

Dear Taxpayer:

Roll #:

Property:

According to our records, this is your second written notice that your tax account with the Town of Fort Frances shows the following balances:

Year	Taxes	Interest	Total Owing
Total Amount Owing			

To avoid jeopardizing the ownership of your property, please contact the Tax Administrator at 274-5323 or by email at _____@fortfrances.ca to make arrangements for payment.

If you have made payment prior to receiving this letter, please disregard it and accept our apologies for the inconvenience.

Yours truly,

Treasurer or Tax Administrator
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #3

Date (November)

Dear Taxpayer:

Roll #:
Property:

Attempts have been made to collect your outstanding property taxes with no success. Your taxes will be two years in arrears and if payment is not made by December 31st, 20 __, your property will be eligible for the tax sale process, after which time the Municipality can proceed with tax registration. Once this process begins, the property owner has one year to pay the taxes and applicable fees in full or the property will be offered for sale.

In order to avoid this procedure, contact the Tax Administrator or Treasurer at 274-5323 to arrange payment.

Your immediate attention to this matter is greatly appreciated.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Notice #4

REGISTERED MAIL

Date (December)

FINAL NOTICE TO THE PROPERTY OWNER

Dear Taxpayer:

REGARDING: Roll Number #:

OUTSTANDING TAXES: \$_____ (as at December 1, 20) PROPERTY ADDRESS:

Please be advised that effective January 1, 20 , realty taxes on the above-noted account will be two years in arrears. The balance shown on this correspondence provides the outstanding taxes and late payment charges owing on account to the date of this letter.

Under current legislation, the Town of Fort Frances may commence tax sale proceedings by registering a tax arrears certificate on title of the property if the account remains unpaid after December 31, 20 . All costs associated with filing the necessary lien documents will be added to the property tax account. Once the certificate of tax arrears is registered, no partial payments on account will be accepted. However, the property owner or any party having an interest on the property, will have one year to redeem the property by paying the full cancellation price which includes all taxes, accumulated penalties and interest plus all administrative costs owing at the date of payment. Failing this, the property will be offered for sale through public tendering process.

To avoid incurring these costs and jeopardizing the ownership of your property, please ensure that all tax arrears are paid by December 31, 20 . Should the account remain unpaid after December 31, 20 , no further notice will be provided prior to the municipality's lien action. This office urges you to take action.

If you have any questions relating to this correspondence or if additional information is required, please contact the Tax Administrator or Treasurer at 274-5323.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear Taxpayer:

The Municipality can direct tenants to pay rent owed to the landlord for outstanding property taxes, pursuant to Section 350(1) of the *Municipal Act*, if the taxes are outstanding for more than one year.

According to our records there exists a balance of unpaid taxes on your property. Every effort has been made to contact you to make arrangements for payment. Therefore, if you do not contact our office to make payment arrangements within 14 days, the Town of Fort Frances will direct your tenants to pay their rent to the Municipality.

Hoping that we can resolve this matter and collection of your tenant's rent can be avoided.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear (Tenant):

Pursuant to Section 350 (1) of the *Municipal Act*, municipalities can direct the tenant to pay rent owed to the landlord when property taxes are outstanding for more than one year.

Currently there exist unpaid taxes on the property you are renting. The Town of Fort Frances therefore requests that you pay your monthly rent to the following address:

Town of Fort Frances
320 Portage Avenue
Fort Frances, ON
P9A 3P9

You will be notified when to cease making payments to the Municipality.

If you require further information, please contact me at (807) 274-5323. Your immediate attention to this matter is greatly appreciated.

Yours truly,

Tax Administrator or Treasurer
Town of Fort Frances

c.c.: Property Owner

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

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Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

Dear Taxpayer

Re: Transfer of Outstanding _____ Account to Roll # _____

To Whom It May Concern:

This letter is to inform you that your outstanding _____ account arrears, in the amount of \$_____ have been added to your tax account. This invoice will now be collected in "like manner" to taxes. I have enclosed a copy of your account showing the current amount due and owing.

Should you wish to discuss this in further detail please call me at 1-807-274-5323 or email me at _____@fortfrances.ca, I would be happy to answer any questions you may have.

Respectfully,

Tax Administrator

Enclosures: 1

WATER AND SEWER COLLECTION

1. POLICY STATEMENT

This policy applies to the procedures and collection of water and sewer receivables.

2. EFFECTIVE DATE

This revised Policy comes into effect on June 25, 2018 and cancels and supersedes all former water and sewer collection policies.

3. PROCEDURE

- New owners must complete a Water and Sanitary Sewer Customer Contract before changes in service can take place. (See Page 21)
- Property owners remain responsible for the full payment of all water and sewer service, even if the bill has been assigned to another person (such as a tenant).

4. BILLING ERRORS

Where billing errors have resulted in over-billing, the customer's account shall be credited with the amount of the over-billing for the period of the over-billing or a maximum of six (6) years from the date the Town is made aware of the error, whichever is less.

Where billing errors have resulted in under-billing, the following shall apply:

- a) The customer's account shall be charged with the amount of the under-billing for the period of the under-billing or a maximum of six (6) years from the date the Town is made aware of the error, whichever is less.
- b) In instances of willful damage, the customer's account shall be charged with the amount of the under-billing for the period of the under-billing with no maximum applied.

In the event an ownership change has taken place during the time of the billing error, the current customer will receive the credit/charge for the amount of time he/she was owner of the property to a maximum of six (6) years.

5. VACANCY

A charge set forth in accordance with the town's User Fee By-law will be levied for turning on or off the water services when the property is vacant or unoccupied for any duration. Multi-residential properties and trailer parks are subject to the same option with the following additional requirement; it is compulsory that the multi-residential properties and individual trailer properties obtain prior written approval, minimum of seven (7) days of the vacancy. It should be noted that approval would not be granted if any portion of the fire sprinkler system within the building is disarmed or dismantled or the supply of water to any other unit is affected. It is the responsibility of the property owner to ensure the plumbing and valves are in good working order and in place prior to work being done. All valving affected by turning the water off shall be affixed with seals by the Town's water system operators. Requests for water turn on/turn off due to vacancies shall be made by completing a Work Requisition application at Public Works. (See Page 22).

6. METHOD OF PAYMENT

Payment may be made at a financial institution, on-line banking/payment, by mail or in person at the Town of Fort Frances Civic Centre. Payment at the Civic Centre will be in the form of cash, cheques, money order, debit card, or preauthorized direct debit. If a customer submits two N.S.F. cheques within a twelve-month period, personal cheques will no longer be accepted unless they are “certified”. If a preauthorized payment plan customer has two N.S.F. payments returned within a twelve-month period, they will no longer be eligible for the plan and personal cheques must be “certified”.

7. PAYMENTS AND LATE PAYMENTS

The Town of Fort Frances credits a payment to accounts on the day it is received by our office (over-the-counter, drop box, mail or deposited into our bank account) by the end of the business day being 4:30 p.m. during the months of January to June and September to December and 4:00 p.m. during the summer months of July and August. A charge will be applied for all payments and/or cheques made to the Town of Fort Frances that cannot be cleared by a financial institution in accordance with the Town’s schedule of fees by-law. A late charge of 1.25% per month (15% per annum) is applied to all accounts which have unpaid balances on the 1st working day of the month past the due date.

COLLECTION ACTIONS ON WATER & SEWER ACCOUNTS RECEIVABLE

Water Bill	Water and Sewer bills are invoiced six times a year on a bi-monthly basis. Bills state that they are payable by the due date. The amount to pay by the due date and after the due date, which includes a late penalty, is provided.
Penalty Charges	Penalty will be applied at the rate of 1.25% and will be calculated on the first day of default and the first day of every month thereafter.
Water Reminder Notice	Water and sewer accounts are considered in arrears after the due date. A notice will be sent reminding the customer of the outstanding account and advising of further action, for accounts owing more than \$10.00. (See Page 23)
Notice of Arrears Served	Before the third billing, with two full bi-monthly billings in arrears, a water disconnection notice will be issued by mail to the premises or the last known property owner to which the service had been supplied. (See Page 24) Unless payment is received in full within ten days the water supply will be eligible for disconnect. The disconnection notice shall be deemed to have been received by the customer on the third business day after the date on which the notice was printed by the issuer.
Notice of Disconnection	The Utility Clerk will submit a list of properties that require water turn offs to the Environmental & Facilities Superintendent. The Superintendent will then issue a notice (See Page 25) and hand deliver to the premise where the service is supplied. If payment or suitable arrangements have not been made by the date as listed on the notice, the Utility Clerk will notify the Superintendent to turn off the water.

<p>Water Shut Off for Delinquent Accounts</p>	<p>Where it has been necessary to discontinue services as a result of “non-payment”, a disconnection and reconnection charge will be levied against the delinquent account at a rate as set out in the Schedule of Fees as established by By-Law.</p>
<p>Mobile Trailer Park/Couchiching First Nation</p>	<p>If a Mobile Trailer Park or Couchiching First Nation water supply is scheduled to be shut off, the Manager of Operations and Facilities, in consultation with the CAO, will provide written notice to all applicable agencies such as INAC, FNIHB, MOE, Public Health Unit, etc., that the water supply will be shut off to these properties in 10 working days.</p>
<p>Recovery of Arrears through Monies Owed to Customer</p>	<p>If the Town of Fort Frances is holding any monies owing to the customer, such as accounts payable cheques, these amounts will be applied to the customer’s water arrears, with notification to the customer.</p>
<p>Addition to Collector’s Roll</p>	<p>Under O. Reg 581/06 of the <i>Municipal Act</i>, The Town of Fort Frances reserves the right to transfer the unpaid balance of a water bill (regardless of who receives it) to the owner’s property tax account for collection with approval from the Treasurer or designate. Once the Collector’s Roll has been updated, notification will be given to the property owner and mortgage company, if applicable.</p>

Town of Fort Frances – Water and Sanitary Sewer Customer Contract

Customer's Name: _____

Present Address: _____ Phone #: _____

Employer: _____

Previous Address: _____ How Long: _____
(if above address less than 5 years)

Driver License #: _____ Prov.: _____

Other ID #: _____

Request Service at the following address: _____ on _____
Date

- A. This application, when signed by the Customer and executed by the Town of Fort Frances by the signature of a proper representative, shall be a contract for the supply of water and sanitary sewer services between the Customer and the Town of Fort Frances under and governed by the Public Utilities Act R.S.O., 1990, P. 52.

- B. The Customer and the Town of Fort Frances agree to comply with the applicable conditions hereof and agree that the said conditions are a part of this contract.
 - 1. The Customer shall commence paying the rates and charges authorized from time to time by the Corporation of the Town of Fort Frances on the date that the sanitary sewer and/or water is connected. An additional service charge of 1.25% will be added if the utility bill is not paid in full on or before the due date.
 - 2. This contract, when executed by the Customer and the Town of Fort Frances as aforesaid, shall be binding upon them and their heirs, executors, administrators, successors and assigns respectively, and on the property mentioned in this contract and the vacating of the said property or change in occupation or ownership thereof shall not release the said property from this contract except as at the option and by written consent of the Town of Fort Frances.
 - 3. The Town of Fort Frances reserves the right upon default by the Customer or performance hereunder to disconnect the supply of sanitary sewer and water services to the Customer's premises after the expiration of 10 days from the date of Issue of a Disconnect notice.
 - 4. If sanitary sewer and water services are disconnected for non-payment of bills, the Customer is still liable for the total amount owed, and the supply of sanitary sewer and water services shall not be reconnected until outstanding amount is paid or at the discretion of the Town of Fort Frances.
 - 5. All water meters and any other equipment of the Town of Fort Frances on or in the said premises shall be at the risk of the Customer. If any of the said meters or other equipment are destroyed or damaged other than by ordinary wear and tear, the Customer shall pay to the Town of Fort Frances the value of such meters or equipment so damaged or destroyed or the cost of replacing or repairing same.
 - 6. The Town of Fort Frances agrees to use reasonable diligence in providing a regular and uninterrupted supply of sanitary sewer and water but does not guarantee a constant supply of sanitary sewer and water, nor guarantee any particular level of such service and will not be liable for damages to the Customer by reason of any failure in respect thereof.
 - 7. The customer agrees to be governed by any by-law regarding sanitary sewer and water services that the Council of the Corporation of the Town of Fort Frances deems necessary to pass.

CUSTOMER SIGNATURE: _____

DATE OF APPLICATION: _____

ACCEPTED BY: _____

TOWN OF FORT FRANCES

**WORK REQUISITION
(WATER TURN OFF/ON)**

DATE _____

TIME _____

PHONE # _____

NAME OF PERSON REQUESTING WORK _____

NAME OF OWNER _____

ADDRESS _____

BILLING ADDRESS (if different from above) _____

The undersigned has read the attached forms and accepts the conditions and all charges incurred and by signing, hereby authorize the Town of Fort Frances, Operations & Facilities Division to carry out the following work, namely:

Date

Signature of Property Owner or Authorized Rep.

Print Name of Owner or Authorized Representative

Work Order Prepared By: _____

Work Carried Out By: _____



Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER REMINDER NOTICE

John Smith

DATE
WATER & SEWER ACCOUNT
MUNICIPAL ADDRESS

This notice indicates that you have a utility balance past due in the amount of \$_____.

Please remit payment at your earliest convenience.

Interest is charged on the first day of each month at a rate of 1.25%.

Please note your account number with your payment to ensure that the correct account is credited.

If payment has already been made or if the utility account is on a pre-authorized payment plan, please disregard this notice.



Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER ACCOUNT
TOTAL
AMOUNT PAID



Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

DISCONNECTION NOTICE

John Smith

DATE
WATER & SEWER ACCOUNT
MUNICIPAL ADDRESS

This notice indicates that you have a utility balance past due in the amount of \$_____.

Payment arrangements must be made or the Town of Fort Frances must be in receipt of payment in full within ten (10) days from the date of this letter.

As per Town of Fort Frances Collections Policy and By-Law 16-06C “if a water bill is two (2) bi-monthly billings in arrears, the water supply to the property can be turned off if payment is not received. A charge as set out in the User Fee By-Law, currently \$_____ shall be levied for any water supply disconnection and \$_____ for any water supply reconnection. If the water supply to the property is turned off for non-payment all payments shall be made in form of certified cheque, cash, money order or internet banking and in full before the water service shall be restored.

Should you have any questions regarding this letter or your account, please contact the Utility Clerk at (807) 274-5323 ext. 1227.

Town of Fort Frances
320 Portage Ave.
Fort Frances, Ontario P9A 3P9

WATER & SEWER ACCOUNT
TOTAL
AMOUNT PAID

Administration & Finance Division
Planning & Development Division
Phone: 807-274-5323
Fax: 807-274-8479

Mailing Address for All Divisions
Civic Centre
320 Portage Ave.
Fort Frances, ON
P9A 3P9



Operations & Facilities Division
Phone: 807-274-9893
Fax: 807-274-7360

Community Services Division
Phone: 807-274-4561
Fax: 807-274-3799

email: town@fortfrances.ca
www.fort-frances.com

Date

NOTICE TO RESIDENTS

It has been brought to our attention that your water and sewer account is in arrears.

We have been instructed to turn off your water unless these accounts are paid up to date. Please be aware that the current fee for disconnection of water services is \$_____ and the reconnection of water services is \$_____ as per the current Schedule of Fees By-Law.

Please contact the Utility Clerk at the Civic Centre, 274-5323, and make arrangements to have this taken care of immediately.

If arrangements have not been made by _____ a.m. on _____, your water will be turned off on _____.

Thank you for attending to this matter.

Operations and Facilities Division