

Bill Inserts and Messages On Bills Policy



Section	Date	By-law Number	Page	Of
Administration & Finance	August 13, 2013	80-2013	1	3
Subsection	Repeals By-law Number		Policy Number	
City Billings	85-2010		AF-1-6	

Purpose

The goal of the City bill inserts and messages on bills policy shall be to establish guidelines for any information not directly related to the billing, or the related service, to be presented with any City billing.

Messages on Bills

Messages appearing on bills shall be limited to information relating to that type of bill. For example, the message on the bill may contain information relating to services available through a City utility or alternative payment arrangements available.

All messages appearing on hydro/sewer/water bills must be approved by one of the Kenora Hydro President & CEO, the City Operations Manager, the City Treasurer, or their designate. All messages appearing on any other City billing must be approved by the manager of that department.

Bill Stuffers

Messages to be sent with any City billing which do not relate in any manner to that bill must be included on a separate sheet or "stuffer" rather than on the bill itself.

Stuffers must be a maximum of one page long. Each stuffer must be pre-cut (where required) and of a size that can be accommodated by the folding/inserting equipment in use by the City at the time of the request.

Bill Inserts and Messages On Bills Policy

Policy Number	Page	of
AF-1-6	2	3

Bill Stuffers (Continued)

Should the stuffers be incompatible with the equipment in use (for example, poor paper quality), the City reserves the right to return the stuffers together with any monies paid to the appropriate parties.

Internal requests for including stuffers in the various bills shall be made directly to the Customer Service and Collections Supervisor. Copies of the approved requests will be forwarded directly to the appropriate manager (s) for information purposes. (For example, a copy of any insert to be included with the hydro / water / sewer bills will be forwarded to both the Kenora Hydro President & CEO and the City Operations Manager.) These requests are limited to information regarding City of Kenora operations. It will be at the discretion of the Treasurer, or designate, to levy the appropriate charges for internal requests.

External requests for including stuffers in the various bills shall be made by the related organization directly to the Customer Service and Collections Supervisor, or designate, who will have the authority to approve the insertion of stuffers by external organizations.

External organizations wishing to enclose an insert with any City bill shall provide the related stuffers, completely prepared for insertion, to the City.

Charges for Stuffers

External organizations wishing to enclose an insert with the City bills shall pay the rate for stuffer inserts.

Organizations requesting the City to photocopy the related stuffers must pay City's rate for photocopying pages.

Bill Inserts and Messages On Bills Policy

Policy Number	Page	of
AF-1-6	3	3

Authority to Waive Charges

Organizations may request that the City waive the associated charges for inserting stuffers in the related bills.

Requests for such consideration shall be made by the related organization directly to the Customer Service and Collections Supervisor. These requests shall be reviewed on a case by case basis based on criteria established by the Treasurer, or delegate. Approval of such request will be completed through the Treasury department and notification will be given to the group of the decision.

Restrictions

Groups applying for consideration of insertion of their stuffers must be not-for-profit type organizations that are based in the City of Kenora. Businesses are restricted from inserting stuffers in City bills.

Groups may only make application for one fee to be waived in a calendar year.