

# Staff Report



Financial Services Department

[www.kitchener.ca](http://www.kitchener.ca)

**REPORT TO:** Planning and Strategic Initiatives Committee

**DATE OF MEETING:** September 18, 2023

**SUBMITTED BY:** Saleh Saleh, Director, Revenue, 519-741-2200 ext. 7346

**PREPARED BY:** Marcy Ignor, Manager Utility Billing and Customer Service, 519-741-2200 ext. 7460

**WARD(S) INVOLVED:** ALL

**DATE OF REPORT:** July 10, 2023

**REPORT NO.:** FIN-2023-293

**SUBJECT:** Uncollectable Miscellaneous Receivable Accounts Write-Off

---

## RECOMMENDATION:

**That uncollectable Miscellaneous Receivable Accounts amounting to \$19,485 be written off against the Allowance for Doubtful Receivables.**

## REPORT HIGHLIGHTS:

- As per council policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.
- Staff have worked diligently in attempting to collect on these accounts but have not been successful in the process.
- This report recommends that accounts totalling \$19,485 be written off and forwarded to an outside collection agency.

## BACKGROUND:

As per council policy FIN-FEE-517 Utility and Miscellaneous Receivable policy, approval from Council is required for accounts to be written-off and sent to an outside collection agency for third party collection efforts.

This report represents Miscellaneous Receivables accounts that are deemed to be uncollectable by collections staff. Miscellaneous Receivables represent services that are generally billed through the City's financial system (SAP). Examples of miscellaneous receivables include Direct Detect for alarm monitoring, Parking and Cemetery sales. Property tax and utility accounts are not included in miscellaneous receivables.

**REPORT:**

Staff are recommending that accounts totalling \$19,485 be written off and forwarded to a collection agency. Staff have worked diligently in attempting to collect on these accounts but have not been successful in the process.

The collection procedures staff have undertaken include:

- Sending customers statements and demand letters.
- Verbal request by telephone or in person.
- Negotiating revised payment terms.
- Applying any deposits held to the outstanding amounts.
- Transferring uncollectable items to the customer’s property tax account were permitted by the Municipal Act.

The current amount being recommended to be written off relates to 28 customer accounts for services provided in the following areas:

Cemeteries	7,329
Fire	977
Parking	10,911
Operations	268
<b>Total</b>	<b>19,485</b>

The cumulative amount of write-offs identified in this report equal \$19,485 and relate to the years 2022 and 2023. The cumulative write-offs are shown in the table below and the average is well below the targeted upper limit for write-offs set at 0.3% previously approved by Council.

	<b>Cumulative</b>	<b>Total \$ Invoiced</b>	<b>Write-offs as a</b>
	<b>Write-offs for the Year</b>	<b>Year to Date</b>	<b>% of Sales</b>
<b>2023</b>	\$ 4,124	\$ 21,397,606	0.0193%
<b>2022</b>	\$ 28,152	\$ 30,280,755	0.0930%
<b>2021</b>	\$ 38,573	\$ 27,380,864	0.1409%
<b>2020</b>	\$ 55,769	\$ 23,088,516	0.2415%
<b>2019</b>	\$ 44,077	\$ 26,057,740	0.1692%
<b>Total</b>	<b>\$ 170,695</b>	<b>\$ 128,205,481</b>	<b>0.1331%</b>

**STRATEGIC PLAN ALIGNMENT:**

The recommendation of this report supports the achievement of the city's strategic vision through the delivery of core service.

**FINANCIAL IMPLICATIONS:**

The uncollectable accounts will be written off against the Allowance for Doubtful Receivables account.

**COMMUNITY ENGAGEMENT:**

INFORM – This report has been posted to the City's website with the agenda in advance of the council / committee meeting.

**PREVIOUS REPORTS/AUTHORITIES:**

- FIN-FEE-517 Collections- Utility and Miscellaneous Receivable

**APPROVED BY:** Jonathan Lautenbach, Chief Financial Officer, Financial Services