



105 Elgin St. West
Arnprior, ON K7S 0A8

tel 613 623 4231
fax 613 623 8091

arnprior@arnprior.ca
www.arnprior.ca

August 1, 2015

To: Town of Arnprior Property Owners

Re: Water/Wastewater Accounts

This letter is to provide clarification to all property owners with respect to water and wastewater billing policies and procedures in the Town of Arnprior. The billing and collection policy can be found on the Town of Arnprior website at www.arnprior.ca under Town Hall/Finance Branch/Water Bill.

All residential water and wastewater accounts are billed on a bi-monthly basis. If your utility bill is in arrears, the Town of Arnprior will apply penalties and interest, in more significant cases may elect to forward your account to a collection agency for bailiff services, and will transfer the outstanding balances to your property taxes as appropriate. The Town may also authorize the water supply to the property to be turned off if outstanding balances are not paid. All rates and charges are recoverable against the property owner as a debt owed to the Town of Arnprior, or by any legal remedy afforded by statute. All rates and charges shall be a lien on the property owner's interest in the property pursuant to the Municipal Act, 2001, S.O. c.25, s. 398 (2) and By-Law No. 5762-09 as amended.

Historically, property owners who have occupants (tenants) were provided the option for utility bills to be transferred into the occupant's name for billing purposes with the property owner remaining responsible for any unpaid amounts. Going forward, to consolidate our billing process, transferring utility accounts to the occupant name will no longer be an option. As of June 1, 2015 all new utility accounts are only being opened in the name of the property owner. Between July 1, 2015 and December 31, 2015, the Town of Arnprior will be periodically transferring each existing utility account from the occupant name to the property owner. Providing utility bills solely to property owners is common practice with municipalities in the surrounding area, such as Renfrew, Pembroke, Almonte and Carleton Place.

Any questions regarding your specific utility account or any of the above information can be directed to Lisa Branje, Finance Branch (613) 623-4231 ext. 1825 or to Jennifer Morawiec, Director of Corporate Services/Treasurer at (613) 623-4231 ext. 1820.