



Section Financial Policies	Policy No. 16-20	Page 1 of 4
Policy Title Utility Billing	Date: February 26, 2019	Resolution No. 72/19

Purpose:

To establish a policy with respect to the billing and collection of rates & charges associated with the use of municipally owned and operated utility systems.

Policy Guidelines/Procedures:**1. Billing**

- a. The Utilities Connection Application attached as Schedule A shall be the standard Utility Contract approved for use.
- b. All utility billings will be sent to the landowner and become the responsibility of the landowner, not the renter, and non-payment of the utility bill could result in the transfer of outstanding balances to their taxes pursuant to the Municipal Government Act, Section 553.
- c. The renter may receive a copy of the utility bill upon approval of the landowner as per the Utility Contract.
- d. Utilities are invoiced on a bi-monthly cycle and will be mailed/emailed by the 10th of the month.
- e. Utility accounts have monthly maintenance fees, water usage, sewer charges and garbage pick-up charges, where applicable, as set out in the Master Rates Bylaw.
- f. When a new riser and/or water meter is installed, the date of installation provided by the Operations department will be the date of activating a utility account and the maintenance fee will be allocated as indicated in section (g).
- g. The maintenance fee per month is adjusted on utility accounts as follows:
 - i. If an account has a final read between the 1 & 15th of the month, the new account holder will be responsible for the full maintenance fee; and
 - ii. If an account has a final read between the 16th & last day of the month, the current account holder will be responsible for the full maintenance fee.

2. Outstanding Accounts:

- a. The Due Date is the last day of the month as set out in the Utility bill.

Section Financial Policies	Policy No. 16-20	Page 2 of 4
Policy Title Utility Billing	Date: February 26, 2019	Resolution No. 72/19

- b. An account is considered “outstanding” when the County has not received payment on or before the due date.
 - c. All “outstanding” accounts will be charged a penalty as per the Master Rates Bylaw.
 - d. Upon 30 days overdue, the Utilities Clerk will provide an overdue reminder notice to the landowner and renter if they are set up as per 1(c).
 - e. Upon 60 days overdue, the Utilities Clerk will provide a notice that will notify the landowner that the utilities may be shut off if:
 - i. Any overdue charges remain unpaid by a certain date; or
 - ii. No contact has been made with the Utilities Clerk to make satisfactory payment arrangements.
 - iii. If after the 60 days overdue is sent and no acknowledgement or payment is made, the Utilities Clerk will post a notice on the property that the utilities will be shut off in 7 days if the account remains unpaid.
 - f. The Utilities Clerk is given authority to work with the customer regarding payment options, however the customer will be advised as follows:
 - i. If the payment agreement is dishonored, the water will be shut off within 24 hours with notice provided in writing; and service will not be returned without full payment of the overdue charges;
- OR
- ii. The outstanding balance will be transferred to the tax roll as per the Municipal Government Act, Section 553(1)(b); and the connection/disconnection fees must be paid fully before service is returned.
- g. If an account becomes 60 days overdue, the Utilities Clerk is authorized to automatically transfer the overdue charges to the tax roll as per the Municipal Government Act, Section 553(1)(b) in the following instances:
 - i. The water is unable to be shut off;
 - ii. The customer dishonors the payment agreement;

Section Financial Policies	Policy No. 16-20	Page 3 of 4
Policy Title Utility Billing	Date: February 26, 2019	Resolution No. 72/19

- iii. The service has been shut off, the meter has not been removed and the account is 6 months overdue.
- h. Disconnection and Connection fees will be assessed against the utility account as required per the Master Rates Bylaw.

3. Water Billing Period

East	Billing Month	West	Billing Month
Hamlet of Huxley	<i>January, March, May, July, September, November</i>	Hamlet of Torrington	<i>February, April, June, August, October, December</i>
Churchill Water Co-op		Hamlet of Wimborne	
Equity Water Co-op		Hamlet of Swalwell	
Mt. Vernon Water Co-op		Sunnyslope Water Service Area	
Kirkpatrick Water Service Area		Gamble Water Service Area	
Grainger/Hesketh Water Service Area		Selkirk Water Service Area	

4. Exceptions to Utility Rates

a. Huxley

Roll # 34231735300, Utility Acct #101950

Lots 19-24, Block 4, Plan 6680AP (112 Railway Ave. South) (hydrant only) to be billed the \$25.00 flat monthly maintenance fee in addition a flat rate as per the Master Rates Bylaw.

b. Wimborne

Roll 33262635400, Utility Acct #402500

Lot 3 & N ½ of Lot 4, Block 3, Plan 7015EF (116 First Ave. South) has a sewer hook-up only.

**These exceptions have been grandfathered and no further services will be provided not in accordance with the Kneehill County Bylaw in effect.*

Section Financial Policies	Policy No. 16-20	Page 4 of 4
Policy Title Utility Billing	Date: February 26, 2019	Resolution No. 72/19

5. Monarch Hill Utilities

These accounts are to properties located within the Town of Drumheller jurisdiction
Utility account #060100; Utility account #062800; Utility account #060400; Utility account #062900; Utility account #062700

- a. If these accounts become 30 days overdue, the Utility Clerk will provide the customer 15 days to make full payment or the water will be turned off; and
- b. The account will be sent to collections.

6. Cancellation of Amounts on Utility Accounts

The Utility Clerk may recommend to the Director of Corporate Services or designate cancellation of amounts of \$100.00 or less on outstanding utility accounts and the Director or designate will have the authority to cancel such account balances.


Jerry Wittstock
Reeve


Peter Tarnawsky
Interim CAO For.

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