

VILLAGE OF EMPRESS

Title: Disconnect of Water Service for Non-Payment

Policy Number:41-04 replacing W 3

Effective Date: January 1, 2003

Review Date: March 16, 2017

Disconnect of Water Service for Non-Payment

Purpose

To set out the standards for disconnection of water service due to non-payment of the utility bill to the Village of Empress

Policy Statements and guidelines

When customers are in arrears as set out in the bylaw(s) for water, sewer and garbage rates the following steps will be taken to ensure payment;

1. Customers utility bills will state the due date and the amount due after the due date with the penalty added. Accounts not paid by the due date will have penalties applied following the penalty date (first working day after penalty date) and receive a friendly reminder letter indicating the account is past due and payment is now due.
2. If the utility bill is still outstanding on the Tuesday of the 3rd week of the month, a second letter is sent advising the account is in arrears and will be disconnected within 7 days if the bill is not paid or payment arrangements made with the CAO.
3. If payment is not received by the 4th Tuesday of the month following the due date, the water is to be disconnected by 10:00 a.m. ~~on the 4th Wednesday of the month following the penalty date~~ the following morning
4. Any water that has been disconnected for non payment will be charged the reconnection fee in the amount indicated in the most current water bylaw.
5. Water will remain disconnected until the water bill and reconnection fee are paid in full, or satisfactory arrangements have been made with the CAO.
6. Water bills that remain unpaid after disconnection for a period of 1 month with no communication with the office will be transferred to the tax account.
7. Where water bills have been transferred to taxes, those properties will not have the water reconnected till the transferred amount has been paid off the tax account.

Amended December 15, 2016

Amended March 16, 2017

Acknowledgement & Agreement

I, _____, acknowledge that I have read and understand the Disconnection of Water Service Due To Non-Payment Policy of the Village of Empress. I agree to adhere to this policy. I understand that if I violate the rules set forth in this policy, I may face legal, punitive, or corrective action, up to and including termination of employment.

Name: _____

Signature: _____

Date: _____

Witness: _____