



Policy # \_\_\_\_\_

## TOWN OF LUMSDEN

### POLICY

Title: **Disconnection of Water Service & Adding Arrears to Tax Roll**

Effective: June 9, 2020

#### **Policy Statement:**

This policy is supplemental to the Town of Lumsden's Bylaws to Regulate the Operation of the Town Water and Sewer System, Water and Sewer Rates Bylaw, and their amendments.

#### **Purpose:**

The Town of Lumsden distributes treated water and collects drainage into the sanitary sewer system.

This policy will clearly define the process for collection of overdue utility billings, disconnection of a water service and adding amounts to the tax roll.

#### **Definitions:**

**"Past Due/Arrears"** means water and sewer billings that remain unpaid for 31 days or more.

**"Account Holder"** means the registered property owner or person authorized by the property owner to occupy a specific location.

#### **Process:**

##### **Step 1:**

If an account becomes past due, the account holder will be notified at the time of the next quarterly billing by enclosure of a Past Due Notice Letter with the billing.

Penalties are applied to past due accounts, as per the Water and Sewer Rates Bylaw.

##### **Step 2:**

At this time, the Utilities Department should visit the location associated with the past due account and verify that a functioning curb-stop can be located.

If an account remains past due 30 days after the quarterly billing and Past Due Notice Letter is sent, a subsequent Disconnection Letter will be mailed advising the account

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holder of the past due amount and the requirement to pay the full arrears by a specified date or the water service will be disconnected.

The account holder may contact the Chief Administrative Officer to arrange for a payment plan.

Step 3:

If an account remains in arrears after the specified date in the Disconnection Letter, the Utilities Department will disconnect the water service.

The fee for turning the water service off will be applied to the account.

Step 4:

If the arrears are paid in full, including the water shut-off fee, the Utilities Department will turn the water service on.

The fee for turning the water service on will be applied to the account.

If the account remains in arrears and the water service has been disconnected, the Chief Administrative Officer will send a letter by registered mail to the account holder (including the registered property owner if they are not the account holder) advising that the arrears will be added to the tax roll if it remains unpaid after 30 days from the date of the letter, pursuant to section 369 of *The Municipalities Act*.

Step 5:

If the arrears are paid in full, the Utilities Department will turn the water service on. The fee for turning the water service on will be applied to the account.

If the account remains in arrears after 30 days from the date of the registered letter, the Chief Administrative Officer will add the utility arrears to the property taxes of the parcel associated with the registered property owner.

The Utilities Department will turn the water service on.

The fee for turning the water service on will be applied to the utility account.

Adopted by Council of the Town of Lumsden on June 9, 2020

