



Policy #2 – Municipal Utility Service

Approval Date: January 11, 2018

Policy Statement

This policy applies to overdue municipal utility service accounts, which is in contravention of Village Bylaws and for the creation and/or installation of new accounts.

Procedure

1. When a utility account is not paid on the last business day of the month the account is rendered, a penalty as indicated in Village Bylaws shall be incurred.
2. When an account becomes overdue administration will follow up for payment of the account in a manner that best achieves the goal of collecting the account in a timely manner. Communicating with the customer can be achieved by using whatever means are best suited including but not limited to a phone call, email or letter. A suggested timeline for follow up and collection would be:
 - a phone call after the account is overdue for 30 days
 - a phone call or letter after the account is overdue 60 days indicating the account is past due and maybe disconnected
 - a letter after the account is overdue 90 days stating if the account is not paid within 7 days (as per the Village Utility Bylaw) the service will be disconnected and reconnection fees will apply. As well, if the account is not paid, it will be sent to a collection agency and/or added to the tax roll as per applicable legislation.
3. For new property owners, the “Application for Municipal Utility Services” shall be completed and filed in the roll file.
4. For new service installation, the “Application for the Construction and Installation of Municipal Utility Services” along with the “Application for Municipal Utility Services” shall be completed and filed in the roll file.
5. The Public Works department shall complete a Project file for all costs incurred by the Village in the installation of Municipal Utility Services.