

Policy: Water Billing Procedures

Date Originally Approved: January 29, 2001

Proposed amendment presented: February 14, 2002

Date presented for Councils Approval: February 28, 2002

Motion: “That Council approve the amended Water Billing Procedure Policy 2001 – 09, effective February 28, 2002, as recommended.”

This Policy is current as of: February 28, 2002

TOWN OF STEWIACKE

WATER BILLING PROCEDURES POLICY

POLICY # 2001 - 09

1. Before rendering service the Utility shall:

- a) Require that prospective customers complete, sign and file an application form for each water service connection.
- b) Require that a refundable deposit, equal to the estimated charges for six months' service, be deposited by the prospective customer, and held by the utility. This deposit shall be submitted with the application for each service connection.
- c) If the refundable deposit is not paid, because of cheques returned by the bank, services will be terminated immediately, as though an application had not been received by the utility. The Utility shall not charge base rate or usage charges for the period during which the service is discontinued.
- d) A request for an additional connection(s) by existing utility customers will be treated as a new account, and will require an application with deposit. However, existing customers wishing to relocate within the Town will not be required to pay a deposit, provided that water service is disconnected at one location, before being connected at another and providing the customers account has not been in arrears in the past twelve (12) months.

2. When discontinuing service at a customer's request, the Utility shall:

- a) Require that an application form for discontinuation of service be completed and signed by the customer.
- b) Reimburse the customer in the amount of the refundable deposit, which was made by the customer upon application for service, provided there are no amounts owing to the utility by said customer. Any amounts outstanding will be taken from the deposit, and the balance refunded to the customer.

3. When discontinuing service for non-payment of bills, the Utility shall:

- a) Not restore said service until all monies owing to the utility, together with a reconnection charge of \$50.00 have been paid.
- b) Accept payment for the above in the form of cash, cheque(s) or post dated cheque(s), (provided an appropriate form is signed) in order that all monies owing to the utility are paid prior to the next water billing.

- c) Suspend service without further notice, in the event any cheque(s) is returned/ not cashed by the bank, without further notice to the customer
- d) Not charge base rate or usage charges, for the period during which service is discontinued.

4. **Billings:**

The Utility Operator shall, under normal circumstances, read meters at the following times:

- The first week of March
- The first week of June
- The first week of September
- The first week of December

If conditions do not permit, the billing for that service period shall be estimated in accordance with the best available data.

Bills shall be rendered to each customer within twenty-one days after the meters are read.

If a meter does not register correctly, the bill for that service shall be estimated in accordance with the best data available.

Under no circumstances shall an estimated reading be used for more than two consecutive billing periods.

If a meter has the same reading as the previous quarterly reading, the Utility operator shall have the meter repaired within twenty-one days.

5. **Suspension of Services:**

Bills indicating amounts for two billing periods, excluding residual amounts stemming from late payment charges will be stamped with a Notice of **“Suspension of Services”**.

The day following the discount (due) date, the Administration Office shall notify the Utility Operator of any water services, which are to be suspended.

The Utility Operator shall, under normal circumstances, perform suspension of service for non-payment of water bills, on the Monday following the discount due date on or before 2:00 p.m.

When suspension of service occurs for non-payment of bills a notification, in the form of appendix “A” attached, shall be left at the place of service by the Utility Operator, to advise that the water service has been disconnected.

The discount date, or due date, shall be shown clearly on all water bills.

The Utility shall suspend service to customers whose bills, excluding residual amounts stemming from late payment charges, remain unpaid for two consecutive billings without further notice.

6. Accounts:

All accounts, which have not been paid in full by the discount date (due date) shall be charged the late penalty. This penalty shall be clearly noted on the customer's account record; all records shall be updated monthly.

This policy supersedes any and all policies Respecting Water Billing Procedures

Annotation for Official Policy Book	
Date of Notice to Council Members of Intent to consider: <u>February 14, 2002</u>	
Date of Passage of Current Policy: <u>February 28, 2002</u>	
I certify that this policy was adopted by Council as indicated above.	
_____	_____
CAO / Clerk	Date

“Appendix A”

NOTICE

This is to inform you that the Town has terminated your water services as of today.

According to current Town Policy you must contact the Town office to make the necessary arrangements for service reconnection.

Please contact the Town Administrative Staff during normal office hours Monday to Friday between 8:30 a.m. to 4:30 p.m. at (902) 639-2231

For after hours service please call (902) 639-2317

Thank you,
TOWN OF STEWIACKE