City of Prince Albert

Statement of Policy and Procedure				
Department:	Public Works	Policy No.	**97**	
Section:	Utilities	Issued:	May 21, 2019	
Subject:	**Custom Work Order Policy**	Effective:	May 21, 2019	
Council Resolution # and Date:	Council Resolution No. 0240 dated May 21, 2019			
		Replaces:		
Issued by:	Preston Galbraith, Utility Manager	Dated:		
Approved by:	Wes Hicks, Director of Public Works			

1   POLICY

1.01   The City may undertake work at the request of a property owner or tenant on City owned property for the benefit of residential/private development A Custom Work order will be completed in order to recover the costs for the work undertaken by the City for property owners or tenants that have requested the work.

2   PURPOSE

2.01   The Custom Work Order Policy outlines the process of completing work on City owned land for the servicing of private development for the client.

3   SCOPE

3.01   The Policy applies to all types of work the City is asked to complete for the client on City owned property.

4   RESPONSIBILITY

4.01   The manager responsible for the area of work required will be responsible for implementation of the accounts and hard copy of work order.

4.02   The Director of Public Works will be responsible for ensuring compliance with the policy as outlined.

5   DEFINITIONS

5.01   "Custom Work" or "work"   - Work undertaken at the request of and for a client property owner or tenant by City Forces or City Contractors on City owned land

5.02   "Client" - The residential or private development property owner or authorized tenant for whom and upon whose request Custom Work is being performed.

5.03   "City Owned Land" - Means road allowance, road, street, or lane owned by the crown administered by the City for utility mains above on or below; designated for public passage of vehicles or pedestrians

5.04   "Estimate" - approximate value of proposed works based on proposals received. This value has extensive variables once excavation begins and is **NOT** the actual value that client will pay once work is completed.

5.05   "City of Prince Albert external rental rates" - external charge out rates as established by Fleet Manager for work performed for others by City forces.

6   REFERENCES and RELATED STATEMENTS of POLICY and PROCEDURE

6.01   None

7   PROCEDURE

7.01   Custom Work is requested by property owner or authorized tenant.

7.02   Public Works completes an estimate on the proposed Custom Work and requests that a unique account number as well as a customer account be set up by Finance. Public Works completes the work order with unique account number and a copy is sent to Finance-Accounts Receivable.

7.03   Customer then visits City Hall to pay 100% of the estimate ("the deposit") to complete the work and endorse the work order, verifying details. Deposit to be paid to Finance with a copy of the receipt sent to Public Works.

7.04   Custom work is completed; General Ledger accounts assigned are used to track costs. Upon completion of all stages of work costs are totalled as per City of Prince Albert external rates established each year, plus a 15% Administration fee, covering design, drafting, survey, inspection & record drawings, and applicable taxes.

7.05 If at any time during work completion it is known that the scope of work will result in charges exceeding the Estimate by 25% or more from the initial estimate, the Custom Work shall cease until the Client has authorized in writing the increase to the custom work.

7.06 An invoice request for the total cost of the work completed is forwarded to Finance. Accounts Receivable will invoice the total, apply the deposit and refund the amount overpaid if authorized by Public Works.

7.07 Finance issues payment to the client for a refund or an invoice for outstanding balance.

7.08 In the event of default on payment for services; Part III, Division 2, Public Utilities, Section 333 of the Cities Act identifies the process for charging and collecting Accounts Receivable against property tax accounts/tax roll and 24(1) of the Cities Act identifies the lien process to secure Accounts Receivable against the property title(s).