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PAYMENTS & RECEIPTS POLICY

Number: ADM-001



PAYMENTS AND RECEIPTS POLICY

PURPOSE:

To provide guidance to administrative staff in the collection of fees on payments for utilities, taxes, licenses, rentals and other fees which are charged by the Town for custom work or Bylaw.

PROCEDURES:

Payments will be accepted through the following methods for the Town of Balgonie:

- cheque/bank draft/money order.
- cash.
- debit/Interac.
- electronic payment transfer- This includes payments made by the customer through online banking or payment management applications or payments made by a financial institution or legal representative on the customer's behalf.
- e-transfers are not accepted by the Town of Balgonie.
- Credit card payments may be made by the customer through the Town's website.
- All payments require account information to ensure the payment is applied to the correct bill.

The Customer is responsible for ensuring that the payment is accompanied with direction of the specific account for which the payment is intended.

Recognition date for payment received:

- The payment will be recognized and receipted by the Town of Balgonie as of:
 - the date the cash is received in the office during business hours.
 - the date that the envelope is received by the Town in posted mail
 - The date of payment indicated on the electronic funds transfer advice from the financial institution.
 - In the case of a post-dated cheque or electronic funds transfer, the payment will be receipted on the date for which it is post-dated.
 - If the payment is left under the door- the payment will be receipted on the business day that the payment was collected by the Town staff.

Interest Penalties will be applied as per the Water and Sewer Rates Bylaw, Tax Penalty Bylaw, Contract or Agreement or resolution of Council.

Cheques with no date, errors in amounts, either written or numerical, will not be processed and may incur interest charges if not corrected before the penalty date.

Payments that do not have the specified account information with the payment may result in interest penalties applied to outstanding accounts.

Waiving interest penalties:

- If a penalty results from an error made by administrative staff when receipting the payment, the error will be corrected and the penalties will be reversed. Examples of errors that would result in waiving the penalty include:
 - Administrative staff applies the payment to different account from the one specified by the customer's payment. Examples include: applied to tax account rather than utilities or to a business account rather than a residential account.
 - The bill was sent to an incorrect address due to a data entry error on the Town's part.

- If a penalty results from an error or omission of account information by the customer, the penalties may be waived by administrative staff upon the first instance of an error occurring. If subsequent customer payment errors result in penalties, the penalties will not be waived again. Customer errors may include:
 - Improperly designating the payment to taxes, utilities, or invoice for other fees and charges.
 - Not designating the payment or using incorrect account number.
 - Making payment to another municipality/vendor.

- Interest penalties will not be waived in the case if an invoice/bill which was sent by the Town of Balgonie, but not received by the customer.

Dishonoured payments:

Dishonoured/Erred payments either by cheque or electronic banking which are dishonoured by the financial institution will be reversed by the Town with an additional NSF processing fee applied. This fee will be in addition to any fee charged to the customer by their financial institution.

Returning payments:

Administration may return a payment to the bank when:

- The payment does not have an account number which corresponds to a current Town of Balgonie account and the name associated with the payment does not match a customer account or property owner on file.

Refunds:

Refunds may be issued for overpaid utility and accounts receivable when the request is received in writing from the customer/property owner.

Prepaid taxes will only be refunded by cheque to the customer unless the request is received within the month the payment was receipted. Errors made in prepaying the tax account instead of utilities may be corrected by transferring the utility bill to taxes to use up the "credit". Once an error is discovered, the Town will correct the imbalance in accounts so that the customer does not further accrue interest fees for an error.