

THE CORPORATION OF THE TOWNSHIP OF THE NORTH SHORE

POLICY MANUAL

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POLICY TITLE:	SUBJECT:
Water Arrears	Delinquent water accounts
POLICY SECTION:	POLICY NO:
W	2
EFFECTIVE DATE:	ENACTED BY:
March 19, 2014	Resolution

By-Law 82-57 states that water customers shall be given one (1) warning that their account is in arrears and that the outstanding amount is to be paid in full within seven (7) days.

Procedure

1. The Accounting Assistant is to prepare a Notice of Arrears Form for accounts in arrears of three month. This Notice is to be sent by Registered Mail to the property owner and to include a notice that the water will be shut off in seven (7) days.
2. If a tenant is not responsible for payment of the account, then a generic letter of Notification shall be prepared by the municipality informing the tenant of the impending water shut off of seven (7) days.
3. The Arrears Notice should allow for seven (7) business days plus a mailing period of three (3) days, therefore the shut off date to be indicated on the Notice should cover approximately a 10 day period.
4. The Accounting Assistant shall remit a copy of all Notices of Arrears to the Clerk.
5. Upon scheduling a meeting with the Clerk, the water customer will have the opportunity of setting up a reasonable payment schedule. This schedule is to be recorded in the customer's water account file.
6. However, if the property owner has not contacted the municipal office or if payment has not been received by the date indicated on the Notice, the Accounting Assistant is to advise the Clerk.
7. The Accounting Assistant shall then fill out a Water Shut Off form and remit it to the water operator, who will proceed with the water shut off. The water shut off fee is to be recorded in the customer's water account.
8. The Accounting Assistant shall keep all copies of Notices of Arrears, Water Shut Off Forms and letters of Notification in the Water Accounts binding case.
9. At year end (December 31) all water arrears shall be transferred to taxation