

Manitoba Hydro Undertaking #98

Manitoba Hydro to provide the PUB with the dollar threshold amount or other factors that determine when a matter proceeds to legal collection or not.

Proceeding to collection of arrears through legal avenues is a position of last resort when all attempts to work with the customer to commit to a voluntary repayment plan have failed and service disconnection and/or load restriction has not resolved the debt. If the arrears balance exceeds \$500.00 per service (gas or electricity) and is at least 120 days in arrears (past the bill due date), Manitoba Hydro may choose to pursue legal action. In most instances where legal action is being pursued on residential accounts, the arrears are generally outstanding by 6 months or greater.

Legal action is only undertaken if it appears that obtaining a judgment will be useful in resolving the account either by obtaining a wage garnishee to collect the outstanding debt of the judgment and/or securing against the title with the registration of a lien when the customer is the legal owner. A wage garnishee is the preferred remedy to seek when pursuing legal action as it has the potential to resolve the debt quickly, providing that the customer is employed in a manner that their wages can be garnished and there is no other restriction in place by another creditor. A property lien may be pursued if sale of the property is imminent.