



SOUTH NATION
CONSERVATION
DE LA NATION SUD

Fee Policy

Section 21.2 of the
Conservation Authorities Act, R.S.O. 1990, c. C.27

Effective Date: January 1, 2023

Revisions

Revision No.	Board of Directors Approval Date	Details
1	October 17 th , 2019	Resolution BD-163/19 on October 17 th , 2019 Minutes BD-182/19 on November 28 th , 2019
2	September 29 th , 2022	Resolution BD-157/22 on September 29 th , 2022 Minutes BD-166/22 on October 20 th , 2022



Purpose

- 1.1 The purpose of this policy is to outline the process for determining and implementing the fees South Nation Conservation charges for the delivery of programs and services.
- 1.2 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

- 2.1 Section 21.2 of the *Conservation Authorities Act* and the Minister's Fee Classes Policy enables SNC to set rates, charge fees, and collect fees for the delivery of programs and services.
- 2.2 SNC applies the user-pay principle to further the objective of making programs and services self-sufficient and reducing municipal apportionment reliance.
- 2.3 The fee schedule is designed to recover, but not exceed, costs associated with administering and delivering programs and services.

Costs used for calculation of fees

3. Costs used for the calculation of the fee schedule include, but are not limited to:
 - a) staff salaries and related expenses;
 - b) consultants;
 - c) compliance costs;
 - d) office space;
 - e) vehicle costs;
 - f) equipment and software;
 - g) legal expenses;
 - h) insurance;
 - i) maintenance and development of public resources (e.g., website); and
 - j) administrative costs.



Collection of fees

- 4.1 Payment of fees for programs and services can be made:
- a) in person at the SNC administrative office during posted business hours;
 - b) over the telephone during posted business hours;
 - c) via mail;
 - d) via a participating municipal approval authority.
- 4.2 Payments by credit card are subject to a 3% convenience charge.
- 4.3 Fees collected are based on the approved fee schedule in effect on the date the application was accepted as complete or when the program or service commenced.

Non-payment

- 5.1 SNC may withhold services or programs until payment is provided.
- 5.2 Non-payment may result in an application being deemed incomplete.

Refunds

6. Refunds shall not be issued for programs and services once the application or order is submitted; the work is substantially completed; and payment is processed.

Waiving of fees

7. The Chief Administrative Officer or their designate may waive fees for not-for-profit corporations and charitable organizations.

Reconsideration of fees charged

- 8.1 Any person who considers that SNC has charged a fee that is contrary to the fees set out in the fees schedule, or that the fee set out in the fee schedule is excessive in relation to the service or program for which it is charged, may apply to SNC in accordance with the procedures set out in this policy and request that it reconsider the fee that was charged.
- 8.2 Requests for administrative review of a fee are made to the Chief Administrative Officer or their designate.
- 8.3 A person requesting an administrative review of a fee shall specify in writing the fee being reconsidered and provide written reasons.

- 8.4 Upon reconsideration of a fee that was charged, the Chief Administrative Officer or their designate may:
- a) order the person pay the fee in the amount originally charged;
 - b) vary the amount of the fee originally charged, as the Chief Administrative Officer considers appropriate; or
 - c) order that no fee be charged for the program or service.
- 8.5 The Chief Administrative Officer or their designate 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 administrative review of a fee that was charged was submitted.

Review

- 9.1 This policy and fee schedule shall be reviewed annually in conjunction with the annual budget process. Individual schedules may be reviewed on separate timelines to fulfill the needs of specific programs and services.
- 9.2 Changes to the fee schedule and this policy are subject to SNC Board of Directors approval.
- 9.3 SNC will consider the following when developing or reviewing its fee schedule:
- a) legislative and regulatory requirements;
 - b) the fees of neighbouring conservation authorities;
 - c) the level of fees charged by other local municipalities, provincial ministries, and other local agencies that charge for similar services; and
 - d) the complexity of the program or service and the level of effort required to administer the program or service.
- 9.4 SNC will consult with the following stakeholders when developing or reviewing its fee schedule:
- a) participating municipalities;
 - b) neighbouring conservation authorities; and
 - c) primary user groups who represent interests of applicants, participants, customers, or other program or service stakeholders.

Notice of fee changes

- 10.1 SNC shall provide notice to the public, participating municipalities, and neighbouring conservation authorities of proposed changes to the fee schedule via publicly available SNC Board of Directors meeting agendas.
- 10.2 Notice to participating municipalities and neighbouring conservation authorities shall be delivered via email or standard mail at least thirty (30) days before the changes to the fee schedule take effect.
- 10.3 The public and common users of the services shall be notified via postings on the SNC website at least thirty (30) days before the changes to the fee schedule take effect.
- 10.4 Written comments will be accepted any time prior to the changes to the fee schedule taking effect.

Public availability

- 11.1 The fee schedule and this policy shall be made available to the public on the SNC website.
- 11.2 SNC shall provide the fee schedule and this policy in alternative formats by request in accordance with accessibility for *Ontarians with Disabilities Act*.

Definitions

12. In this policy:

“Business Day” means any working day, Monday to Friday inclusive, excluding statutory and other holidays, namely: New Year’s Day; Family Day; Good Friday; Easter Monday; Victoria Day; Canada Day; Civic Holiday; Labour Day; Thanksgiving Day; Remembrance Day; Christmas Day; Boxing Day and any other day on which SNC has elected to be closed for business.

“Participating municipality” means a municipality that is designated by the *Conservation Authorities Act* or SNC’s orders in council as a participating municipality of SNC.

“SNC” means the South Nation River Conservation Authority.

