

	INTERLAKE WATER UTILITY POLICY	NO.	2022-02
	POLICY TITLE: UNACCOUNTED-FOR WATER INVOICING	EFFECTIVE DATE:	July 5, 2022
		REVISION LETTER:	
		FINAL APPROVAL	Resolution: 86-22

1.0 PURPOSE

- 1.1 To ensure that the **Interlake Water Utility Board**:
- a) Invoices for treated water which leaves the Interlake Water Treatment Plant and is distributed to the specified Municipality though is not captured through consumer meter reads and consumer invoicing.
 - b) All invoices issued by the Interlake Water Utility Board are paid within the approved time limit of 30 days.

2.0 DEPARTMENT(S) AFFECTED (SCOPE)

- 2.1 Department(s) Affected: **INTERLAKE WATER UTILITY OPERATIONS**

3.0 POLICY

- 3.1 **Policy Statement:**
- a) The Interlake Water Utility Board is a public corporation that requires bill payment to occur on time to ensure continued operations to maintain expected Level of Service for water distribution to all Consumers.

4.0 DEFINITIONS

- 4.1 The following terms are defined as such but limited to:
- “Administrator”**: shall mean the individual appointed by the Interlake Water Utility Board for administering the procedures and policies of the public utility.
 - “Consumer”**: shall mean the registered owner, purchaser, occupant or other person in charge of the land or building to which water is being supplied by Interlake, and in whose name a water billing account has been established.
 - “Foreman”**: shall mean the individual appointed by the Interlake Water Utility Board for the completing and monitoring the operations of the public utility.
 - “Interlake”**: shall mean the Interlake Water Utility Corporation.
 - “Interlake Water Utility Board”**: shall mean the individuals appointed from the Resort Village of Cochin and the Rural Municipality of Meota No. 468 to represent each municipality on the decision-making board for the public utility.
 - “Municipal Consumer”**: shall mean the Municipality for which receives treated water which is not accounted for through consumer meter reads and invoicing.
 - “Shut-off”**: shall mean a interference with, or discontinuance of, the supply of water to a parcel of land, building or portion of a building situated upon a parcel of land.

“Unaccounted-for Treated Water”: shall mean water that has left the Interlake Water Treatment Plant and entered distribution system though was not accounted-for in consumer meter reads or consumer invoicing.

5.0 RESPONSIBILITIES

- 5.1 The Administrator is responsible for ensuring compliance to this policy.
- 5.2 The Utility Board shall review this policy every three years for compliance and effectiveness of the policies.

6.0 IMPLEMENTATION

Invoicing

- 6.1 All unaccounted-for treated water supplied to the specified Municipality will be invoiced as outlined in the *Utility Rates Bylaw*.
- 6.2 All payment dates for invoices shall be set to be **30 days**.

Reminder Letters

- 6.3 Should an invoice not be paid within **30 days** of the invoice date; the **Administrator** shall send a reminder letter to the **Municipal Consumer** informing them of the outstanding balance.
 - a) Consultation with the **Municipal Consumer** may be in multiple formats, such as electronic, phone or by mail.
 - b) The **Administrator** shall at minimum provide one (1) reminder notice via email or regular mail to the **Municipal Consumer** where outstanding fees remain after **30 days** from invoice date of issuance.

Non-Payment Consequences

- 6.4 When a payment is not paid, interest shall be accrued as per the *Utility Rates Bylaw*.
- 6.5 In addition to interest accrued on outstanding bill payment, when bill payment has not occurred beyond **30 days** from invoice date, the **Administrator** shall inform the **Foreman** of which properties are in arrears, and the **Foreman** shall shut off water to the distribution line in arrears, where seasonal stipulations are met.
- 6.6 At such time, the **Municipal Consumer** account shall be considered in arrears, and may be turned over to an external collection agency.
- 6.7 **Municipal Consumer** shall be charged a disconnect fee as per *Utility Rates Bylaw* due to the water requiring to be shut off.
- 6.8 **Municipal Consumer** shall be charged a reconnection fee as per *Utility Rates Bylaw* once all fees have been paid, in addition to all outstanding fees associated with the account.

7.0 DOCUMENT APPROVAL

ROLE	POSITION	NAME OF THE APPROVER	DATE APPROVED
Author	Northbound Planning	Public Utility Board	June 21, 2022
Final Approver	Public Utility Board	RESOLUTION: 86-22	July 5, 2022

8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
July 5, 2022	A	Northbound Planning	Initial release