COUNTY OF ST. PAUL NO. 19

Our Mission - To create desirable rural experiences

ADM-13 Delinquent Accounts Receivable Policy

Department: Administration

POLICY OBJECTIVE:

The County of St. Paul desires to provide a process for managing overdue Accounts Receivable.

DEFINITION:

"Suspended" means to stop something from being active, either temporarily or permanently.

POLICY STATEMENTS:

1.0 General Guidelines

1.1 County Administration will print an Aged Accounts Receivable Report monthly that will show what Accounts Receivable Invoices are outstanding – 30, 60, 90 and over 90 days.

1.2 Penalties will be calculated for outstanding invoices over 30 days at a rate of 2.5% per month.

1.3 Monthly statements will be sent to customers who have outstanding accounts over 60 days, including the amount of the original invoice, plus accumulated penalties. Outstanding penalties less than $10 may be written off as per ADM-23 Cancellation of Penalties.

1.4 Suspension of services referenced below will not apply to snow removal services, as this is considered an essential service. Residents requiring snow removal services will adhere to Driveway Snow Removal Policy PW-3 and prepay for the service.

1.5 A message will be printed on all invoices advising residents to pay from the invoice, as no statements will be issued for accounts less than 60 days in arrears.

2.0 Unpaid Invoices Sent to Collections

2.1 After being overdue for **60 days**, County Administration will send a letter to the customer indicating that if payment is not received their charging privileges for services and equipment rentals will be suspended.

2.2 After being overdue for **90 days**, County Administration will send a final notice to the customer indicating that their charging account privileges have been suspended and that their account will be forwarded to a Collection Agency pending payment of their overdue account.

If the resident pays their outstanding invoice between the 90-day notice and 180 days in arrears, their charging privileges will be reinstated.

2.3 The listing of accounts 90 days overdue will be shared with appropriate County staff, in an effort to ensure the customer does not charge any further services/ rentals with the County.

2.4 When accounts remain unpaid after 180 days, they will be sent to the Collection Agency and placed on a "No Charge Listing". If the Customer pays their account after it has been sent to collections, the customer will remain on the "No Charge Listing" for five years from the date their account is paid.

2.5 After the customer has been added to the "No Charge Listing", future services/ equipment rentals must be pre-paid. In the instance where an exact amount cannot be determined, i.e. a 30 Yard Roll-Off Bin Rental, an estimate for pre-payment will be provided to the customer and full payment must be received prior to the service/equipment rental being provided. Pre-Payments must be in the form of Cash, Debit or Credit Cards.

2.6 At year end, Administration will review accounts deemed uncollectible by the collection agency and present a recommendation to Council to write those accounts off. Approval of write-offs will be as per Council resolution. When an outstanding account is written off by Council, the customer will remain on the "No Charge Listing" permanently. Pre-payment of all future services/rentals will be required.

3.0 Invoices that *can* be added to the Tax Roll as per Section 553(1) of the Municipal Government Act

3.1 After being overdue for **60 days**, County Administration will send a letter to the customer indicating that if payment is not received their charging privileges for services and equipment rentals will be suspended.

3.2 After being overdue for **90 days**, County Administration will send a final notice to the customer indicating that their charging account privileges have been suspended.

If a resident pays their outstanding invoice between the 90-day notice letter and 180 days in arrears their charging privileges will be reinstated.

3.3 If an invoice is outstanding after 180 days and is eligible to be added to the tax roll as per Section 553(1) of the Municipal Government Act, 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.

Related Policies

- ADM-23 Cancellation of Penalties

Council Approval: July 8, 2011
Amended: April 12, 2016
Amended: May 12, 2020
Amended: October 13, 2020
Amended: February 22, 2022
Amended: September 13, 2022
Amended: May 14, 2024
Amended: July 22, 2025