

THE CORPORATION OF THE  
MUNICIPALITY OF GREENSTONE

**POLICY MANUAL**

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**SECTION:** Corporate Services      **SUBJECT:** **WATER AND SEWER  
BILLING COLLECTION  
POLICY**

**EFFECTIVE DATE:**      **May 8, 2017**

**AUTHORIZATION:**      17-84

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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 shall be levied, in accordance with the Municipal Fees and Charges By-law, for any water supply connection and disconnection including those initiated by the Municipality due to collection action.
  3. A charge shall be levied, in accordance with the Municipal Fees and Charges By-law, 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.
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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. If the 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. Utility reminders (Overdue Notices) for all accounts in arrears are to be mailed within two weeks following the billing due date.
6. If the 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 satisfactory to the municipality 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 before the proposed shut-off.
7. 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. Any fees still outstanding 30 days following the termination of service shall be added to the tax roll of the owner on record and the owner shall be advised in writing (form 6). On the first month after the due date, interest will be charged at the rate of 1.25% per month (15% per annum) on any balance of unpaid taxes including utility arrears added to the tax roll.

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 and 3 above will apply.
9. Before water is turned back on, the arrears must be paid in full or a payment plan, approved by the Director of Corporate Services or designate, is established. If a customer has defaulted on prior payment plans, payment in full is required.
10. 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.
11. Effective December 1, 2014, where a metered user is presented with a water/sewer bill which is clearly not representative of normal consumption, and where the metered user can clearly demonstrate that timely corrective actions were taken to mitigate the amount of water lost, the Municipality will allow, once in a four year period, an adjustment downwards to an amount equal to the average billings for the previous two quarters.
12. Where a resident has reached the age of sixty five and pays for water and sewer at the property where they reside, they may apply for a reduced senior rate calculated at 90% of the normal rate.

13. The ability to purchase municipal property or other municipal services will be restricted if the ratepayers property taxes or water and sewer accounts are not current.
  
14. 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 as stipulated in the Municipal Fees and Charges By-law, 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 complete cost for removing, testing and reinstalling the meter will be charged to the owner less deposit already recorded.
  - 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. 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.
  
15. Council may, at its discretion, change, alter or suspend any part of this collection policy.

WATER / SEWER SERVICE RECORD  
Tenant Form 1

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 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

Form 3

month/day/year

Name

P.O. Box 1800

Municipality of Greenstone

POT 1M0

Re: Outstanding Water Account

Acct #: \_\_\_\_\_

Civic Address: \_\_\_\_\_

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Please be advised that your water/sewer account is (2) quarters in arrears. If you do not make arrangements for regular payments or pay the total balance outstanding by April 30<sup>th</sup>, 2016, your water services will be disconnected.

As per the Municipality of Greenstone's **Water and Sewer Billing Collection Policy**, if an account is two (2) quarters in arrears, the water supply to the property shall be turned off. A charge shall be levied for disconnections and all reconnections as in accordance with the Fees and Charges By-Law.

If we disconnect your services, you must pay the full amount outstanding as well as the turn-on and turn-off 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, Administration Office by calling (807) 854-1100 ext: 2024.

Sincerely,

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Accounting Clerk / Water Receivable

**Form 4**  
**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. A charge of **\$175.00** shall be levied for emergency on/off after hours/weekend
4. **48 hours notice must be given prior to connection/disconnection unless in an emergency.**
5. 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#:	<b>Public Works Staff Signature:</b>
Owner/Tenant (please print)	Meter Reading: Disconnection/Connection  _____
CONNECT/DISCONNECT DATE:	<p><b><u>PLEASE NOTE:</u></b>  <b>Immediately</b> upon Connection or Disconnection a signed and dated copy of this form <b><u>MUST</u></b> be sent to the Municipal Office in Geraldton, to be filed on the customer's file.</p>
Fees: <input type="checkbox"/> Paid	
Owner/Tenant Signature:	
Municipal Staff Signature:	

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

Form 5

Application for Senior Water Rate

Account Number:



Name:

Address:

Phone Number:

I, the above named applicant, hereby declare that I am sixty-five (65) years old on

Month /day /Year:

Qualifying me for the Senior's Citizen's water and sewer rates, effective in the following quarter billing. I understand that to receive this discount, I must be paying water and sewer rates in the place in which I live.

\_\_\_\_\_  
Signature of Applicant

\_\_\_\_\_  
Date

Approved by: \_\_\_\_\_

Form 6

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month/day/year

Name

P.O. Box 1800

Municipality of Greenstone

POT 1M0

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Re: Outstanding Water Account

740-00000000-000

73288 Greenstone Main ST.

Please be advised that more than 30 days have passed since the water/sewer account at this address was terminated. All efforts to remedy this situation and to bring this account current have failed.

As per the Municipality of Greenstone's **Water and Sewer Billing Collection Policy** dated xxxx xx, xxxx, and in accordance with Section 398 of the Municipal Act, 2001, please be advised that outstanding balance of water and sewer arrears in the amount of [Amount] which was in arrears to this date has been added to the tax roll for property address [Address] on [Date]. On the first of each month after due date, interest will be charged at the rate of 1.25% per month (15% per annum) on any balance of unpaid taxes (including utility arrears added to the tax roll)

If you have any questions regarding this account, please feel free to contact the Municipality of Greenstone, Geraldton Office by calling (807) 854-1100 ext #2025.

Sincerely,

Director of Corporate Services