

Utility Policy Town of Duck Lake

Bylaw references: 2019-09 and 2019-11

PURPOSE

Proper policy protects the Town of Duck Lake from encountering high rates of uncollectible accounts and minimize the actual number of water turnoffs. This policy may be superseded by any Town bylaw.

REGULATIONS

1. Deposit(s) must be collected and water service application form signed and completed prior to any services being rendered.
2. All previous unpaid arrears on previous accounts must be paid before utility service will be connected.
3. All properties are billed monthly.
4. **LANDLORDS and TENANTS:** Whereas *The Municipalities Act* provides for the amount of a tenant's unpaid water and sewer account to be transferred to the property owner's tax account for the parcel of land which is/was occupied by the tenant; And whereas *The Local Authority Freedom of Information and Protection of Privacy Act* prevents the municipality from releasing information relating to a resident's financial account with respect to the provision of routine services by a municipality;
 - a. Property owners that are Landlords shall be added by default to accounts where property is leased or rented and receive copies of all bills and notices. Property owners are held responsible for all billings connected to their property and will be held responsible for the arrears in cases of non-payment by tenants. By signing up for an account, Tenants authorize releasing account information to the Property Owner or authorized agent thereof. Failure to sign the authorization will result in inability to open a Tenant account and billings will remain in the Property Owner's name.
5. **HOUSING AUTHORITY:** Collections under this policy still apply to accounts linked to Housing Units.

PROCEDURE

6. All monthly accounts, including commercial properties and businesses, are due in full 45 days after rendering. There will be no exceptions.
7. **FINAL NOTICE:** A final notice will be sent to overdue accounts with the following month utility bills advising that the water will be disconnected if the arrears of the account are not paid within 45 days of the previous billing.
8. **DISCONNECTION:** If payment (or mutually agreed upon written arrangement to pay arrears) is not received within 45 days of rendering, the utility will be disconnected. Accounts will not be disconnected if the arrears amount is \$30.00 or less.
9. If the written agreement is not adhered to, service will be immediately disconnected without further notice.
10. Payments are registered to the account when the Town receives the payment in hand. Customers are to be advised to allow sufficient time for mailing as the Town does not process payments as of the date of posting, but rather the date received. Customers are also to be advised to allow sufficient time for online payment processing as the Town does not process payments as of the date made by the consumer, but the date the payment is received in our account.
11. Once arrears and reconnection fee(s) are paid and receipted by the office in full, the utility service will be reconnected.