



POLICY

Finance

Policy #: 700.27

Issue Date: April 30, 2019

Revision Date: March 21, 2023

Water Disconnection and Reconnection Policy

Purpose

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

Timing

This policy will take effect on January 1, 2024.

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. At an owner's request the water shall be reconnected at a property for a fee stated in Schedule of Fees. Once the service has been disconnected, billing will remain in place for both the water and sewer fixed charges. This is applicable for properties that have their meter removed as well. Fixed charges will cease in cases where the water has been disconnected and the structure has been demolished.

Submitted By: Tiffany Clark, Director of Finance

Recommended By: Ken Todd, CAO

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