

POLICY 25-21

CANCELLATION OF UTILITY PENALTIES

DATE OF ADOPTION:	July 6, 2004	MOTION NUMBER:	
DATE OF AMENDMENT:	September 30, 2025	DEPARTMENT:	Corporate Services

PURPOSE

To establish the process by which administration may waive outstanding utility penalty amounts.

DEFINITIONS

Administration is the administrative Employees of the Town of Vermilion.

CAO is the Chief Administrative Officer for the Town of Vermilion.

Director is a person employed by the Town of Vermilion who is in charge of an activity, department or organization, as delegated by the CAO.

Employee is an employee of the Town of Vermilion.

Town is the Town of Vermilion in the Province of Alberta.

SCOPE

This policy applies to All Members of Council and/or All Employees of the Town of Vermilion.

TASK	TITLE OR DEPARTMENT OF PERSON RESPONSIBLE
APPROVAL OF POLICY & AMENDMENTS	Council
HANDLING INQUIRIES & COMMUNICATING POLICY	Director of Corporate Services
MONITORING REVIEWS & IMPLEMENTATION	Chief Administrative Officer

GUIDING PRINCIPLES

- The Director of Corporate Services and/or Finance Manager may, in review of the circumstances surrounding the request, waive utility penalties up to \$50.00 after reasonable steps have been taken to collect the amount(s) owing to the Town.
- The CAO may, upon request from the Director of Corporate Services and/or Finance Manager, waive utility penalties up to \$100.00 after reasonable steps have been taken to collect the amount(s) owing to the Town.
- Utility penalties shall only be waived in extenuating circumstances, at the sole discretion of the Director of Corporate Services and/or Finance Manager.
- Annually, the Director of Corporate Services and/or Finance Manager shall provide a report to Council, which specifies the amount of utility penalties that were waived and the reason(s) for the waiver.
- A request for a penalty waiver must be made in writing to the Director of Corporate Services and/or Finance Manager, outlining the reasons for which they should be exempt from remitting payment of the applicable penalties.
 - For example:
 - Resident regularly pays their bill on time but was late in a specific month;
 - Resident did not receive their bill, whether by mail or electronic means;
 - Resident moved;
 - Resident made a payment to the incorrect account.
- In the event that a utility penalty waiver exceeds \$100.00, the request for the utility penalty waiver must be brought forward to Council for consideration.

ELIGIBILITY

- Utility bill penalty waivers will be reviewed and evaluated by the Director of Corporate and/or Finance Manager to determine eligibility.
- The Town reserves the right to deny the waiver of any, or all, utility penalties, as the case may be, at their sole discretion.