
Debt write-off information summary

Responsible Officer: Group Manager Corporate and Commercial (Geoff Ward)

Recommendation

That Council receive and note the debt write-off information summary with debts written-off totalling \$ 5,766.65 for the period 1 January 2023 to 30 June 2023.

Background

Council's 'Debt Management and Financial Hardship' policy provides that a summary of debts written-off by the General Manager under delegation be provided to Council on a bi-annual basis.

As per Council's 'Revenue' policy:

- All debts above \$5,000.00 (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 \$5,000.00 threshold.

The General Manager has sub-delegated the authority to write-off of debts equal to or below \$1,000.00 to the Group Manager Corporate and Commercial and the Finance Manager.

- Debts written off equal to or below \$ 5,000

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 January 2023 to 30 June 2023 are tabled below:

Table 1:

Customer type	Ref. number	Write-off amount	Background	Reason	Approved by
The Tenant	C0129	\$4,058.20	Tenant advised that they were not informed of the usability of the premises, therefore they were not obligated to pay the invoice. GM emailed to advise that tenant had informed Rous that they would not be returning to the premises in May 2022, hence it was not necessary for Rous to inform them of the usability of the premises. Rous accepted 1 month's rental payment including GST \$ 4,464.02 as final settlement.	Debt not lawfully recoverable.	General Manager
Retail water account	10655	30.36	The customer advised that they were over charged by \$30.36 for the facility charge for 25 mm instead of 20 mm about 20 years ago. Records are available in Propertywise from 2011 and locating records prior to 2011 is not cost effective, considering the allegedly over-charged amount is only \$30.36. it was recommended to be written off.	Attempts to recover debt not cost effective.	Finance Manager

Customer type	Ref. number	Write-off amount	Background	Reason	Approved by
Retail water account	11216	\$837.80	The customer had a leak but could not turn the tap off at the meter to stop the leak while waiting for the plumber. Rous staff were on site replacing the tap on the same day when customer notified Council of the leak. Due to the failure of Rous' infrastructure in this instance, it was recommended to waive 50% of usage charge \$837.80	Debt not lawfully recoverable due to malfunction of infrastructure.	Finance Manager
Retail water account	11541	840.29	A cyble unit is the device attached to the water meter. It collects water usage data by the pulsing of water. It appears that this cyble unit was not collecting the correct usage data resulting in incorrect data being transmitted to the handheld remote reading device. As a result the customer has not been billed correctly, essentially being undercharged due to the data transmission failure. The customer was contacted regarding high consumption for the March 2023 meter read. The usage was checked manually against the actual meter read and showed a significant increase from the previous quarter. The customer confirmed that there was no leak and they weren't expecting the high usage. From the cyble unit data, Rous has concluded that the unit had failed and recommend that a credit adjustment be made based on the actual historical usage data.	Debt not lawfully recoverable due to malfunction of infrastructure.	Group Manager Corporate and Commercial
	Total	\$5,766.65			

Debts written off above \$ 5,000

No debts were approved for write-off by Council resolution during the period 1 January 2023 to 30 June 2023.

Finance

Charges written off during the period 1 January 2023 to 30 June 2023 total \$ 5,766.65 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 \$ 5,766.65 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 2024 business paper.