

Staff Report

Council Meeting Date: August 11, 2025

Subject: FIN-2025-14 Collection Agency User Fee Amendment

Report from: David Munro, Interim Treasurer

Attachments:

Recommendation

Be It Resolved that Council hereby approves Report FIN-2025-14 AND approved an amendment to Schedule A – Administration Fees in our Fees and Service Charges By-law 57-2025 be amended to read:

“Interest will be charged at 2% per month after 30 days from the date the fee was incurred. Unpaid accounts will be sent to collections after 90 days and an additional 50% late fee will be added.”

AND FURTHER authorize the appropriate By-law coming forward on today’s agenda.

Background

Current terms from our list of User Fees:

Schedule A - Administration Fees

Interest will be charged at 2% per month after 30 days from the date the fee was incurred. Unpaid accounts will be sent to collections after 90 days.

Analysis

For user fee invoices (e.g., Recreation), payments are often received upfront, and when invoiced, most are paid in a timely manner. Outstanding invoices that remain

unpaid after 90 days are referred to a Collection Agency. Currently, the Collection Agency charges a commission on all amounts it successfully recovers.

Staff is recommending an amendment to the Fees and Charges By-law to include the following verbiage:

Interest will be charged at 2% per month after 30 days from the date the fee was incurred. Unpaid accounts will be sent to collections after 90 days and an additional 50% late fee will be added.

This proposed change would allow the municipality to add the commission fee to the amount owing, ensuring full cost recovery.

Link to Strategic/Master Plan

6.4 Leading Financial Management

Financial Impacts/Source of Funding/Link to Procurement Policy

Staff anticipate that this change will promote more timely payments. In cases where accounts are referred to a Collection Agency, the municipality will be positioned to recover both the outstanding balance and the associated collection costs.

Approved by: Emily Dance, Chief Administrative Officer