

Town of Dalhousie Receivable Policy

1. POLICY

The Town of Dalhousie will establish formalized standards, procedures, guidelines and controls to manage fairly, efficiently and effectively its account receivables, while minimizing the risk of loss.

2. PURPOSE

To ensure proper management of outstanding receivables and minimize the risk of loss.

3. SCOPE

Each and every Town service (s) user will be invoiced periodically based on the fee structure approved by Council. Users shall pay their invoice in full within 30 calendar days of the invoice date. In the event an invoice is not fully paid after 60 or more calendar days that user shall be refused any further Town services until the account is paid in full. With the exception of Water and Sewer services which are governed by the “Water and sewerage systems, Water rates and Charges, Meter Rental and Charges and Sewerage Rates and Charges” by-law #701.

4. RESPONSIBILITIES

Mayor & Council

The Mayor & Council are responsible for:

- Reviewing and revising the policy
- Approving the policy
- Familiarize themselves with this policy
- Comply with this policy
- Communicate the policy to the CAO

CAO & Director of Finance

The CAO & Director of Finance are responsible for:

- Recommending to Mayor & Council revisions or modifications to the policy
- Ensure that staff in their office or Department and/or who report to them are made aware of their responsibilities under this policy
- Assume responsibility for the administration of this policy
- Comply with this policy
- Address non-compliance with this policy

Director, Officer or Manager

Director, Officer or Manager are responsible for:

- Provide the Account Clerk a list of user(s) and service(s) purchased
- The above list must be produced no later than one (1) week after month end
- Report to CAO and Director of Finance any non-compliance with this policy
- Address non-compliance with this policy

Account Clerk

Account clerk must ensure that the following are performed:

- Prepare as a minimum monthly invoice(s) to user(s)
- Monitor outstanding receivable
- Report to Facilities Manager any 60+days outstanding receivables

5. PROCEDURES

5.1 Director, Officer or Manager must keep a daily log of user(s) and service(s) provided. No later than the first week of the following month, he/she must provide the Account Clerk a summary list of user(s) and service(s) provided for each. In addition the Director, Officer or Manager must report in writing to the CAO and Director of Finance immediately the list of user(s) for which service(s) have cease.

5.2 The Account Clerk must prepare and issue invoice(s) to each and every user(s) for service(s) provided and advise the Director, Officer or Manager of any invoice(s) not fully paid after 60 or more calendar days.