



1. PURPOSE

This policy relates to the collection of water and sewer accounts and provides procedures for collection of accounts which are in arrears.

2. WATER AND SEWER BILLING

2.1. Charges for water and sewer will be charged in accordance with the user fees specified in the current Municipal User Fee By-Law.

2.2. Water and sewer bills will be:

- a) issued quarterly for the periods ending March 31, June 30, September 30 and December 31;
- b) issued at least 21 days before payment is due; and
- c) forwarded to the owner of the property for payment.

2.3. Regardless of where the water and sewer bills are forwarded, the property owner may:

- a) receive copies of the water and sewer bills;
- b) be entitled to all information regarding their water and sewer account; and
- c) be ultimately responsible for ensuring payment of all charges and keeping the account up to date.

3. METHODS OF PAYMENT

3.1. Payment may be made by cash, cheque, debit card, money order, bank draft, internet banking, telephone banking, preauthorized payment and at the bank. Post-dated cheques will be accepted.

3.2. NSF payments are subject to the service charge in effect at the time of default, as provided for in the current Municipal User Fee By-Law, and will be applied to the water and wastewater account if a payment is returned from the bank.

- 3.3. If two payments are returned from the bank on any water and sewer account in a 12-month period, the account holder will be informed in writing that all further payments must be paid in the form of a certified cheque, cash or by electronic banking.
- 3.4. Payment tendered in US funds will be accepted based on the exchange rate established by the Town's bank on the day of deposit.

4. LATE INTEREST CHARGES

Monthly late interest charges will be applied to all arrears at the rate prescribed in the current Municipal User Fee By-Law.

5. PAYMENT AGREEMENTS

Any time a water and sewer account is in arrears, the property owner may enter into a payment agreement with the Town to resolve the arrears under the following conditions:

- a) The agreement must be in writing and signed by the property owner and an authorized representative of the Town. The Town's legal counsel may assist in the preparation of any such agreement.
- b) Payments must be made according to the agreed upon schedule.
- c) The amount of each payment must be sufficient to pay the arrears in full within a period not to exceed 1 calendar year, subject to extension at the Town's sole discretion.
- d) Failure to strictly adhere to the terms of the agreement will result in the agreement being terminated and enforcement action being taken including disconnection as applicable under the Municipal Act and other applicable legislation.

6. COLLECTION & DISCONNECTION PROCEDURE

- 6.1. Fourteen (14) days following the payment due date, a statement marked "PAST DUE" will be sent to all property owners with an outstanding balance (First Notice).
- 6.2. Accounts that remain outstanding for a further fourteen (14) days will be issued a Second Notice "PAST DUE" statement as well as a Notice of Disconnection. This Notice will include information on when payment is due and how payments can be made.
- 6.3. A Final Notice will be hand delivered to all accounts that remain outstanding fourteen (14) days after the issuance of the Second Notice. This Notice will allow for 48 hours to provide proof of payment and will also include the date when service to the property will be terminated.

- 6.4. Re-connection may occur upon proof of full payment of the outstanding arrears or entry into a payment agreement in accordance with Section 5 of this policy.
- 6.5. Disconnection and re-connection charges will apply, as listed in the current Municipal User Fee By-Law.
- 6.6. During the winter months (November to April), water and sewer arrears will be added to the appropriate property tax account (see section 7).

7. ADDING WATER AND SEWER ARREARS TO THE TAX ROLL

- 7.1. Unless this policy specifies otherwise or a payment agreement is currently in effect, the Town may, at any time during a taxation year, add water and sewer arrears to the tax roll in accordance with Section 398(2) of the *Municipal Act, 2001*.
- 7.2. Amounts added to the tax roll will include fees and charges imposed by the Town including those associated with the Town's collection efforts. Fees and charges so added to the tax roll have priority lien status. Such fees and charges, including interest, may be collected in the same manner as taxes on the property from either the assessed owner of the property at the time the fee or charge was added to the tax roll or any subsequent owner of the property.

8. PROPERTY SALES

- 8.1. Upon receiving written notice that a property owner has sold their property, a final bill will be issued and a new account set up for the new property owner.
- 8.2. When a final water bill is not paid by the due date, the arrears and applicable fees and charges imposed by the Town may be added to the tax roll in accordance with Section 398(2) of the *Municipal Act, 2001*.
- 8.3. The Town is not responsible for notifying new property owners of arrears against properties they purchase. It is the responsibility of prospective purchasers and/or their solicitors to ensure that taxes and/or water and sewer arrears are paid.

9. TAX CERTIFICATES

- 9.1. Tax Certificates including water and sewer arrears will be issued upon written request to the Town for the fee as prescribed in the current Municipal User Fee By-Law.

Approval Date:	August 10, 2015	Approved by:	Council Res.15-302
1.Amendment Date:	October 16, 2017	Approved by:	Council Res. 17-360
2.Amendment Date:	May 21, 2019	Approved by:	Council Res. 19-225
3.Amendment Date:		Approved by:	