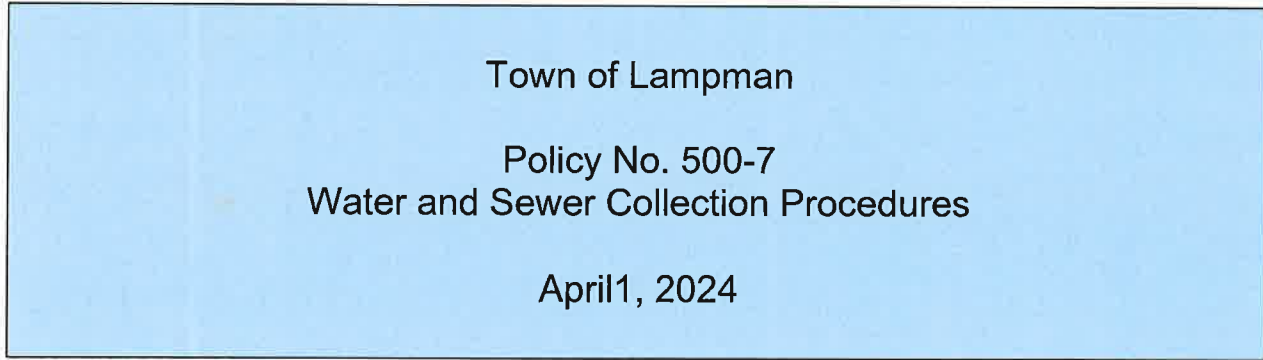


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	Policy No. 500-7 Water and Sewer Collection Procedures	



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.

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d) After every utility billing, accounts overdue more than 30 days will be sent a final notice and given fourteen (14) days to have the account paid in full. Water will be turned off if not paid or appropriate arrangements made.

e) There will be a \$20 charge added to accounts to which overdue notices have been sent.

f) 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; the re-connect charge will be added even if the water is not turned off, and that the utilities to the subject property will be disconnected as soon as weather conditions permit if the account is still in arrears.

g) 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.

h) This policy will be effective April 1, 2024.

Document Revision History:

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

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Policy No. 500-7 Water and Sewer Collection Procedures	June 15, 2022	Council
Policy No. 500-7 Water and Sewer Collection Procedures	September 13, 2023 Effective January 1, 2024	Council