



Policy Title: Delinquent Accounts by Members

Authority:	Effective Date:	Revised date:	Policy Number:
Issued by Board of Directors of Ontario One Call	December 15, 2016		
Subject: Any member found with a delinquent account will be subject to collections and/or called to a hearing before the Compliance Committee			
Regulation – Schedule 2 to By-Law No. 2 – sections 27 & 28 which is incorporated into a regulation under the <i>Ontario Underground Infrastructure Notification System Act, 2012</i>		Applies to: Members of Ontario One Call	

Policy: The collection of overdue accounts (90 days plus), regarding monies owed to Ontario One Call. Members are to pay for services in accordance with the fee model used by Ontario One Call. (Schedule 2 to By-Law No.2 – S 27 & 28)

Purpose: This policy describes the method of collection when a member fails to remit their payment for the services rendered by Ontario One Call.

Scope: All members of Ontario One Call, who are 90 days or more in arrears for any services provided by Ontario One Call.

Procedure:

The Manager of Investigations and Compliance of Ontario One Call (“**Manager of IC**”) will cause Ontario One Call to take all reasonable steps to collect an outstanding account receivable (“**A/R**”) from the member in question. When there has been no response or inadequate response from that member to satisfy the account it will be passed to the Compliance function within Ontario One Call.

Compliance process:

- 1) Compliance will review the A/R process to understand what has been done to have funds remitted;
- 2) A/R will notify compliance and enter the information into a delinquent account file (Compliance Cases) for Compliance and A/R to access and enter updated information;

- 3) This matter will be entered into the data base under a complaint number with accounts receivable be the complainant;
- 4) A letter will be sent to the member via email, 7 day reply required;
- 5) If the letter has not generated a response or resolution, then the 15 day reply letter is emailed and sent registered mail, with the possibility of Compliance Committee and/or collection agency being contacted.

Should the 15 day letter not bring about a solution, then the following will occur:

- a) The services of a collection agency will be utilized;
- b) Interest will be added to the outstanding balance of 19.56 percent per annum. (Schedule 2 to By-Law #2 S-30);
- c) The matter may be referred to the Compliance Committee;
- d) The member will be notified of any actions taken under #6 (a) (b) & (c), above.

The contents of the letter(s) will include the outstanding amount and the attempts made to collect the outstanding account.

The Manager of IC shall provide assistance in the collections of any accounts which are delinquent more than 90 days. If the member does not satisfactorily remedy the situation of non-compliance within 30 days of a communication from the Manager of IC, the matter may be referred to the Compliance Committee for a hearing.

Possible Consequences:

Members should review the following to understand potential consequences they can face for non-compliance:

1. Part II of Schedule 2 to By-law No. 2 of Ontario One Call;
2. The Rules of Procedure for hearings located at **[insert web address]**;
3. Policy No. ___ respecting Members Rights;
4. Policy No. ___ issued by the Board of Ontario One Call to the Compliance Committee.