

Purpose:

- 1 To establish the overall direction for any interruption of Canada Post mail service in order to:
 - (1) protect revenue streams and ensure compliance with legal and legislative requirements; and
 - (2) ensure a level of service that minimizes the impacts of the interruption and provide alternate mechanisms for the delivery and receipt of City mail.

Policy Statement(s):

- 2 In the event of an interruption of Canada Post mail services, these items are delivered using the following method:
 - (1) Available for pick up at City Hall:
 - (a) All invoices less than \$5000.00
 - (b) Payments to vendors, suppliers, and contractors less than \$5000.00
 - (c) Property tax notices for in town addresses that cannot be delivered by hand
 - (2) Hand Delivered:
 - (a) Assessment Requests for Information (RFI)
 - (b) Accounts receivable invoices that are, as determined by Revenue and Assessment, high risk collectability or financial impact
 - (c) Legal notices
 - (d) Legislative notifications
 - (e) Property tax notices (residential and commercial)
 - (f) Utility bills (residential and commercial)
 - (3) Delivered by Courier:
 - (a) General invoices and utility bills in excess of \$5000.00 with out of town addresses
 - (b) Payments to vendors, suppliers, and contractors in excess of \$5000.00
 - (c) Property tax notices with out of town delivery addresses
- 3 Those hand delivering mail for The City use applicable Personal Protective Equipment (PPE) and wear approved identification badges.
- 4 Emailing documents is used as a substitute for hand delivery when acceptable to the party receiving the document.
- 5 The following are available, in addition to regular payment options:
 - (1) City Hall drop box
 - (2) Collicut Centre drop box
 - (3) Recreation Centre drop box
 - (4) Dawe Centre drop box
 - (5) Michener Recreational Centre drop box
- 6 Payments received after the due date are subject to applicable penalties.

Definition(s):

- 7 Postal interruption: Means a cessation of normal public postal service in Canada or in any part of Canada that is or may reasonably be expected to be of more than 48 hours' duration

References/Links:

- 1 1012-C Customer Service Enhancements
- 2 2014-CA Customer Services
- 3 5005-C Delivery of Mail to the City of Red Deer

Scope/Application:

- 1 This policy applies to all City employees.

Authority/Responsibility to Implement:

- 1 General Manager of Corporate Services

Inquiries/Contact Person:

- 1 Legislative Services Project Coordinator

Policy Monitoring and Evaluation:

- 1 This policy will be evaluated every three years and revised as required.

Document History:

Date:	Approved/Reviewed By:	Title:
Approved: June 27, 2016	"Lisa Perkins"	Acting City Manager
Revised: October 14, 2016	"Craig Curtis"	City Manager
Revised: July 13, 2020	"Allan Seabrooke"	City Manager