

Policy: Water Billing Procedures

Date Originally Approved: February 28, 2002

Proposed amendment presented: December 19, 2019

Date presented for Councils Approval: December 19, 2019

Motion: “That Council approve the amended Water Billing Procedure Policy 2001 – 09, effective December 19, 2019, as recommended.”

This Policy is current as of: December, 2019

TOWN OF STEWIACKE

WATER BILLING PROCEDURES POLICY

POLICY # 2001 - 09

1. Before rendering service the Utility shall:

- a) Require that the property/building owner complete, sign and file an application for each water service connection.
- b) Require that a non-refundable administration fee of \$50.00 be paid by the property / building owner.
- c) If a cheque is 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 an administration fee.

2. 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.

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

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

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

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

3. 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.

4. Suspension of Services:

Bills indicating amounts outstanding 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 shall be left at the place of service by the Utility Operator, to advise that the water service has been disconnected.

5. 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 the required reconnection charge has been paid.
- b) Accept payment for the above in the form of cash, cheque(s) or postdated 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.
- d) Not charge base rate or usage charges, for the period during which service is discontinued.

6. 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 property/building owner.

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: December 19, 2019

Date of Passage of Current Policy: December 19, 2019

I certify that this policy was adopted by Council as indicated above.

CAO / Clerk

Date

