

**REGIONAL DISTRICT OF OKANAGAN-SIMILKAMEEN
BOARD POLICY**

<u>POLICY:</u>	Landfill Customer Accounts Policy
<u>AUTHORITY:</u>	Board Resolution dated July 18, 2019.
<u>AMENDED:</u>	Board Resolution dated April 16, 2020 Board resolution dated December 21, 2023 ¹

POLICY STATEMENT

The Regional District shall practice good financial stewardship by extending credit privileges to customers using a risk-based approach and to ensure obligations owed to the Regional District shall be collected fully and in a timely manner.

PURPOSE

To formalize the process for granting of credit to landfill customers and managing any outstanding balances.

PROCEDURES

1. Organizations that incur User Fees in excess of \$500 per month may apply to the Regional District for a credit account by completing a Regional District Landfill Credit Application. Approved customers will be required to sign a "Charge Account Contract Agreement". Customers failing to meet acceptable credit requirements may be asked for a security deposit or irrevocable letter of credit based on the estimated monthly credit requested.¹
2. Exemptions from the requirement in item 1 above will be limited to:
 - a. Province of British Columbia, departments or agencies clearly identified
 - b. Government of Canada, departments or agencies clearly identified
 - c. Other Municipalities, Towns, Villages, Districts and First Nations Bands
3. Customer invoices will be generated monthly and due within 30 days of the invoice date.
4. Notwithstanding item 3, customer accounts reaching a balance in excess of \$15,000 may be invoiced on a weekly basis and payment will be due within 30 days of the invoice date.¹
5. Customers with accounts in arrears after the 30 days will be subject to a service charge at the rate set out in the charge account contract agreement.
6. Customers with accounts in arrears will be contacted and be required to clear their account within 7 calendar days. Customers who fail to remit after those 37 days will be advised that they will only be permitted to dispose of Municipal Solid Waste and Recyclable material at any Regional District facility on a C.O.D. basis pending payment of arrears.¹
7. Pending full payment of the outstanding balance, including service charges, customers with outstanding balances who have been converted to C.O.D. payments will be required to include payment toward the outstanding balance in the amount of either \$1,000 or 5% of the outstanding balance, whichever is less, with each C.O.D. payment.¹
8. The Regional District may withhold monies equivalent to the outstanding amount, plus interest, from the account holder under a separate contract, agreement, or offer between the Regional District and the account holder.¹
9. Credit privileges may be reinstated to a customer account that is on C.O.D. basis after a three month period without incident and the outstanding balance being paid in full, at the discretion of the Chief Financial Officer.¹
10. Customer accounts falling 37 days past due a second time will be placed on C.O.D. for a period of three years. The credit account may be reconsidered at the discretion of the Chief Financial Officer.¹
11. At the discretion of the Chief Financial Officer, accounts that are in arrears will be sent to an external collection agency.¹
12. Customers who are anticipating an outstanding balance may contact the Chief Financial Officer to discuss their situation.¹
13. Accounts which have been inactive for a period of two years will require a new credit application in order to be considered for reactivation.¹