

OBJECTIVE

To provide for a system for the recovery of debt and the assessment of cases of genuine financial hardship.

POLICY

Debt recovery

MidCoast Water will take steps to recover outstanding charges and other debts, in accordance with its Debt Recovery Procedure.

Interest will be applied to outstanding charges in accordance with Section 566 of the Local Government Act 1993 and MidCoast Water's Revenue Policy.

Financial Hardship

MidCoast Water recognises there are cases of genuine financial hardship requiring respect and compassion in special circumstances. This policy establishes guidelines for assessment of hardship applications.

Debt Write-off

In accordance with Clauses 131 and 213 of the Local Government (General) Regulation 2005, MidCoast Water fixes \$10,000 as the amount above which debts to MidCoast Water may be written off only by resolution of the board.

A debt of below \$10,000 may be written off either by resolution of the board or by a written order of the general manager.

The writing-off of debts shall be managed in accordance with MidCoast Water's Debt Recovery Procedure.