



## MUNICIPALITY OF ROBLIN

### POLICIES AND PROCEDURES MANUAL

<b>Section:</b> Transportation	<b>Policy No.:</b> TRA-011
<b>Subject:</b> Handi-Van Billing and Service Continuation Policy	<b>Date Issued:</b> October 28, 2025
<b>Resolution No.:</b> 2025-410	<b>Revision Date:</b>

#### PURPOSE

The purpose of this policy is to establish clear, enforceable procedures for billing, collection, and continuation of the Municipality's Handi-Van transportation service. This policy ensures fairness, accountability, and financial sustainability while maintaining equitable access for residents who rely on this essential service.

#### POLICY

##### 1. Billing and Invoicing

- 1(1) Invoices shall be issued no later than the month following the service date.
- 1(2) All rates to be set through a resolution of Council.

##### 2. Payment Requirements

- 2(1) Payment is due within thirty (30) days of the invoice date.
- 2(2) If payment remains outstanding after forty-five (45) days, the Chief Administrative Officer or designate shall issue a written notice to the customer advising of the outstanding balance and the conditions that may be imposed under this policy.
- 2(3) If payment remains outstanding after sixty (60) days, the Chief Administrative Officer or designate may impose one or more of the following conditions:
  - (a) authorize a payment arrangement with defined terms;
  - (b) require the customer to pre-pay for any future trips;
  - (c) refuse further service until the account balance is paid in full.