



MUNICIPALITY OF ROBBLIN

POLICIES AND PROCEDURES MANUAL

Section: Finance and Administration	Policy No.: F/A-010
Subject: Cancellation of Charges	Date Issued: November 14, 2023
Resolution No.: 2023-499	Revision Date:

Purpose

The purpose of this policy is to establish a clear policy on the cancellation of charges / fees and otherwise to expedite services to the public.

1. Invalid Charges

1.(1) Invoices, Penalty, Water, Sewer, Rate Rider, Quarterly Services, NSF, and other similar charges that have been imposed due to internal or system errors, omissions, or circumstances in which such charges would not conventionally apply, are eligible for cancellation by the administration without the prior authorization of the council.

2. Valid Charges

2.(1) Invoices, Penalty, Water, Sewer, Rate Rider, Quarterly Services, NSF, and other similar charges that have been accurately levied in compliance with relevant by-laws shall be deemed valid and upheld.

2.(2) The Chief Administrative Officer (or designate) is authorized to, on a case-by-case basis, cancel one month's worth of interest charges that have been rightfully imposed as they deem appropriate.

2.(3) Upon receiving a request, council may assess the circumstances of the charges and decide to either cancel or uphold the charges as they find appropriate.