



## **POLICY REGARDING OUTSTANDING UTILITY ACCOUNTS**

### **1. PURPOSE**

The purpose of this Policy is to provide guidelines for the transfer of outstanding utility accounts to the property tax roll and or disconnection of Utility Services.

### **2. GENERAL GUIDELINES FOR TRANSFER OF UTILITY TO TAX ROLL**

All utility charges that are over sixty (60) days past due will be added to the property's tax roll. The utility charge will only be transferred to the tax roll on the parcel of land associated with the utility charge so that the service address for the utility charge and the service address for the tax roll are the same.

Written notice will be provided to each property owner prior to the transfer of any overdue utility amount to the tax roll for the property.

The notice will provide the following information:

- Utility account number
- Indication that the account is overdue and the amount which is overdue
- Notice that the overdue amount will be transferred to the property tax roll and the date which the transfer to the property roll will occur, if full payment is not received prior to that date.
- Property tax roll number to which the overdue amount will be transferred.

### **3. GENERAL GUIDELINES FOR DISCONNECTION OF UTILITY SERVICES**

Accounts to which have been subject to transfers to the property tax roll for two (2) or more consecutive terms will be subject to service disconnection.

Written notice will be provided to each property owner prior to the disconnection of service.

The notice will provide the following information:

- Utility account number
- Indication that the account is overdue and the amount which is overdue
- Notice that the service will not be restored until utility payment including reconnection fees is paid in full, if not paid in full prior to the date of disconnection.
- Utility accounts in constant arrears for a two (2) year consecutive period may be subject to permanent disconnection

This policy shall come into force and effect upon adoption by Council at a Regular or Special Meeting.

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