

THE CORPORATION OF THE
MUNICIPALITY OF GREENSTONE

POLICY MANUAL

SECTION: FINANCE

SUBJECT: WATER AND SEWER
BILLING COLLECTION
POLICY

EFFECTIVE DATE: November 13, 2012

AUTHORIZATION: 12-268

This policy shall provide a directive for collection procedures for accounts in arrears and those with special charges.

1. A Water/Sewer Service Record (Tenant Form) (Form 1) must be completed for all changes in service or no changes will be made in the billing. The current owner is responsible for all amounts billed until such time as the Land Registry office advises the Municipality of new ownership. It is the responsibility of the owner(s) to inform the Municipality of any change of address.
2. A charge of \$50.00 shall be levied for any water supply connection and disconnection including those initiated by the Municipality due to collection action.
3. A charge of \$175.00 shall be levied for any water supply connection and disconnection outside of regular working hours of Public Work Staff - 7:30 a.m. to 4:00 p.m. (Monday to Friday). Recognized Statutory Holidays and other designated holidays by the Municipality are considered outside of regular working hours.
4. A penalty charge of 15% per annum (1.25% per month) shall be imposed on all bills not paid by the specified due date of the month in which bills are issued.

5. Once account is one (1) full billing in arrears, a reminder sticker (Sample on Form 2) will be added to the next billing advising of possible disconnection if not paid in full or payment arrangements are not made by due date.
6. Once account is two (2) full quarters in arrears, a letter (Form 3) is sent by prepaid mail advising that the water supply to the property shall be turned off if not paid in full or payment arrangements are not made by due date. This letter will be provided to the owner(s) and tenants (if applicable) not fewer than seven (7) calendar days of the proposed shut-off.
7. A final attempt to contact the customer may be made by telephone after the due date, if time and circumstances permits.
8. A list of properties that require water disconnections will be approved by the Office Manager or designate and the water disconnection notices will be submitted to the Public Services Department for action. (Form 4). Charges as per item 2 above will apply.
9. Utility reminders (Overdue Notices) for all accounts in arrears are to be mailed within two weeks following a specified due date.
10. Before water is turned back on, the arrears must be paid in full or a payment plan, approved by the Office Manager or designate, is established. If a customer has defaulted on prior payment plans, payment in full is required. If a mortgage company is paying the customer's taxes, another available option is to transfer the water balance to taxes, notify the mortgage company and the balance will be paid directly by the mortgage company.
11. If the Municipality is holding any monies owing to the customer, such as accounts payable cheques, these amounts will be applied to the customer's water arrears, with notification to the customer.

12. Meter Testing at the Customer's Request:
- a) Public Works Department will be contacted to verify meter consumption readings and to ensure the meter is in working order by performing a physical check of the installed meter.
 - b) Upon written request from the owner and payment of a deposit of \$150.00, the meter will be removed by Public Works and tested for accuracy. If the meter is found to be within acceptable limits of accuracy, as deemed by the testing authority, it shall be considered to register correctly and the deposit shall be applied towards the costs of removing, testing and reinstalling the meter.
 - c) If the meter is found to register inaccurately, as deemed by the testing authority, no charge shall be applied for the cost of removing, testing and replacing the meter and the customer will be entitled to a credit or refund in the amount of the deposit paid (\$150.00). In addition, the Municipality shall authorize a reduction or refund to the Customer, equal to the additional water consumption incurred by reason of the excess percentage in the reading based on the consumption for the three (3) months prior to the test or last quarterly billing, if such data is available or otherwise as calculated or estimated by the Municipality. In no case shall any refund or reduction be made which would reduce the water rate below the minimum rate established by the Municipality.
13. Under section 398 of the *Municipal Act, 2001*, in the case of fees and charges for the supply of a public utility, unpaid fees and charges may be added to the tax roll of the property to which the public utility was supplied and is to be collected in the same manner as municipal taxes.

ADMINISTRATION OFFICE
1800 Main Street
P.O. Box 70
Geraldton, ON P0T 1M0



Phone: 807-854-1100
Fax: 807-854-1947
Email: administration@astrocom-on.com

GREENSTONE

WATER/SEWER SERVICE RECORD (Tenant Form)

Registered Owners Name _____

Mailing Address _____

Roll No. _____

Property Address _____

I declare that I am the registered owner of the above noted property and I am requesting that the water and/or tax bills be mailed to my tenant _____

at mailing address _____

Who has agreed to pay the water and/or tax bills while residing at the above address. I realize that in the event that the tenant does not pay the bills, as registered owner, I am responsible for the outstanding amounts.

Owner Signature required

Date

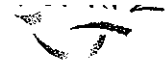
Name _____

I declare that I am the tenant of the above noted property and I am requesting that the water and/or tax bills be mailed to me for payment at the following mailing address _____

I agree to pay the water and/or tax bills while residing at the above address and will notify the owner and the Municipality if I move from this location.

Tenant Signature required

Date



MUNICIPALITY OF GREENSTONE

PO BOX 70 1800 MAIN STREET

WINDYBUSH ON P0T 1M0

Phone / Tél.: (807) 854-1100

Fax: (807) 854-1947

QUARTERLY FLATS Utilities Invoice

Account # / Compte: 710-00000-000

Billing Date / Date De Facturation: 07-Sep-2012 Bill From / De: 01-Jul-2012

Service Address / Adresse de service: 000 WOODCREST DR

Batch #: 2012090702 Bill To / À: 30-Sep-2012

Due Date/ Échéance : 28-Sep-12

PO BOX 000 STN MAIN
LONGLAC ON P0T 2A0

Make Cheque Payable to / Libellez votre chèque à
MUNICIPALITY OF GREENSTONE

Enter Amount Enclosed /
Montant Versé

Account Balance / Solde au compte \$ -15.23

Amount Due / Montant dû \$ 0.00

Please detach and return top portion with payment. Retain bottom portion for your records.
Veuillez découper le long de cette ligne et retourner la partie du haut avec votre paiement. Veuillez garder la partie du bas.

Account # / Compte: 710-00000-000

Billing Date / Date De Facturation: 07-Sep-2012 Bill From / De: 01-Jul-2012

Service Address / Adresse de service: 000 WOODCREST DR

Batch #: 2012090702 Bill To / À: 30-Sep-2012

Account Details From / Détails du compte au: 07-Sep-2012

Code	Description	Date	Units / Unités	Amount / Montant
	Last Payment Made on / Dernier paiement reçu 07-Apr-2011			-67.23
	Balance Forward As Of / Solde reporté à compter de : 07-Sep-2012			270.60
FS01	Flat Sewer Residential	07/09/12	1.00	129.66
FW01	Flat Water Residential	07/09/12	1.00	140.94
	Current Levy / Imposition Courante			270.60

IMPORTANT NOTES / MESSAGES IMPORTANTS

BILLS CAN BE PAID AT THE FOLLOWING BANKS:
LES PAIEMENTS PEUVENT ETRE FAIT AU BUREAU PRINCIPALE OU A
N'IMPORTE QUEL BUREAU DE SECTEURS, ET AUX BANQUES PARTICIPANTES:

TORONTO DOMINION, CIBC, ROYAL BANK, CAISSE POPULAIRE,
SCOTIA BANK/ VISA/MASTERCARD/ PRE-AUTHORIZED PMTS/WARD OFFICES/
OR COMMUNITY PORTAL.

Holiday Garbage Collection Schedules are available at all Ward Offices!
Les Horaires de Collections de dechets pour les jours ferie sont disponible dans les
bureaux secteur de la Municipalite de Greenstone!

ATTENTION
To avoid service disconnection please pay full amount due or
call 807-854-1100 ext. 2024 to make payment arrangements.

Account Balance / Solde au compte \$ 541.20

Due Date/ Échéance : 28-Sep-12

Amount Due / Montant dû \$ 0.00

March 0, 0000

Mr. Unknown
0000 Street Unknown
Unknown, ON
P0T 2A0

Re: Outstanding Water Account
000-000-000000-000

Please be advised that your water/sewer account is over two (2) quarters in arrears. If you do not make arrangements for regular payments or pay the total balance outstanding by xxxx xx, xxxx, your water services will be disconnected.

As per the Municipality of Greenstone's Water and Sewer Billing Collection Policy dated xxxx, xx, 2xxx, if an account is two (2) quarters in arrears, the water supply to the property shall be turned off. A charge of \$50.00 shall be levied for all disconnections and all reconnections.

If we disconnect your services, you must pay the full amount outstanding as well as the turn-off and turn-on fee prior to the water being turned on.

Your immediate attention to this matter will be greatly appreciated. If you have any questions concerning your billing, please feel free to contact the Municipality of Greenstone, Geraldton Office by calling (807) 854-1100 ext xxxx.

Sincerely,

Unknown,
Accounting Clerk/Water Receivable



Municipality of Greenstone
P.O. Box 70
GERALDTON, Ontario
P0T 1M0

Phone: (807) 854-1100

Fax: (807) 854-1947

WATER CONNECT OR DISCONNECTION NOTICE**

1. I, the undersigned do hereby request Public Works, to make the necessary connection or disconnection, to water service at the premises described below.
2. A charge of **\$50.00** shall be levied for any water supply connection/disconnection.”
3. It is Public Works’ responsibility to ensure that the water service is connected or disconnected promptly upon notice from the Municipality of Greenstone, Main office. This form must be completed and faxed back to the Municipality of Greenstone, Geraldton Office **immediately** upon connection or disconnection of service.

Municipal Portion	Public Works Portion
Roll No.	Date Service Connected/Disconnected
Street Address: Contact Name: Contact Phone#:	Public Works Staff Signature:
Owner/Tenant (please print)	
CONNECT/DISCONNECT DATE:	
Fees: <input type="checkbox"/> Paid <input type="checkbox"/> Not Paid	<p><u>PLEASE NOTE:</u></p> <p>Immediately upon Connection or Disconnection a signed and dated copy of this form <u>MUST</u> be sent to the Municipal Office in Geraldton, to be filed on the customer’s file.</p>
Owner/Tenant Signature:	
Municipal Staff Signature:	

The owner or designate must be present prior to Disconnections and Connections.

(14/11/2012)