

Water and Sewer Collection Procedures	Authority: Approved by Council	Type: Employee
	Effective date: June 15, 2022	Revised date: June 15, 2022
	Policy No. 500-7 Water and Sewer Collection Procedures	

Town of Lampman

Policy No. 500-7

Water and Sewer Collection Procedures

June 15, 2022

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. In the event that the property is under a “rent-to-own” Agreement, the registered owner must sign an agreement with the Town of Lampman that in the event the rent-to-own falls through, that the registered owner shall be responsible for all outstanding utilities and the outstanding utilities will remain attached to the 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.

Water and Sewer Collection Procedures	Authority: Approved by Council	Type: Employee
	Effective date: June 15, 2022	Revised date: June 15, 2022
	Policy No. 500-7 Water and Sewer Collection Procedures	

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 administration of the Town of Lampman. 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 fourteen (14) 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 fourteen (14) days, 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.

h) In the event any payment agreement is defaulted on and no alternate arrangements are made between the Town of Lampman and the owner, the process for final notice as set out in clause (g) herein shall commence.

i) In the winter months for accounts that are in arrears and when disconnection of utilities is not possible due to the weather, that the owner be advised by letter that the waste and recycle bins will be pulled within fourteen (14) days of the date of letter and remain pulled until payment is received; and that the utilities to the subject property will be disconnected as soon as weather conditions permit if the account is still in arrears.

Water and Sewer Collection Procedures	Authority: Approved by Council	Type: Employee
	Effective date: June 15, 2022	Revised date: June 15, 2022
	Policy No. 500-7 Water and Sewer Collection Procedures	

j) Once utilities have been disconnected or waste and recycle bins pulled due to lack of payment, the utilities will not be connected or bins returned until payment in full is received.

Document Revision History:

Document Title	Revision Date	Approved By
Policy No. 500-7 Water and Sewer Collection Procedures	June 12, 2019	Council
Policy No. 500-7 Water and Sewer Collection Procedures	June 15, 2022	Council