	Department	Finance	Division	Finance
	Subject	Reluctant Water/Sewer Charges Policy	Policy #	700.26
	Issue Date	April 30, 2019	Revision Date	
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Purpose

This policy outlines the procedure for placing water and sewer accounts on the water and sewer reluctant rate. The reluctant water rate is used when an account holder refuses to allow access to City employees to complete the necessary repairs or inspections in order to ensure the water meter is in sufficient condition and accurate meter readings are being obtained.

Procedure

1. Once an issue has been discovered the municipality will send a letter requesting access to the property by a specific date.
2. If no response is received, the municipality will send a second letter requesting access stating if no response is received the account will be placed on the reluctant rate as set out in Schedule A of the water by-law, as amended.
3. If still no response after the second letter, the municipality will send out one final registered letter to the property requesting access and stating if no response the account will be change to the reluctant rate.
4. After the respond by date on the final registered letter the account will be changed to the reluctant rate as per Schedule A of the water by-law, as amended.


If a water and/or sewer account is in the name of a tenant the letters will be sent to both the tenant and the registered owner of the property per the tax roll.

Billing Adjustments

Reluctant water and sewer charges will only be adjusted in the following circumstances:

- To a maximum of six (6) months after receiving the first bill on the reluctant rate
- If the issue was due to *reading* the water meter not the accuracy or absence of a water meter

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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Calculation of the adjustment (if applicable):

1. Reluctant charges will be reversed
2. Account will be re-billed for all water and sewer consumption charges from the time the last actual meter reading was obtained to the meter reading obtained at the property when access was granted
3. Service charges will be re-billed for water and sewer based on the size of the meter
4. The appropriate historical water/sewer rates will be applied

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