

TOWN OF COALHURST POLICY & PROCEDURE MANUAL	SECTION: <i>WATER SYSTEM</i>
POLICY: <i>DISCONTINUATION OF WATER SERVICE</i>	POLICY NUMBER: <i>41-02-03</i>

PURPOSE

To establish the procedure for water discontinuation arising out of the Utility Bylaw.

ADMINISTRATION POLICY

1. Office staff will produce a list of people who are on the discontinuation list, monthly.
2. In the event that any part of a utility bill remains unpaid for two (2) months, a written notice will be served on the delinquent consumer advising that the water service will be discontinued unless the account is paid in full, or a satisfactory payment arrangement has been made, within ten (10) working days of the date on the notice.
3. Front office staff have the authority to make payment arrangements with residents who require a time extension.
4. On cut-off day, office staff will prepare individual notices for all property owners who have not paid their bill in accordance with Section 2.
 - This notice will show the total amount of their bill, the reconnection fee and any other charges.
 - The envelope will have the words "DISCONTINUATION OF SERVICE" in capital letters typed onto the bottom right hand corner as well as the time and date of the discontinuation.
5. The worker designated to do the actual cut-off will do so as close to the allotted time as possible.
 - If the building is vacant, leave the notice as per Section 4 and wrench off the water.
 - If a person is occupying the building and does not want the water turned off, the resident must be prepared immediately to pay the bill in full at the Town Office during business hours, or make a satisfactory payment arrangement with the office staff. If this is the case, the worker will contact the Town Office to inform that the resident will be coming to the Town Office to pay the full amount or make a payment arrangement by an agreed upon time.
 - Once the order has been produced, the water is considered to be discontinued and is therefore subject to the reconnection fee.
 - If payment is made in full no further action is required.
 - If the individual cannot pay, the water is to be cut-off as per instructions.
 - Payment shall be cash, interac or certified cheque only.

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- If the worker is accosted or threatened they are to leave the property without discontinuing the service and report the incident to the Director of Operations. The Director of Operations will then contact the RCMP for assistance.
6. Reconnection of water service will take place only when instructed by the office.
 7. If contacted after hours the duty man will proceed to reconnect the service at his earliest convenience, during regular business hours, only after payment is made in full at the Town Office, or upon satisfactory payment arrangements being made with the office staff.
 8. Employees are not to accept cash payments for utilities outside the office or any time after hours.

Revision #3 – June 17, 2003
Revision #4 – April 20, 2010
Revision #5 – October 9, 2018