



Document Number	QMS D40-FIR		Document Title	POLICY DOCUMENT For FIRE BILLING	
Revision Number	9	Revision Date	March 2023	Next Revision Date	JAN 2024
Document Owner	KATE OKEEFFE SO		Document Approval	DAVE CARROLL CFO	

AMENDMENTS FROM PREVIOUS REVISION

Amendment	Reason for amendment
MEDICAL CARD WAIVER WILL NOT APPLY TO BILLS WHERE THE BUSINESS IS RATEABLE	FOR THE PURPOSE OF CLARITY
DOMESTIC RATE WILL ONLY APPLY TO FIRST ATTENDANCE THERE WILL BE NO CHARGE FOR SECOND BRIGADE	FOR THE PURPOSE OF EQUITY
REMOVE "The charge to be levied in each case under paragraphs 1, 2, 4 and 5 shall be subject to a minimum charge of €750.00 in each case".	IN ACCORDANCE WITH CE ORDER 19813 DATED 20TH SEPT 2019

This document sets out the policy in relation to fire charges in Tipperary County Council. It describes the rates applied and the various decision processes with regarding to write-offs, waivers etc. This policy will apply to Tipperary County Council from 10th March 2023.

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1. Scale of Charges:

The following schedule of fire service charges, as set by Manager's Order 19813 shall apply as and from 1st October 2019:-

1. Attendance at a fire (other than a chimney fire) or other incident in a domestic premises or caravan - €450.00 per hour from departure from Fire Station to return to Fire Station and close down.
2. Fires and other incidents in non-domestic premises - actual cost, plus 30%.
3. Chimney Fire in domestic premises - €250.00 – Landlord to be charged in private rented.
4. Attendance at private rented accommodation – Landlord to be charged at €450.00 per hour.
5. Attendance at RAS Scheme accommodation – Landlord to be charged at €450.00 per hour.
6. Attendance at road based incidents - €750.00 per hour.
7. Call outs to other Fire Authority areas and Semi-State Companies – actual cost, inclusive of overheads, plus 30% unless otherwise specified by written agreement.
8. All other fires and services not covered under paragraphs 1,2, 4 and 5 - €750.00 per hour per brigade from departure from Fire Station to return to Fire Station and close down, subject to a maximum of €10,000.00 in the case of a hay barn fire, subject to a maximum of €1,700 in the case of a domestic fire and subject to a maximum of €20,000 in the case of a commercial incident.
9. The charge to be levied in each case under paragraphs 1, 2, 4 and 5 shall be subject to a minimum charge of €750.00 in each case.
10. Charges may be waived in any particular case where the Fire Authority is satisfied that such waiving is warranted.
11. This schedule of charges shall be effective from 1st October 2019.
12. Domestic Fires where the property is on RAS Scheme will be billed to the Landlord.
13. Domestic Fires where the property is privately rented will be billed to the Landlord.

2. Invoicing:

The Staff Officer reviews all fire reports to determine whether or not an invoice should issue in accordance with the provisions of this policy. Reports which cannot be invoiced and are outside of agreed policy are referred in hard copy to the Chief Fire Officer (CFO) for written approval not to invoice and filed off for audit purposes in non invoiced folder.

Invoices are created on the Gartan software package by the Staff Officer. Invoices will issue as soon as possible, ideally every working morning following the data being inputted by Station Officers to ensure that bills issue as soon as possible – this is contingent on reports being uploaded by Station Officers immediately after an incident and this will not always be the case.

3. Non-Invoiced Incidents:

It is the policy that invoices will not issue where the following is the case:

1. The property is owned by one of the Tipperary Local Authorities.
2. Incidents involving ESB poles or wires – mutual agreement in place.
3. False Alarm with good intent (FAGI).
4. Incidents involving self harm or attempted suicide.
5. Incidents where a fatality has occurred.
6. Incident where the beneficiary of the service cannot be determined.
7. Arson – unless the perpetrator can be identified and then billed or commercial sites where insurance is likely to cover the invoice.
8. Roads based incidents attended to on behalf of the Roads Section.
9. Where a second brigade is assisting due to non full turn out of first brigade.
10. Where a brigade is stood down bill will not issue.
11. Where no service rendered bill will not issue including RTC's.
12. Where the incident is a malicious false alarm unless the perpetrator can be identified and then billed or commercial sites where insurance is likely to cover the invoice.
13. Where assistance is provided to Gardai.
14. Where assistance is provided to Ambulance Service.
15. Fallen Tree on Public Road.
16. Oil Spillage.
17. Skips and wheelie bins on public property.
18. Ambulance Assist.
19. Where the vehicle is stolen.

20. Where the call is to a domestic alarm activation for the first time.
21. Property of OPW
22. Where it is indicated on Fire Report that the owner is OAP.
23. Where a second Brigade attends a Domestic Incident.

Where a garda, solicitor or insurance company provide details of a third party being the responsible party for an incident, a new invoice will issue from Gartan using the miscellaneous invoice tab – (Main Menu – Accounts)

Where a third party is identified as the owner of a property and is not the person named on the invoice, the invoice will be written off by Staff Officer and replaced with a new invoice from the miscellaneous invoice tab.

4. MOTORWAY INCIDENTS

Where motorway incidents are attended by more than one brigade an invoice will issue based on the times attended by the brigade which is first in attendance regardless of which brigade is in charge of the incident. This authority will not pass on bills from other authorities assisting this authority.

5. HSE

Assistance provided to HSE will not be billed.

6. Other Counties

Invoices from other counties are passed on in full to commercial debtors and at this authority's rate for domestic debtors, where the brigade attended in accordance with PDA, using Miscellaneous Invoice. Invoices from other counties relating to road based incidents are not passed on in accordance with our own policy of billing for a single brigade only.

7. Invoice Queries

Queries on invoices are referred to the Assistant Staff Officer in the first instance and escalated to the Staff Officer where necessary. Queries on invoices are emailed to the Senior Officer in charge of the station by Staff Officer. If necessary the Senior Officer will refer the matter to the relevant station officer. Instructions from a senior officer are referred to the CFO for approval. Staff Officer acts on CFO's instruction as to whether a bill remains due or whether a full or partial write off is applicable. The debtor is informed of the decision in writing and a note made in the notes box on the invoice tab on Gartan.

8. Further Correspondence

“All correspondence is date stamped and scanned T Drive-T:\Fire Services\Fire Charges\Debt Collection\CORRESPONDENCE FIRE BILLING and then filed to hard copy file with file Reference FB/D/XXXX and filed in order of File Reference Number in Clonmel Admin Office”.

Any agreements are entered onto excel sheet in T:\Groups\Fire Services\Fire Charges for monitoring purposes
Following first reminder and before referral to debt collection, the Assistant Staff Officer makes a call to the debtor where a telephone number can be located and makes a note on invoice on the Gartan system.

2. In the event that DEBTORS NAME defaulting in respect of any payment the Local Authority reserves the right to pursue the debt through the courts against DEBTORS NAME for the full amount of AMOUNT IN WORDS Euro (€AMOUNT IN FIGURES) plus costs, less payments made on account.

Agreed

Signed by the said

DEBTORS NAME

in the presence of:

Approved

Signed by David O'Carroll Chief Fire Officer

on behalf of Tipperary County Council

9. Multiple payments

Multiple payments will be entered on Gartan to match Agresso and refunded to the party who made the latest payment unless written confirmation of fault has already been provided by the party at fault, solicitor or gardai.

10. Refunds

In the case of multiple billing and where an account has already been paid and a further payment is made, a refund will issue through Agresso, (approved by the CFO on Excel sheet which is passed to accounts payable for payment) to the party making the latest payment.

11. Write Offs

Invoices issued to registered owners of vehicles will be written off with the Director's approval where a garda, solicitor or insurance company submit written evidence that the registered owner was not driving the vehicle at the time of the incident or that the vehicle was taken without the owner's consent/stolen, or where the debtor was not at fault.

Where a garda, solicitor or insurance company provide written confirmation that a vehicle was stolen and an invoice has issued the invoice will be written off with the Director's approval.

Where a vehicle is registered to a garage and the garage is billed and provide details of the owner the original bill will be written off with the Director's approval and a new invoice issued.

Where a bill has issued in error the invoice will be written off upon the Director's approval.

Agreed reductions in a bill which has issued will be applied by way of write off with the Director's approval.

Where the debtor has made payment within 14 days of date of issue of invoice 10% discount will be applied to the account in accordance with direction of Chief Executive, by way of write off without the need for Director's signature.

12. Credit Adjustments

Credit adjustments are made by the Staff Officer where necessary to correct an account. A memo is created by the Staff Officer recommending the correction requesting CFO's written approval.

13. Waivers

Waivers will be applied to the invoice where the owner of the property holds a valid medical card or GP card. In the case of a local authority tenant, a waiver will apply where the tenant holds a valid medical card or GP card. In the case of tenant of Voluntary Housing Association a waiver will apply where the tenant holds a valid medical card or GP card. In the case of private rented tenancies a waiver will only apply if the owner of the property holds a valid medical card or GP card. Waiver will not apply to commercial bills where the property is rateable.

14. Receipts

Where partial payment is made the related invoices may be reduced by that amount using the waiver tab as the Gartan system does not allow for a partial write off.

15. No Service Provided

If the CFO identifies incidents where no service was provided and where an invoice has issued the Director may instruct the Staff Officer to write off the invoice.

16. False Alarm With Good Intent (FAGI)

False Alarms are referred by the Staff Officer to the CFO who determines whether or not a bill should issue.

17. Settlements

Settlements resulting in a write off are determined by the Director. Approval to write off balances are filed for audit purposes.

18. Uncollectable Invoices referred back to the authority by debt collection


Uncollectable invoices returned by debt collection are referred by the CFO with a recommendation to Director of Services for Write off or other direction such as legal proceedings. Staff Officer writes off invoices accordingly.

19. COPIES OF FIRE REPORTS

Fire reports are printed from Gartan and are issued to Insurance Companies and solicitors with a covering letter signed by CFO. Fire fighters names are redacted out of the document.

Sign Off

Acting Director of Services:



Dave Carroll

Date: 10/03/23.

ORIGINAL


TIPPERARY COUNTY COUNCIL

CHIEF EXECUTIVE'S ORDER

File Ref: FB/222/554

Chief Executive's Order No: 19813

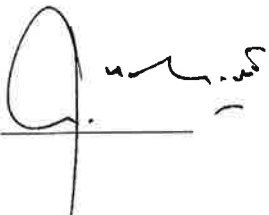
SUBJECT: Charges for Services in accordance with the provisions of Section 35(3) of the Fire Services Act, 1981 & 2003, The Local Government (Financial Provisions) (No. 2) Act, 1983, and the Local Government (Financial Provisions) Act, 2000.

 I, Joe MacGrath, Chief Executive, Tipperary County Council, by virtue of the powers conferred on me under Section 151 of the Local Government Act 2001, as amended by Schedule 1, Part 1 of the Local Government Reform Act 2014 hereby order that in accordance with the provisions of Section 35(3) of the Fire Services Act, 1981 & 2003, users or beneficiaries of the Fire Service of Tipperary County Council be charged for the services which it provides and further in accordance with the provisions of Local Government (Financial Provisions) No 2 Act, 1983 and in accordance with the provisions of Sections 5 & 8 of the Data Protection Acts 1988 & 2003 that the following charges will come into effect as and from 1st October 2019.

Incident Type	
Chimney Fire	€250
Domestic	€450/hr (max. €1700)
Commercial	Actual cost + 30% (max €20,000)
Road Traffic Collision	€750/hr
Haybarns	€750/hr (max €10,000)
Other Fire Authorities	Actual cost + 30%
False Alarm Good Intent	€0
Auto Alarm (commercial)	Actual cost + 30%
Auto Alarm (domestic)	Charge for 2nd alert at €750/hr
Fatality	No charge
Commonage	No charge
Social, Educational	€750/hr
Licencing inspections (non-profit)	€150
Licencing inspections (for-profit)	€250
Copy of Fire Report	€100

1. Charges paid within 14 days of the invoice date qualify for 10% reduction.
2. Charges may be waived in any particular case where the Fire Authority is satisfied that such waiving is warranted.
3. This schedule of charges shall be effective from 1st October 2019.
4. This order supercedes all previous Orders relating to charges due by users or beneficiaries of the Fire Service of Tipperary County Council and all such previous orders are hereby rescinded with effect from 1st October 2019.

Signed: _____



Date: 20th SEPTEMBER, 2019.