

**CORPORATION OF THE VILLAGE OF BARNWELL  
IN THE  
PROVINCE OF ALBERTA**

**BULK WATER CUSTOMER ACCOUNTS  
POLICY NO. 01-12**

Purpose:

To establish a policy to manage and classify inactive bulk water prepaid accounts

Policy Statement and Guidelines:

Definition:

*Inactive:* All prepaid bulk water accounts that have no transactions, either fills or payments, for a period of 1 (one) year after the last recorded transaction, will be classified as inactive.

*In order to minimize the amount of TFS customer bulk water accounts that need to be purchased through the software provider the Village has established the following guidelines for managing those accounts that are deemed to be inactive.*

1. The Village will set up a General Prepaid account where all remaining credits on inactive accounts will be transferred. A spreadsheet will be made and kept with a record of all customer specific amounts transferred into the General Prepaid account before the customer account is closed.
2. Any inactive account that has \$5.00 or less credit remaining on the account will be closed and may be reassigned to a new customer. All remaining credits will be transferred to the General Prepaid account.
3. All inactive accounts with more than \$5.00 credit remaining will be handled as follows:
  - a. One attempt will be made to contact the customer, by mail and/or by telephone, according to the contact information on the account. Once contact is made, arrangements for refund of credit will be made accordingly and the account will be closed
  - b. If customer is contacted and wishes to leave account open, then a six month extension on the account may be granted. If no transactions within those six months then the account may be closed and credit refunded accordingly.
  - c. If the customer is unable to be contacted by mail or by phone, or no response is received from the customer within 30 days of notification, then the account will be closed and any remaining credits on the account will be moved to the General Prepaid account.
4. Temporary accounts may be set up for customers, at the customer's request, where refunds will be issued and accounts closed after the agreed upon temporary period has expired.
5. All new customers will receive notice of this policy when setting up their new accounts.

	Date	Resolution #
Approved	Sept. 20/2012	Res 103/12
Amended		
Amended		



MAYOR



ADMINISTRATOR