

STRATFORD UTILITY CORPORATION POLICY			
Name:	Utility Collections Policy	Policy Number	(Tab 8) 2004 - SUC - 01
Committee :	Stratford Utility Corporation	Approval Date	December 13, 2004 (rev.) (Policy Amended July 24, 2007)

1. When full sewer or water service is available to a Town of Stratford property owner and that owner has been informed of mandatory sewer or water connection, the owner is subject to payment to the Stratford Utilities Commission.
2. Bills are sent out by the Stratford Utilities Commission on a quarterly basis.
3. Amounts over thirty days will be subject to late penalties on a monthly basis.
4. All accounts over 90 days past due will receive a letter requesting full payment within the next thirty days. (Appendix C-1, First Letter)
5. All accounts over 180 days past due will receive a second letter (Appendix C-2, Second Letter). This letter will confirm that satisfactory payment arrangements have not been made and explain the consequences of not following the agreed terms.
6. If no response or payment is received after the second letter deadline, the customer will receive a phone call from the Stratford Utility Department requesting payment and/or payment arrangements be made immediately. At this time the customer will be asked to sign a payment contract to clear the outstanding account balance (Appendix C-6, Payment Contract).
7. If payment or payment arrangements are not made within a reasonable time of the phone call, the customer will be sent a registered letter, authorized by the CAO, and payment will be required within 48 hours of receipt of registered letter (Appendix C-3, Registered Letter, Option 1, Appendix C-4, Registered Letter, Option 2).
8. If there is no response to the registered letter, the customer will receive a 48 hour disconnect notice, authorized by the CAO, which is posted in two locations directly on the utility customers property (Appendix C-5, 48 Hour Disconnect Notice).
9. If a Utility customer has gone through the collection process with the past 24 months, their account will automatically go to the Registered Letter state.
10. If a utility customer does not honour the payment contract, or payment arrangements, they will receive a 48 Hour Disconnect Notice and will be required to pay the account in full. In the event that the property is a rental, a 48 hour notice must be physically placed on the overdue property to provide notification of disconnection to the tenant.
11. Suitable payment arrangements for customers owning over \$1,000 is based on 5% or \$100 per month, whichever is greater. The minimum monthly suitable payment arrangement is \$100. The customer is also required to keep their most recent quarterly bills up to date.