

	Department	Finance	Division	Finance
	Subject	Water Disconnection and Reconnection Policy	Policy #	700.27
	Issue Date	April 30, 2019	Revision Date	
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Purpose

This policy outlines the procedure for disconnecting and reconnecting water at a property to stop an account.

Procedure

At an owner's written request the water to a property may be disconnected for a fee as stated in Schedule A of the water by-law, as amended. The fee associated with the disconnection will be billed on the water account to be paid with the final bill. At an owner's request the water shall be reconnected at a property for a fee stated in Schedule A of the water by-law, as amended, to be billed on the first bill after the reconnection occurred. Once the service has been disconnected all billing will stop until the service has been reconnected at the property.

If an account was requested to be disconnected but the disconnection failed to occur due to a repair needed, a billing adjustment will only take place if the meter readings at the property show zero (0) water usage during the time period the customer requested the water to be disconnected. A billing adjustment shall be done to reverse the service charges for both water and sewer during the time period the water was requested to be disconnected.

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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