



Policy #1003-01
Utility Accounts

Policy Statement:

The Village of Cremona will provide a consistent and effective process to administer overdue utility accounts and disconnection or reconnection of utility services.

1. Definitions

- 1.1 Non-Payment means two billing periods are owing on a utility account.
- 1.2 Owner means an individual, partnership or corporation who is the owner of the lands and who submits an application for utility servicing of those lands. It means any person who is:
 - 1.2.1 Registered as the Owner of the Property under the Land Titles Act and/or;
 - 1.2.2 Recorded as the Owner of the Property on the Assessment Role of the Village of Cremona.

2. Responsibilities

- 2.1 Administration:
 - 2.1.1 Shall monitor status of utility accounts and non-payment of utility charges by a customer.
 - 2.1.2 Shall follow the established collection process for unpaid utility charges.

3. Guidelines

- 3.1 Handling of Overdue Accounts
 - 3.1.1 Utility services supplied to a parcel of land are to be billed to the Owner, Landowners of a mobile home rental park where multiple services are provided to individual homeowners are treated in the same manner.
 - 3.1.1 Landowners who rent their property out may request a duplicate copy of their utility bill by signing an authorization at the Village office. This enables renters/mobile homeowners to receive a duplicate copy enabling them to use the billing information for payment purposes.
 - 3.1.2 The liability for utility payment will rest with the Landowner.
 - 3.1.2 Overdue utility accounts will be issued an arrears letter to the landowner by mail, requesting payment by a specified date to avoid subsequent action by the Village.

- 3.1.3 Should any combined water and wastewater account or portion thereof remain unpaid for more than sixty (60) days following the date of the billing, the Village of Cremona shall have the right to enforce payment by transfer of the unpaid amount to the property tax account or the right to disconnect the water supply to the property.
- 3.1.4 A charge as set by Council in the annual Rates, Fees and Fines Bylaw will be added to the utility account for each disconnect occurrence.

4. Disconnection or Reconnection of Utilities

- 4.1 A Landowner may request their service/s be disconnected by doing so in writing and must include the reason for disconnection.
- 4.2 The Village of Cremona may disconnect utility services at a service address in the event that a landowner is not making regular payments as required through letters and notices or is incurring regular transfer of charges to the Tax Roll for a period of at least one year.
- 4.3 Service disconnection or reconnection will not take place after 3:00 pm on any given day and no later than Noon on Thursdays.
- 4.4 Reconnection will only take place after overdue utility charges and a reconnection fee, as set by Council in the annual Rates, Fees and Fine Bylaw, are received at the Village Office. Payment to restore services cannot be made to Public Works Staff at any time. Payment must be cash, certified cheque, or money order and must be paid at the Village Office. Online payments will not be accepted for accounts that are in risk of being shut off.
- 4.5 The Village of Cremona will not be responsible for costs related to repairs or property damage resulting from disconnection/reconnection of water services.
- 4.6 If utility services are disconnected at the request of the property owner, the basic monthly flat rates will continue to be charged on the related utility account unless the owner requests in writing that the meter(s) and appurtenances be removed. The basic monthly fee will no longer apply from the beginning of the next month following the removal of the meter(s) and appurtenances.
- 4.7 If the property owner requests that the meter(s) and appurtenances be reinstalled within a 12 month period following the removal then the Monthly Basic Flat Charges will be reassessed from the date of removal to the date of reinstallation and will be added to the related utility account.
- 4.8 A purchaser of a property assumes responsibility for any arrears and/or accumulated fees and penalties and MUST ensure that an adjustment is made for any such arrears between themselves and the vendor of the property. If a purchaser is not yet the registered owner of a property, any outstanding amounts can be determined by contacting the Village office and requesting a Tax Certificate advising of the outstanding taxes and utilities related to the property.

4.9 Any debit or credit adjustments to a customer's utility account for utility services will be applied up to a maximum of one year.

5. End of Policy

Resolution #151-15; 232-16

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