

Water and Sewerage Receivable Collection Policy

1.0 Purpose

1.1 The purpose of this policy is to provide specific direction to Management and Staff of the Town of St. Stephen on the collection of outstanding Water and Sewerage rates and charges. It will ensure fairness to all customers of the Town's Water and Sewer as to the method of collection and help to improve the Town's cash flow.

2.0 Application Procedure

2.1 A series of three notices (see samples attached) will be used in the collection of outstanding balances, First Notice, Second Notice and Final Notice.

2.2 Payment must be made in full on the amount indicated on the notice to avoid disconnection. Postdated cheques and payment schedules will not be accepted.

2.3 All disconnections and reconnections will occur in the regular hours of the St. Stephen Public Works Department (7:00 AM - 4:00 PM).

2.4 Disconnections will not occur on the last working day of the week.

2.5 Council must approve any deviations in the policy.