

Town of Lampman
Water and Sewer Collection Procedures
Policy No. 500-7
June 12 , 2019

Subject:	Water and Sewer Collection Procedures
Type:	Utilities
Authority:	Approved by Council: June 12, 2019

Water and Sewer Collection Procedures

1. Purpose

The purpose of this Policy is to establish procedures that must be adhered to by the administration for the Town of Lampman in order to maintain the most efficient method of utility account collections and keeping equitable payment schedules for the residents of Lampman.

2. Application for Service

All utilities shall only be put into the name(s) of the assessed owner(s) for each property.

3. Procedures

a) All procedures must abide by legislation set out in *The Municipalities Act* and all related Policies and Bylaws of the Town of Lampman.

b) Utility bills will be sent out to the appropriate customers every three (3) months.

c) Utility bills will be calculated as per the submission of water meter card readings or estimated readings according to Policy No. 500-6 Water Meter Reading Surcharge.

d) Any uncollected amounts owing on account for water and/or sewer after thirty (30) days will become subject to one (1%) percent interest per month charged to the applicable account.

e) At any time, payment agreements can be made with the consent of the Administration. Payment agreements must be adhered to or the account holder will face the risk of service disconnection.

f) After every utility billing, accounts overdue [more than ninety (90) days] with any amount outstanding over one (1) billing cycle will be sent a final notice and given ten (10) days to either clear all outstanding amounts or set up payment agreements, otherwise the customer's account will start the process to be terminated for nonpayment.

g) In the case of nonpayment after the expiration of the ten (10) day final notice as set out in clause (f) above, a disconnection notice shall be given; by either hand delivered or attached to one or more of the occupants' doors and mailed to the address on record for the subject property warning that service disconnection for this location will happen within twenty-four (24) hours of the date of the notice if payment/or arrangements are not made immediately.

