

TITLE: PAPER UTILITY BILL ADMINISTRATION CHARGE

RESOLUTION NUMBER: 2024-09-03

POLICY #: CP-022

EFFECTIVE DATE: JANUARY 1, 2025

SUPERSEDES:

UP FOR REVIEW: 2028

PURPOSE:

The purpose of this policy is to reduce administrative costs associated with printing and mailing paper utility bills by implementing an administration charge for each mailed paper bill. The policy also outlines conditions under which residents may be exempt from this fee.

POLICY STATEMENTS

Administration Charge

An administration charge will be added to each utility bill printed and mailed by the Town Office. The charge is to be set by Council as part of the Fees and Rates Bylaw.

Exemptions

Town residents who are individuals with disabilities that make electronic billing not possible or who are over the age of 70 are eligible to request an exemption from the administration charge.

Application for Exemption

Residents who qualify for an exemption must submit a completed Paper Utility Bill Exemption Request Form to the Town Office. Proof of age or documentation supporting the disability claim may be required at the time of application.

Review Process

The Town Office will review all exemption requests. Approved exemptions will remain in effect unless there are changes in the resident's eligibility status. Any changes to eligibility should be reported to the Town Office within 30 days.

Fee Waiver

Residents approved for an exemption will continue to receive paper utility bills without the administration charge.

Responsibility

The Town's Chief Administrative Officer (CAO) or their Designate is responsible for the implementation and administration of this policy.