



## MUNICIPALITY OF ROBLIN

### POLICIES AND PROCEDURES MANUAL

<b>Section:</b> Finance and Administration	<b>Policy No.:</b> F/A-012
<b>Subject:</b> Refund and Transfer of Credits	<b>Date Issued:</b> March 12, 2024
<b>Resolution No.:</b> 2024-114	<b>Revision Date:</b>

#### BACKGROUND

Throughout the year, the Municipality of Roblin receives numerous requests from ratepayers seeking a refund of their overpayments (credits) or requesting the transfer of these credits to another account they hold (e.g., from utilities to taxes). All requests for refunds are submitted to the council for review and approval, a process that necessitates a period of waiting for the ratepayer.

#### PURPOSE

The purpose of this policy is to expedite and elevate the quality of service provided to ratepayers by instituting a framework for the reimbursement or transfer of credits on their account(s).

#### POLICY

1. Any requests for a transfer of a payment and/or refund must be submitted in writing by the account holder or administration staff, utilizing Form CTR-24.
2. Administration may issue a refund or balance transfer up to the amount of the credit balance if:
  - a. a valid request is made;
  - b. payment is made or applied in error; or,
  - c. the closure of an account.