



COUNTY OF ST. PAUL NO. 19

BALANCING RURAL HERITAGE WITH A DIVERSE ECONOMY

POLICY OBJECTIVE:

The County of St. Paul desires to provide a process for managing overdue accounts receivable.

POLICY STATEMENT:

GUIDELINES

- 1) The Accounts Receivable Clerk will print an Aged Accounts Receivable Report on a monthly basis that will show what Accounts Receivable Invoices are outstanding – 30, 60, 90 and over 90 days.
- 2) Penalties will be calculated for outstanding invoices over 30 days at a rate of 1.5% per month.
- 3) Monthly statements are generated and sent to customers who have outstanding accounts, including the amount of the original invoice, plus accumulated penalties.
- 4) After being overdue for 60 days, the Accounts Receivable Clerk will send a letter to the customer/resident indicating that all County services will be suspended if payment is not received.
- 5) Accounts are then suspended for all services, after being 90 days overdue.
- 6) If Accounts are still overdue following 180 days (6 months), the Accounts Receivable Clerk will forward details of the outstanding invoice to a **third party agency** hired for the collection of overdue accounts. The County has entered into an agreement with the Collection Agency for a set percentage.
- 7) If an invoice is outstanding and is eligible to be added to the tax roll as per Section 553.1 of the Municipal Government Act, then it will be added to the tax roll and deemed to be a tax imposed from the date it is added to the tax roll.

- 8) At year end, Administration will review all outstanding accounts and present to Council their recommendation for the writing-off of any accounts deemed uncollectable. Approval of write-offs will be as per County Council resolution.
- 9) If a resident has an outstanding balance on a previous year's property taxes, they will be immediately suspended from all services.

