



Town of Collingwood

Office of the Treasurer
97 Hurontario Street, Box 157
Collingwood, ON L9Y 3Z5
www.collingwood.ca

Tim Hesselink
EPCOR Utilities
43 Stewart Rd.
Collingwood ON L9Y 4M7

Dear Tim,

The Town of Collingwood and EPCOR have had an agreement over the last several years for EPCOR to complete the billings/collections of our Water and Wastewater Services. We have together (Team EPCOR and Team TOC) adjusted the process for both collections and billing over the last couple of years and I believe we have built a much better system and appreciate all the hard work we have received from yourself and your team.

Part of ensuring our residents receive the best value for their money is completing analysis of individual processes and programs. As you are aware the Town has been considering bringing this billing work into its current services offering for many years. Town staff are about to undertake a full business case review and are requesting that EPCOR provide an updated quote for this business within 60 days of receipt of this letter.

If Town staff find that the business case shows that this service should be completed “in-house” and receive authorization from Council to do so, we anticipate that the billings/collections for Water and Wastewater services will be transitioned to the Town by January 2024 (i.e. billings from the Town would start in January 2024). Please consider the beginning of this process as our formal one-year notification that is required under our agreement.

Once again, we want EPCOR to know that the Town views this current work as a great partnership that has been built over the last several years and hope that this will continue for many years to come.

Thank you,

Monica Quinlan, CPA CMA
Treasurer, Town of Collingwood