
Debt write-off information summary

Responsible Officer: Group Manager Corporate & Commercial (Guy Bezrouchko)

Recommendation

That Council receive and note the debt write-off information summary with debts written-off totalling \$16,945.54 for the period 1 July 2020 to 30 June 2021.

Background

Council's 'Debt Management and Financial Hardship' policy requires an information summary report be submitted to Council on a bi-annual basis.

• Delegations

All debts above \$1,000.00 (ex-GST) may be written off only by resolution of Council.

Council has delegated to the General Manager the power to write-off debts equal to or below the \$1,000.00 threshold.

The General Manager has provided delegated authority to write-off debts equal to or below:

- \$500.00 to the Group Manager Corporate and Commercial
- \$250.00 to the Finance Manager

• Debts written off equal to or below \$1,000

Debts approved for write-off by Council staff were done so under delegation and in accordance with clauses 131 or 213 of the *Local Government (General) Regulation 2021*.

Debts approved for write-off during the period 1 July 2020 to 31 December 2020 totalled \$4,590.02 and were included in the Debt write-off information summary report at the Council meeting held 17 February 2021.

Debts approved for write-off during the period 1 January 2021 to 30 June 2021 are tabled below:

Table 1:

Customer type	Ref. number	Write-off amount	Background	Reason	Approved by
Retail water account	11937	\$355.52	Customer found leak at meter union on private service line side of water meter and a second leak further along private service line. Customer arranged plumber to attend and repair meter union leak and second leak in private service line. RCC was notified of leaks and repairs by customer. RCC staff spoke to plumber and confirmed repair of meter union. Leak at meter union on private service line side of water meter would have registered as usage therefore partial write-off.	Debt not lawfully recoverable	GMCC
Filling station customer	C0193	\$0.12	Customer short paid invoice by \$0.12. Customer did not add the \$0.12 to next invoice payment as requested.	Attempt to recover debt not cost effective	Finance Manager

Customer type	Ref. number	Write-off amount	Background	Reason	Approved by
Retail water account	Various	\$10,016.00	Unpaid non-compliance fee debt is the result of several internal procedural errors and a backflow program that was not sufficiently resourced. Due to their low individual value (ranging from \$95 to \$98 per customer totalling 103 individual amounts), the Finance Manager deemed the debts uneconomical to recover. A report on the backflow prevention program outstanding debt write-off was received and noted at the May 2021 Audit, Risk and Improvement Committee meeting. Note: Council is considering a Backflow Policy at this meeting.	Attempt to recover debt not cost effective	Finance Manager & GM
Retail water account	12265	\$547.42	Leak reported by property owner at water meter. RCC staff confirmed leak was found at meter union on private service line side of water meter and leak would have registered as usage.	Debt not lawfully recoverable	GM
Retail water account	10505	\$412.18	Leak reported by property owner at water meter. RCC staff confirmed leak was found at meter union on private service line side of water meter and leak would have registered as usage.	Debt not lawfully recoverable	GMCC
	Total	\$11,331.24			

- **Debts written off above \$1,000**

Debts approved for write-off by Council resolution were done so in accordance with clauses 131 or 213 of the *Local Government (General) Regulation 2021*.

No debts were approved for write-off during the period 1 July 2020 to 31 December 2020.

Debts approved for write-off during the period 1 January 2021 to 30 June 2020 are tabled below:

Table 2

Customer type	Ref. number	Write-off amount	Background	Reason	Resolution
Retail water account	11141	\$1,024.28	Owner reported that water was going through meter even though they had turned off the tap. RCC staff confirmed leak was found at meter union on private service line side of the meter. The ball valve needed repairing, leak would have registered as usage.	Debt not lawfully recoverable	5/21

Governance

- **Finance**

Charges written off during the period 1 July 2020 and 30 June 2021 total \$16,945.54 and this amount will be included in Council's Annual Report.

- **Legal**

Clause 131(6) of the *Local Government (General) Regulation 2021* requires the General Manager to inform Council of any amounts written off under delegated authority.

Conclusion

Charges totalling \$16,945.54 were written-off under Council resolution and delegated authority pursuant to clauses 131 or 213 of the *Local Government (General) Regulation 2021*. The next debt write-off information summary report will be included in the February 2022 business paper.