

## TOWN OF STETTLER

Prepared By: Director of Finance & Administration      Number: VI-3(f)  
Adopted By: Town of Stettler Council      Original Policy: 1995 07 04  
Previous Policy: 2001 05 15  
Current Policy: 2002 02 19

Title:                      **Utility Accounts Billing Corrections**

Purpose:                      To establish a policy to consistently handle the customer billing process for those instances where a customer has received a Town utility service (water, sewer or garbage) and their account has not been charged or there was an incorrect charge for their Town utility service.

Policy Statement:      When the customer account has not been charged or there was an additional charge the following will apply:

1. The Director of Finance & Administration will verify the amount and time that an under or over charge has occurred on the customer's account in accordance with this policy.
2. All utility accounts identified as having an under or over charge less than 12 months shall be corrected by the actual period of time in which the under or over charge was identified.
3. All utility accounts identified as having an under or over charge greater than 12 months shall be presented to Town Council who may, at their discretion,
  - a. authorize a refund for a period covering a maximum of 36 months.
  - b. authorize an additional charge for a period covering a maximum of 24 months (in accordance with the Provincial Limitations Act).
4. The Director of Finance & Administration shall apply the refund of a Town utility that was determined in accordance with this policy to the customer in the following manner:
  - a. The calculation of the refunds shall be based on the current rates in effect for Town utilities (water, sewer or garbage) and paid out as follows:
    - (i) All refunds less than \$75.00 shall be applied as a credit to the customers account.

- (ii) All refunds \$75.00 or more shall be paid out by cheque to the customer.
- 5. The Director of Finance & Administration shall process any additional utility charges that were determined in accordance with this policy as follows:
  - a. The calculation of any additional Town utility charges shall be based on the current rates in effect for Town utilities (water, sewer or garbage).
  - b. All additional Town utility charges shall be calculated as if they had taken place during one billing period.
  - c. The Director of Finance & Administration may authorize the payment of any additional Town utility charge to be paid over a period of time up to 12 months with no penalty applied.
- 6. This policy shall take effect from the date upon which it is formally approved by the Town of Stettler Council.