
Invoicing and Payment Policy

Policy No.: COrg-PO-I-203
Effective Date: March 26, 2010

Applicability

This policy applies to all SaskWater customers.

Policy Statement

Establish standards for billing and account collections at SaskWater.

Policy Details**1. Invoicing Frequency**

1.1. Customers shall be invoiced monthly, at the discretion of SaskWater.

2. Responsibility to Pay

2.1. Customers are responsible for paying the full amount specified on the invoice, including any charges, fees, taxes, outstanding interest or surcharges;

2.2. All invoices are due upon receipt;

2.3. Failure to receive an invoice does not release a customer from their responsibility to pay. SaskWater's records of the date of mailing an invoice shall be conclusive evidence of the date of rendering;

2.4. Customers shall remain responsible for services provided notwithstanding that they have sold or vacated the premises, unless SaskWater is notified of the change; and

2.5. Failure to pay any amount invoiced by SaskWater by the due date specified shall be subject to SaskWater's Late Payment Charge.

3. Late Payment Charge

3.1. Any amounts unpaid by a customer by the due date specified on the invoice are considered to be in arrears;

3.2. Late payment charges are assessed on all amounts in arrears at the rate specified on the invoice; and

3.3. SaskWater reserves the right to adjust the established rate for late payments at the discretion of SaskWater.



4. Account Collections

4.1. Any amounts in arrears for 60 days will be subject to SaskWater's account collection procedures;

4.2. SaskWater reserves the right to discontinue service on accounts in arrears over 90 days, in accordance with customer agreements. Reconnection of service is at the discretion of SaskWater. Customers are responsible for any fees associated with the reconnection of service;

4.3. SaskWater reserves the right to pursue legal action on amounts in arrears over 120 days; and

4.4. Customers are responsible for any and all costs, fees and charges related to the collection of unpaid or overdue accounts.

Definition(s)

Arrears: an unpaid, overdue account.

Reference(s)

CIC Internal Audit, Accounts Receivable Collection Audit Final Report, March 2009