



POLICY

SECTION: Water & Wastewater

NUMBER: WWW/01-23

TITLE: New Utility Account

PAGES: 2

1. Purpose

The purpose of this policy is to outline the process of applying for a utility account and define the responsibilities of the Property Owner and Renter with regards to water and/or sewer services.

2. Definitions

2.1 Property Owner – shall refer to the person or persons who are listed on the title of a specific property.

2.2 Renter – is not the property owner and shall refer to the utility account holder/customer of the subject property.

3. Policy

3.1 The renter and property owner are both responsible for providing notices to the Town when vacating or renting a premise for the first time.

3.2 The renter or property owner must complete a New Utility Account Application.

3.3 If the new renter has an unpaid amount on a previous property, the utility may refuse service to the tenant on the new property until the utility account is paid in full.

3.4 The departing tenant will be responsible for services to the date of departure and the arriving tenant or the property owner will be responsible on the following day.

3.5 If there is an outstanding amount on the utility account, the Town shall take all reasonable steps to collect the arrears from the renter. If the utility account remains outstanding, the property owner will be responsible to pay the utility account in full.

3.6 If the utility account remains outstanding, the Town will not reconnect services to the residence until the utility account is paid in full. The Town will also not allow any owner/renter to connect to the water and sewer until the utility account for that property is paid in full.

Approved by: Resolution 2023-158

Implementation Date: Sept 14/23
Review Date:

Signatures: 
Mayor


Chief Administrative Officer

3.7 If there is a period of time between departing tenant and the arriving tenant, the property owner will be responsible for the charges incurred during the lapse.

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