

Municipality of Brooke-Alvinston Water and Sewer Collection Policy

Rates

1. Water consumption and sewer use will be billed at the rates as adopted by Council from time to time (currently By-Law 28 of 2001)

Readings

1. As of February 1, 2009 the Municipality of Brooke-Alvinston staff will conduct all meter readings.
2. As of November 29, 2009 meter reads are done remotely. (once new Elster meter is installed)
3. Meter reads will be done every fifty seven – sixty two (57 – 62) days during scheduled working Municipal staff hours.
4. Customers are responsible to ensure the accuracy of the consumption billed according to the inside meter.

Billing

1. Water utility billings will be issued within a reasonable amount of time after the meter reads are completed. The range between meter reads and water billings is between 2 days and 7 days.
2. Water and sewer utility invoices will be due fifteen (15) days from date of invoice. If the fifteenth (15th) day falls on a weekend or statutory holiday then the due date is moved to the next business day. Due date is as listed on the invoice.
3. Registered owner(s) of the property for which the utility is received is/are responsible for the payment of the water/sewer utility invoices. Any rental properties water/sewer utility invoices are between the registered owner and their tenant. If the registered property owner's tenant defaults on the water/sewer invoice is it still the registered property owner's responsibility to pay the utility invoice.

Final Reads

1. A final reading must be obtained when a property changes ownership.
2. It is the responsibility of the current owner to arrange for a final read with the Municipality of Brooke-Alvinston

3. Customers must provide access to the water meter by Municipality of Brooke-Alvinston staff when requested by Municipality staff.
4. Customers must notify the Municipality not less than forty eight (48) hours in advance of a required final read.
5. Forwarding address for final read invoices must be supplied at time of booking.

Minimum Billing Charges

1. The regular minimum billing charges for water and sewer will continue to be charged to a property when the water has been turned off for any reason.
2. The regular minimum billing charges for water and sewer will be charged to all properties that are on the water or sewer line regardless if the property is or is not hooked up to the water or sewer systems.

Penalties and Shut Off

1. Penalty of 1.25% monthly shall be charged on all outstanding balances.
2. Past due notices will be sent for all invoices that are 30 days past the invoice date.
3. Final notices will be sent for all invoices that are 45 days past the invoice date. A shut off date is listed on the Final Notice.
4. If payment or suitable payment arrangements are not made by the shut off date listed on the final notice the property is subject to water disconnection or reduction of water. The outstanding balances may be transferred to property taxes for that property without further notice.
5. Once the Final notice due date has passed a RED notice will be placed on the property's front door giving any person living at the property four (4) weekdays to contact the Municipal office to avoid water disconnection/reduction. At that time payment or commitment to payment arrangements must be met to avoid disconnection/reduction or transfer to taxes.
6. Properties who do not receive water from the Municipal lines but who are billed for the line and default on Final notice due date are subject to account balance transfer to tax roll without further notice.
7. Once outstanding utility balances have been transferred to a tax roll they will be treated in the same manner as outstanding tax amounts; are subject to the same policies and penalties.

8. Customers on monthly payment arrangements must make a MONTHLY payment. If for some reason a customer is unable to make a payment they must contact the Municipal office prior to the end of that month or the account will be in default.
9. Customers who default on monthly payment arrangements are subject to water disconnection/reduction/transfer to tax roll.
10. Customers who default on monthly payment arrangements more than three (3) times are subject to water disconnection/reduction/transfer to tax roll without any notice.
11. All balances over 45 days are subject to disconnection or reduction of water and also subject to account balance transfer to property tax roll.

Service Charges

1. An NSF charge of \$30 will be charged on each payment item returned by the bank.
2. Disconnection & reconnection charges will be applied in situations where shut off was executed. (currently \$75)

Bulk Water Dispensers (Water Tower)

1. A \$25 deposit shall be required in order to obtain a water tower key.
2. The deposit shall be cashed by the Municipality, with no interest accruing, and may be used to pay down outstanding water accounts.
3. The deposit shall be refunded upon return of the water tower key and receipt of payment in full of the account, minus any deductions for outstanding water accounts or service charges.
4. The use of fire hydrants for filling swimming pools or any other such activities shall be prohibited. Any person requiring a large volume of water for any reason shall obtain a water tower key and abide by the policies established for those stations.
5. In the event of a key holder losing or misplacing a water tower key, the key holder will be liable for the cost of the replacement key (currently \$100). This amount will be invoiced to the customer and treated in the same manner as water tower invoices. The invoice amount must be paid before a replacement key is issued.
6. Water Tower billings will be approximately every sixty (60) days through the spring/summer/fall with the invoice being due thirty (30) days after the invoice date.
7. CLEAN CONTAINERS ONLY may be brought to the water tower. Chemicals are not to be mixed in the tank or brought to the tower site. Service will be discontinued if this rule is not strictly adhered to.
8. If you only need water tower service once a year you should return your key when you are not using it so that others may use the service also.

9. If no consumption of water has been used for any water key for one season the customer will be asked in writing to return the water tower key. If a water tower customer fails to return the key within the due date on the letter the customer will be charged the key replacement charge.
10. Services will be discontinued for any misuse of the service.
11. Services will be discontinued for any outstanding water tower amounts over forty five (45) days.

Meters

1. All customers shall permit access to the inside water meter by Municipality of Brooke-Alvinston staff at all reasonable times as deemed necessary.
2. In the event there is a dispute over meter accuracy, the municipality shall remove the said meter and have it tested by an independent company.
3. The industry's standard range for acceptable meter accuracy is 1.5% above or below 100% accuracy and no adjustments shall be made for any test results within that range.
4. If the meter is found to be registering within the standard range, the customer shall be responsible for all testing costs and for the water consumption as billed.
5. If the meter is found to be registering above the industry standard range, the Municipality shall be responsible for all testing costs. Consumption for a maximum of six months will be adjusted by the percentage of inaccuracy of the meter as per the test result and a new invoice issued.
6. If the meter is found to be registering below the industry standard range, there will be no adjustment made to consumption.
7. As of January 1, 2010 all water meters on the Municipality of Brooke-Alvinston system are considered property of the property owner. Any new connections to the water system will be required to purchase a water meter as well as a connection permit.
8. Any consumer who requires their meter to be replaced due to negligence, abuse or misconduct will be charged for the said meter at the cost of replacement plus installation plus an administration charge.

Connection/Disconnection of Services

1. The water supply to customers of the Municipality of Brooke-Alvinston may only be turned on or shut off by the Municipality of Brooke-Alvinston staff or their agents.
2. All requests for water supply to be turned on or off must be at least 48 hours prior to the date the service is required. All requests must be accompanied by the appropriate form as supplied by the Municipality.

3. A fee will be charged to the customer's account for each time the water is turned on or shut off during regular works department hours (currently \$75)). This fee remains payable regardless of the reasons for the water connection/disconnection.
4. Any turn on or shut off which is performed after normal working hours, will be charged a fee of two times (2x) the normal fee. This charge shall apply regardless of the reason for the request.

Appointment Fees

1. Any person unable to keep an appointment for water services must give 2 hours notice of cancellation. If notice is not given to the Municipality of Brooke-Alvinston a service fee will be billed to the customer.
2. If the Municipality of Brooke-Alvinston is called out to make a service call at a residence and the problem is found to be the landowner's responsibility a service charge will be billed to the customer.

General

1. All water and sewer collection policies and actions as adopted by the Municipality of Brooke-Alvinston council from time to time shall form part of this comprehensive policy.
2. This policy was adopted by Municipality of Brooke-Alvinston council on July 14th, 2011 and becomes effective immediately upon adoption.
3. All fees and service charges referred to in this policy are set by Municipal By-Laws.