

Report to Municipal Council



Meeting Date: October 4, 2023	Report Date: September 26, 2023
Decision Requested: No	Priority: High
Direction Only: Yes	Type of Meeting: RCM

Report Title: Follow-Up - NSF Fee Discount Request

Recommendation:

For Council to give direction to the Treasury Department on what discount, if any, should be applied to the residents' tax accounts due to NSF fees being applied.

Background:

This matter was presented to Council at the September 20, 2023, meeting however, the Treasurer was unable to attend the meeting and answer questions posed by Council regarding the report.

- 1) The By-Law that is used to assess the NSF fee is By-Law 2018-44.
- 2) Thirty-five (35) individual tax bills were mailed out, however, only one (1) NSF letter including all thirty-five (35) properties was mailed out.
- 3) The process involves going into each individual account, reversing the amount that was returned NSF, creating the NSF charge invoice, and finally writing a letter to the resident informing them of the NSF and their options for payment. This process typically takes thirty (30) minutes. With this specific transaction, it took just over three (3) hours to reverse all the individual payments, create thirty-five (35) NSF invoices for each account, and compose one (1) letter letting the resident know of the NSF fees, stating the account balance for each account, and repayment options.

Attachments:

- By-Law 2018-44 – Fees By-Law

Prepared By: Pamela McCracken, Director of Finance / Treasurer