	Department	Finance	Division	Finance
	Subject	Water/ Sewer Collections Policy (Option 1)	Policy #	700.23
	Issue Date	April 30, 2019	Revision Date	
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Purpose

This policy provides the framework for collection procedures for both tenant and owner water accounts.

Procedure

Penalty

A penalty of 1.25% will be added on the amount of outstanding water and sewer arrears at the beginning of each month. Penalties may not be waived. Failure to receive a bill does not excuse an account holder from the responsibility for payment of the utility bill and penalty. All payments received will be applied first towards penalty and arrears, if any.

Owner Accounts

Past due owner accounts with a balance over \$200.00 will be transferred to the tax roll. Owner transfers to taxes occur three (3) times per year per the billing schedule. A fee associated with the water transfer is applied to the tax roll per Schedule A of the water by-law, as amended.


Tenant Accounts

In order to start a water account in a tenant's name the tenant must pay the required deposit per Schedule A of the water by-law, as amended and sign a connection agreement. Once completed the tenant is solely responsible for the water bill.

In the event that any water and sewer bill issued to the tenant's account is unpaid the following procedure will be followed:

1. Eleven (11) days after the date of the bill, the City shall send a reminder notice, which reminder notice shall warn that tenant that, if the account remains delinquent the water supply to the premises will be subject to disconnection and the associated account will be subject to the application of any fees charged for the disconnection of a water account as provided in Schedule A of the water by-law, as amended.

Submitted by	Director	Tiffany Clark	Date	April 30, 2019
Recommended by	CAO	Ken Todd	Date	April 30, 2019
<input checked="" type="checkbox"/> Approved by Council	Report#	Bylaw#	Date	April 30, 2019
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2. If at the end of the “payment by date”, specified in the reminder notice described above, the account remains delinquent, a third and final notice shall be served upon the tenant specifying the time by which payment, including any fees, must be made in order to avoid having the water disconnected.
3. In the event the tenant’s account remains in default after the due date of notice above the City will disconnect the water. The tenant must then pay the outstanding bill plus the disconnection and reconnection fees associated in order to have the water reconnected.
4. If the water supply remains disconnected at the property or the tenant leaves the property a final bill will be issued to the tenant.
5. If the final bill remains unpaid the tenant’s deposit will be applied to the arrears and any remaining balance will be sent to a collections agency for collections.
6. If the tenant wishes to reconnect the water after this point they must pay all arrears, a new deposit and sign a new connection agreement.
7. If the tenant wishes to sign up for water at a new property, arrears from all previous properties under the tenant’s name must be paid in full.

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