

	Department	Finance	Division	Finance
	Subject	Water/Sewer Tenant Accounts Policy	Policy #	700.28
	Issue Date	April 30, 2019	Revision Date	
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Purpose

This policy outlines the City's procedure when:

- a) There is a discrepancy between the tenant and the landlord on the start date of a tenant account.
- b) A name change is occurring on a tenant account, both the prior and new tenant were residing at the property, and the prior tenant has requested the deposit to remain on the account for the new tenant.

Start Date of a Tenant Account

Procedure

A tenant account will only be started after the signing of a connection agreement and payment of a deposit per Schedule A of the water by-law, as amended.

When a lease is provided the City will verify that the date of the lease matches the date on the signed connection agreement. The City will use this date as the start date of the account.

When no lease is provided the City will use the date the tenant has written on the signed connection agreement. If there is a discrepancy between the tenant and the landlord on the date written on the connection agreement this discrepancy will need to be resolved between the tenant and landlord. The start date of the tenant account must be the date on the signed connection agreement.

Name Changes on a Tenant Account

Procedure

The tenant leaving the property must sign documentation stating they are transferring their deposit to the new tenant. The person staying at the property must then come in to sign a new connection agreement in their name. The account will remain active and the City will only change the name on the account to the name on the new connection agreement.

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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