

Utility Billing Policy

Policy No. 5.6.2

Date of Policy: September 10, 2018**Review:** June 17, 2019**Motion Number:** 2018-512**Purpose:**

To provide for timely collection of water and sewer accounts.

Policy:

All water and sewer accounts are due on the twenty-fifth (25th) day of the following month.

To avoid being disconnected, the balance forward amount must be paid in full by the fourteenth (14th) day of the following month.

Town staff will attempt to contact the account holder prior to disconnecting service.

To reinstate the water service the amount of the bill plus a reinstatement fee must be paid as per the current Water & Sewer Rates Bylaw.

Utilities - Domestic Rates

Set by the current Water & Sewer Rates Bylaw.

Utilities - Town's Expense

Water and Sewer are supplied at Town's expense to: East Pleasantview Rink, Pinecrest Rink, Kinsmen Park, Legion Fountain, Centennial and Jubilee Arenas, Town Office, Enterprise Centre, Senior Citizen's Hall, Fire Hall, Town Shop, and The Pool @ Central Park.

Excessive Utility Bill Policy:

Where a client has received an excessive water bill as a result of a water break within a premise, the Director of Works & Utilities and/or the Chief Administrative Officer are authorized to reduce the charges by any amount deemed appropriate, after giving due consideration to all facts and circumstances leading up to the excessive billing.

Utility Rates - Senior Citizens Duplexes:

Utility rates for the two duplexes of the Nipawin Local Housing Authority located at: 215 - 217 - 2nd Ave. E and 401-403 - 2nd Ave. E. are set at the same level as rates currently being charged to the Elks Senior Citizens duplexes on Connel Street, without regard to consumption.

Water & Sewer Service - Senior Citizen's Hall:

The Town of Nipawin assumes responsibility for water and sewer billings to the present Senior Citizen's Hall effective May 1, 1979.

Water & Sewer - Temporary Turn-On Fees:

New Construction / Move-in:

Upon applying for the required building permit to construct or move a new building into Town, where a new water service is required, the owner will pay a meter deposit (new water applicants only).

An additional fee is charged for temporary water use during construction as per the current Water & Sewer Rates Bylaw.

The temporary water turn-on to the premises will be done by the Town's crew after the plumber advises that they are connecting the sewer and water to the Town's service connection and the connection has been inspected for leaks.

This one-time only, temporary turn-on will become effective when the water service connection is installed in the building, for a maximum of 6 months or to the date when the building is being occupied for its intended use, whichever occurs first. Upon expiry of the temporary turn-on services to the property the water will be disconnected until such time a water meter is installed.

Renovations, Repairs or Temporary Events:

A temporary turn on will be provided for properties with an existing meter.

This temporary turn on will be for a limited time period not to exceed seven (7) days.

This temporary turn on will be subject to applicable fees as per the current Water & Sewer Rates Bylaw.