



Raisin Region
Conservation Authority

Fee Policy

AS ADOPTED

October 20, 2022

Resolution No. 72/22

FEE POLICY

Purpose

The purpose of this policy is to outline the process for determining and implementing the fees the Raisin Region Conservation Authority (RRCA) charges for the delivery of programs and services.

This policy has been prepared in conformity with section 21.2 of the *Conservation Authorities Act* and the Minister's Fee Classes Policy (April 11, 2022).

Fees

Section 21.2 of the *Conservation Authorities Act* and the Minister's Fee Classes Policy enables the RRCA to set rates, charge fees, and collect for the delivery of programs and services.

RRCA applies the user-pay principle to further the objective of making programs and services self-sufficient and reducing municipal levies.

The fee schedules are designed to recover costs associated with administering and delivering programs and services.

Costs used for the calculation of the fee schedules include, but are not limited to:

- Staff salaries and related expenses
- Consultants
- Compliance costs
- Office space
- Vehicle costs
- Equipment and software
- Legal expenses
- Insurance
- Administrative costs

Non-payment of fees

RRCA may withhold services or programs until payment is received.

Non-payment may result in an application being deemed incomplete.

Refunds

RRCA does not issue refunds for services or products once the application or order is submitted, the work is substantially completed, and payment is processed.

Waiving of Fees

The General Manager may waive fees for not-for-profit corporations and charitable organizations.

Reconsideration of fees charges

Any person who considers that RRCA has charged a fee that is contrary to the fees set out in the fee schedules, or that the fee set out in the fee schedules is excessive in relation to the service or program for which it is charged, may apply to RRCA in accordance with the procedures set out in this policy and request that it reconsider the fee that was charged.

Requests for administrative review of a fee are made to the General Manager.

A person requesting an administrative review of a fee shall specify in writing the fee being reconsidered and provide written reasons.

Upon reconsideration of a fee that was charged, the General Manager may:

- Order the person to pay the amount originally charged
- Vary the amount of the fee originally charged, or
- Order that no fee be charged for the program or service

The General Manager shall provide a decision on the reconsideration of a fee that was charged within ten (10) Business Days of the date the written request for the administrative review of a fee was submitted.

For Planning and Permitting fees (schedules 1 to 3), an applicant can appeal to the RRCA Board of Directors if the applicant is dissatisfied with the decision of the General Manager. The applicant must submit in writing to the General Manager the appeal request. Once heard, the appeal request will be dismissed, upheld or the fee altered. The applicant will be notified of the Board's decision.

Review and notice of fee changes

This policy will be reviewed annually by RRCA staff to monitor effectiveness and any changes will be brought forward to the Board of Directors for consideration.

RRCA shall provide notice to the public and participating municipalities of proposed changes to the fee schedules via publicly available RRCA Board of Directors meeting agendas.

Notice to participating municipalities shall be delivered via email at least thirty (30) days before the changes to the fee schedules take effect.

The public shall be notified via postings on the RRCA website at least thirty (30) days before the changes to the fee schedules take effect.

Written comments will be accepted any time prior to the changes to the fee schedules taking effect.

Public availability

The fee schedules and this policy shall be made available to the public on the RRCA website.

RRCA shall provide the fee schedule and this policy in alternative formats by request in accordance with accessibility for *Ontarians with Disabilities Act*.