



VILLAGE OF ACME
POLICY

POLICY # 2019-04
UTILITY BILL PAYMENTS

Authority: Motion #000-2019

Date: February 11th, 2019

Policy Perspective: Bylaw 2018-02 Water and Wastewater Bylaw enables to Village of Acme to issue utility bills, collect payment and penalize accounts in arrears. Administration requires a policy to ensure Bylaw 2018-02 is administered transparently and consistently.

Service Agreement: Every home owner is required to complete a *Utility Service Agreement* in order to receive water and wastewater services (Appendix A). Any owner who wishes to receive their utility bill via email must submit an *E-bill Utility Agreement* (Appendix B).

Rentals: All landlords/property owners in the Village of Acme must have a *Utility Service Agreement* with the Village for each rental property. The Village will no longer allow utility accounts in the name of a renter. Renters may receive a copy of all utility bills, at the landlord/property owner's request through the *Water and Wastewater Rental Consent Form* (Appendix C). Renters may also pay the utility bill, but the *Utility Service Agreement* must be between the landlord/property owner and the Village.

Estimation: Administration will endeavor to avoid utility bill estimations by ensuring every property is equipped with a functioning water meter. In the event an estimation is required, consumption will be estimated by calculating the average (mean) of the last three billing periods' water consumption.

Curb Stop Access: Curb stops are property of the Village of Acme. Any and all maintenance of the curb stop shall be the sole responsibility of the Village. No person shall obstruct the free access to a curb stop. The Village will not be liable for damage to hedges, driveways or other obstructions incurred in effort to access or repair a curb stop. Village staff are permitted to access curb stops on private property, at the instruction of the CAO.

Utility Bill Recovery: Utility bills must be paid in full by the due date. Partial payment will not delay service disconnection. The following table outlines the consequences of being delinquent on your utility account and will be consistently enforced:

Dates***	1 st Offence*	Repeat Offence**
Last Day of Month following Billing Period (January, March, May, July, September, November)	Bill Due	Bill Due
1 st Day of Month after Utility Bill Due Date (February, April, June, August, October, December)	Penalty and Warning/Reminder Letter	Penalty and Disconnection Notice
8 th Day of Month after Utility Bill Due Date (February, April, June, August, October, December)		Disconnection
Last Day of the Month after Utility Bill Due Date (February, April, June, August, October, December)	Disconnection	

*First Offence means that the owner has not been late on a utility bill payment in the calendar year.

**Repeat Offence means that the owner has been late on at least one utility bill payment in the calendar year.

***Where dates land on a weekend or holiday, action will proceed on the next business day.

Exceptions: The Village of Acme will maintain a \$50.00 materiality threshold for disconnection. Administration reserves the right to not disconnect accounts with less than \$50.00 outstanding. Administration also reserves the right to postpone disconnection in extenuating circumstances. Any postponement of disconnection must be reported to Council.



Mayor



Chief Administrative Officer