

Title	UTILITY BILL COLLECTION POLICY	POLICY NO:	WS-1
Legislation Reference	Bylaw 2022-03 Water Sewer Bylaw		
Purpose To ensure that the Village of Beiseker is able to effectively collect on outstanding utility bills.			

Policy Statement and Guidelines
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This policy applies to all instances where a utility account is overdue by more than 30 days. This policy rescinds the Water Sewer Billings Policy # G-1

*Bylaw 2022-03 Water Sewer Bylaw, the village retains the right to cut off water to any account that is more than 30 days in arrears. Section 15. vi) and Section 22 v) c).*

*Bylaw 2022-03 Water Sewer Bylaw, the village retains the right to roll any amounts that are in arrears. Section 15 iii)*

This policy states:

1. 30 days' shut off notice will be provided to any account that is over 60 days in arrears.
2. Only water and sewer charges will be discontinued for any account that has been shut off as a result of non-payment. Garbage/Recycling and any other charges will continue to be billed.
3. Where access to the cc valve on the property whose service is being cut off is damaged, broken or not accessible, that the Village will make every reasonable attempt to repair and/or replace the valve or ensure there is access to a working valve.
4. It will be the decision of the CAO to determine if valve repair/replacement is unreasonable. If this is the case, the amount of utility arrears will be moved to the tax account for the property. Utility arrears will be moved to the tax accounts in September. Advice that the amount has been moved to the tax account will be provided to the landowner.
5. If utility arrears are to be moved to the tax account per Item 4, and the tax account is under a TIPS (Tax Payment Plan) agreement, the agreement will become null and void and the account will not be eligible for a TIPS agreement until the following year and only if the full amount of the tax and utility accounts for the property are paid in full.
6. If an account that is subject to shut off is under a Tax Recovery Payment Plan, the notice for shut off will be applied. The only exception to this is a complex where more than one resident is under the same meter (ie: apartments), or it is a rental property where the landowner is responsible for the utility payment, not the tenant.

7. Tax Certificates

Upon receipt of request for a tax certificate for the sale of any property, the balance of the related utility account will be reviewed. Any outstanding amounts owed on the utility account on the date of purchase will be transferred to the tax account for the property.

If the utility account is in arrears, the full amount of the utility account will be transferred to the tax account and the tax certificate will reflect the full amount of taxes and utilities owing. It is understood that if a property sale does not go through after the tax certificate is requested, that the amount owing in utilities will be collected through taxes.

The Tax Certificate will indicate that the final utility bill amount will be transferred to Taxes.

	Date	Number
Approved	2018, Sep 24	2018-158
Amended	Aug 21 2023	2023-163

  
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Chief Administrative Officer

  
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Chief Elected Official