



CORPORATION OF THE TOWN OF RAINY RIVER

Finance Department

Accounts Receivables Policy

Policy Statement and Rationale

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

Scope

Accounts receivables is defined as any and all services offered by the Town Employees or contract positions and requested by a customer. A list of all current prices are laid out in the Miscellaneous User Fees By-Law 1500-08.

Method of Payment

Invoices are payable at the Municipal Office. The receipted date will be the official date of payment. Payment will be in the form of cash, cheque or money order.

Collection Actions on Accounts Receivables

Invoices	The Accounts Receivable Department generates invoices with the amount due within 30 days.
Interest	On the first day of every month following the invoice due date, 1.25% interest per month will be added to the account.
Monthly Statements	The Accounts Receivable 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	Deposits may be required at the discretion of the Town of Rainy River
Written Follow Up	The Accounts Receivable Department will follow up on accounts over 30 days past due. Statements with balances in arrears 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 page ___) and a copy(s) of the outstanding invoice advising the customer of the next step(s) to be taken.
Recovery of Arrears	After 30 days past due, in accordance with the Municipal Act,

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	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.
Arrangement for Payment	Acceptable arrangement for payment may be made with The Treasurer of the Town of Rainy River, or their designate.
Denial of Further Credit and/or Service	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 by the Treasurer in consultation with the Division Manager.



Corporation of the Town of Rainy River

Date:

RE: OUTSTANDING ACCOUNT A/R # AMOUNT \$

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 transfer accounts, which are ninety days past due, to the Collector's Roll and collected in a like manner as taxes. Notification will be then sent to the property owner and Mortgage Company if applicable.

If you have any questions concerning this account, please call Veldron Vogan, CAO, at the Town of Rainy River at 807-852-3978.

Veldron Vogan, AMCT
Chief Administrative Officer
Town of Rainy River

Schedule A

**Town of Rainy River Customer Work Fees
(As per Miscellaneous User Fees By-Law)**

Bobcat Excavator with one operator	\$145.00/hour
Bobcat, with attachments, with one operator	\$110.00/hour
Bobcat with jackhammer or sweeper and one operator	\$125.00/hour
Hydro Bucket Truck with one operator	\$145.00/hour (in town usage only)
Forklift with one operator	\$ 90.00/hour
Grader with one operator	\$250.00/hour
Excavator with one operator	\$270.00/hour
Snowplow with one operator	\$165.00/hour
Western Star with one operator	\$150.00/hour
Loader with one operator	\$150.00/hour
Roto Rooter with one operator	\$ 80.00/hour
Compactor/Tamper with one operator	\$ 75.00/hour
Cut-off saw with one operator	\$ 75.00/hour
Thawing Machine with one operator	\$ 80.00/hour
Sewer Tape with one operator	\$ 60.00/hour
Steamer with one operator	\$ 80.00/hour
Freezing Machine with one operator	\$ 70.00/ hour
Additional operator	\$ 55.00/hour
Customer work completed as a four hour call out (After hours and Saturdays or Sundays)	\$220.00 minimum plus equipment costs*
*overtime rate for each hour over, and above, the 4 hour call out limit	\$ 55.00/hour x 1.5

- All Charges are billed in hourly blocks **plus HST**.
- Work in other Townships/Towns must be authorized by the Administration prior with the right to obtain the ability to have any outstanding accounts transferred to the property tax of the offending customer.
- A minimum charge for mileage of \$20.00 shall apply for all out-of-Town work plus an additional \$1.00/kilometre after the first 20 kilometres.
- Once the fees have been invoiced, they are payable within 60 days or shall be added to the customer's Municipal Tax Account.
- All supplies sold through customer work to be charged at our cost plus 20%.
- Administration fee of \$15.00 per Work Order.

**TOWN OF RAINY RIVER
CUSTOMER WORK AUTHORIZATION**

I, _____, acknowledge that I have requested the Municipality to perform customer work at my residence and the applicable fees, as listed above, shall be invoiced.

I understand that the once the fees have been invoiced, they are payable within 60 days or shall be added to my Municipal Tax Account.

I also understand that the Town of Rainy River assumes no liability for personal injury or property damage which may be suffered during the performance of the requested customer work.

I, furthermore, release, discharge, and covenant not to sue the Town of Rainy River, its governing Council, employees, or agents as to any and all liability that may arise out of injury or harm to me, death, or property damage, resulting from the performance of the requested customer work.

Customer

Date

On Behalf of the Town of Rainy River

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ADOPTION & REVIEW GUIDELINES

Approved by Motion #08-236 on November 10, 2008

Reviewed/Revised by Res. # _____

Approximate date of next review _____, 20____

REFERENCES:

POLICY AREA

POLICY NUMBER

Finance

Section F-7
