

STRATFORD UTILITY CORPORATION POLICY			
Name:	Utility Collections Policy	Policy Number	(Tab 8) 2004 - SUC - 01
Committee:	Stratford Utility Corporation	Approval Date March 12, 2014	December 13, 2004 (rev.) <i>Policy Amended July 24, 2007</i> <i>(Policy Amended March 12, 2014)</i>

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 fourteen days. (Appendix C-1, First Letter)
5. All accounts over 110 days past due will receive a second letter requesting full payment within the next fourteen days (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, if a phone number can be located, requesting payment and/or payment plan arrangements be made within seven (7) days. If no phone number can be located, the account will go to 48 Hour Disconnect.
7. If there is no response to the 2nd letter or, if possible, a phone call the customer will receive a 48 Hour Disconnect notice, authorized by the CAO or Director of Finance, which is posted in two locations directly on the utility customers property (Appendix C-3 48 Hour Disconnect Notice).
8. If a Utility customer has gone through the disconnect process within the past 12 months, and does not honour their payment plan, their account will automatically go to a 48 Hour Disconnect notice.
9. If a utility customer sets up a payment plan and does not honour the payment arrangements, they will receive a phone call, if a number is available, and will be given 10 days to respond. If there is no phone number available or they do not respond to the phone call, the account will go to a 48 Hour Disconnect. 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 but will not include a statement of account.
10. Suitable payment arrangements for customers owing over \$1,000 are 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.