

RURAL MUNICIPALITY OF BROKENHEAD POLICY AND PROCEDURE MANUAL		POLICY NO: UTL-102
REFERENCE: UTILITY	ADOPTED BY: Resolution #209-16	Page 1 of 2
	Date: April 26, 2016	
TITLE: Collection of Water and/or Sewer Charges		DATE LAST REVIEWED BY MGMT: Apr 26/16

1. Purpose

The purpose of this document is to outline and define the responsibilities of the Property Owner and Renter with regards to water and/or sewer services.

2. References

2.1 *The Public Utilities Board Act*

3. Definitions

3.1 **Property Owner**-shall refer to the person or persons who are listed on the title of a specific property.

3.2 **Renter**-is not the property owner of the subject property and shall refer to the utility account holder/customer of the subject property.

3.3 **Security Deposit**-shall be based on the risk to the utility and should not exceed an estimated bill for three months.

4. Policy

4.1 All new renters must pay a security deposit to the utility that should not exceed an estimated bill for three months.

4.2 The renter and property owner are both responsible for providing notices and meter readings to the utility when vacating or renting a premise for the first time.

4.3 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.

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- 4.4 The departing tenant will be responsible for services to the date of departure and must submit a final water meter reading, and the arriving tenant or the property owner will be responsible on the date the new tenant takes occupancy.
- 4.5 The departing tenant's deposit will be applied to the utility bill at this time. In the case where the amount of the deposit exceeds the amount of the final bills and a credit is shown on the utility account, the credit is then refunded to the renter in the form of a cheque.
- 4.6 It will be the departing tenant's responsibility to provide a forwarding address or make arrangements to pick up the security deposit cheque once the utility account has been paid in full.
- 4.7 If there is an outstanding amount on the utility account, the Utility 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.
- 4.8 If the utility account remains outstanding, the Utility will not reconnect services to the residence until the utility account is paid in full. Reconnection terms will include the payment of a security deposit that should not exceed an estimated bill for three months. The Utility will also not allow any owner/new renter to connect to the water and sewer until the utility account for that property is paid in full.
- 4.9 If there is a period of time between departing tenant and the arriving tenant the property owner will be responsible for the service charge.

5. Compliance

- 5.1 This policy is in compliance with The Public Utilities Board adopted Order No. 39/09 governing the disconnection of water and/or sewer service for non-payment of accounts. Failure to comply with this policy and to pay outstanding account balances may make your account subject to legal action.

