

**The Corporation of the  
Town of Arnprior**

**By-Law No. 6524-15**

Being a By-Law to amend By-Law No. 6187-13 to revise Policy No. FS-BR-06 Water and Wastewater Billing and Collection.

**Whereas** the *Municipal Act, 2001*, S.O. 2001, c. 25, Sections 9, 11 and 391 allow municipalities to pass By-laws governing public utilities and permitting the setting of fees and charges related to the supply of water and wastewater services to the public; and

**Whereas** the *Municipal Act, 2001*, S.O. 2001, c.25, Sections 79 and 80, allow a municipality to have reasonable access to buildings and land supplied with water and to maintain the system; and

**Whereas** the *Municipal Act, 2001*, S.O. 2001, c.25, Section 81, allows a municipality to shut off the supply of a public utility served by the municipality to land if fees or charges payable by the owners or occupants of the land for the supply of the public utility to the land are overdue and recover all fees and charges payable despite shutting off the supply of the public utility; and

**Whereas** Council deems it expedient to make certain rules and regulations concerning the said waterworks and wastewater system, in accordance with the *Municipal Act, 2001*, S.O. 2001, c.25; and

**Whereas** the Corporation of the Town of Arnprior passed By-law No. 5762-09, being a by-law to enact rules and regulations for the installation, repair, maintenance and access to water meters and related appurtenances including penalties for offences;


**Therefore** the Council of the Corporation of the Town of Arnprior hereby enacts as follows:

1. **That** By-law No. 6187-13 be amended to replace Policy No. FS-BR-06 Water and Wastewater Billing and Collection with a revised policy attached as Appendix "A" to this By-law; and
2. **That** any by-laws and/or resolutions inconsistent with the provisions herein are repealed.

Enacted and Passed this 23<sup>rd</sup> day of November, 2015.

  
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Mayor David Reid

  
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Maureen Spratt, Clerk

	<b>The Corporation of the Town of Arnprior Corporate Policies and Procedures Manual</b>	
	<b>Section: Corporate Services - Finance Branch</b>	<b>Policy # FS-BR-06</b>
<b>Policy Name: Water and Wastewater Billing and Collection</b>		
<b>Effective Date: January 28, 2013</b>	<b>Revised Date: November 23, 2015</b>	<b>Coverage: Corporate Services and Public Works</b>

### **1.0 POLICY**

This is a policy of the Town of Arnprior to establish clear guidelines with respect to the billing and collection of water and wastewater services.

### **2.0 PURPOSE**

To establish clear procedures for effective and efficient water and wastewater billing and collection while ensuring that ratepayers are treated fairly and equitably. This policy also identifies the responsibilities for water and wastewater billing and collection and outlines the parameters and costs for connections and disconnections.

### **3.0 WATER AND WASTEWATER BILLING**

- 3.1 All properties connected to the drinking water system shall be metered.
- 3.2 Every owner of land connected to the Town of Arnprior water works shall pay water and wastewater charges based on metered water consumption and fixed charges at the rates specified in the User Fees and Charges By-law 6066-12, as amended.
- 3.3 All residential water and wastewater bills will be calculated and billed based on bimonthly meter readings.
- 3.4 All non-residential water and wastewater and bills will be calculated and billed based on monthly meter readings.
- 3.5 In the event of a dispute, the reading of the meter register shall be the sole evidence of the quantity of water and wastewater supplied to a property owner

unless the meter is proven to be defective through a meter test conducted by the Town.

- 3.6 In instances where there is a discrepancy between the meter register and the remote reading device, the reading taken from the meter register will be deemed to be correct.
- 3.7 If a meter fails to register or a read is not collected for any other reason, the customer shall be charged on the basis of a reasonable estimate as determined from previous consumption at the property where available.
- 3.8 All water and wastewater accounts will be registered in the name of the property owner. The property owner shall be fully responsible for all charges incurred and applied to the account for the provision of water and wastewater services.

#### **4.0 FINAL BILLING**

- 4.1 When property owner proposes to vacate the property supplied by water and wastewater he or she shall request a final reading at least five days before vacating the property.
- 4.2 A property owner or their agent may request a certificate showing the amount of water and wastewater charges outstanding against the property, if any and the period for which they apply, at any time.
- 4.3 A property owner or their agent, who commences to occupy a property provided with water and wastewater services shall notify the Town so a new account can be created.
- 4.4 If the final billing of the previous occupant remains outstanding, such charges are a lien on the land and shall be transferred to the property tax account in accordance with the provisions of the *Municipal Act, 2001 SO. 2001 c. 25, as amended*.

#### **5.0 WATER AND WASTEWATER COLLECTION**

- 5.1 The property owner is responsible for all amounts incurred and billed, including services provided to an occupant (tenant) until such time as the Land Registry office advises the Municipality of new ownership.
- 5.2 It is the responsibility of the property owner to inform the Municipality of any change of address for billing and notification purposes.

- 5.3 Charges for water and wastewater supply connection or disconnection including those initiated by the Municipality due to collection action, will be charged in accordance with the rates specified in the User Fees and Charges By-law 6066-12, as amended
- 5.4 A penalty charge of 15% per annum (1.25% per month) shall be imposed on all bills not paid by the specified due date on the first day following the due date.
- 5.5 The Municipality may take collection action deemed necessary under the circumstances including but not limited to bailiff or collection services and disconnection of services.
- 5.6 Prior to a disconnection for outstanding arrears on an account, written notice will be provided to the property owner not fewer than seven (7) calendar days prior to the proposed shut off.
- 5.7 Properties that require disconnections will be authorized by the Director of Corporate Services / Treasurer or Manager of Financial Services and work orders will be submitted to the Public Works Department for action.
- 5.8 After a disconnection, before water is turned back on, the account in arrears must be paid in full or a payment plan and approved by the Director of Corporate Services/Treasurer or Manager of Financial Services. If a customer has defaulted on prior payment plans, payment in full is required.
- 5.9 Any outstanding water arrears are a lien on the land and can be transferred to the property tax account by the Town in accordance with the provisions of the *Municipal Act, 2001*, S.O. 2001, c.25 as amended. Under section 398 of the *Municipal Act, 2001*, S.O. 2001, c.25 as amended in the case of fees and charges for the supply of a public utility, unpaid fees and charges may be added to the tax roll of the property to which the public utility was supplied and is to be collected in the same manner as municipal taxes.

## **6.0 REFERENCES AND RELATED POLICIES**

By-Law No. 5762-09 outlines the rules and regulations for the installation, repair, maintenance and access to water meters and related appurtenances, including penalties for offences.