

	INTERLAKE WATER UTILITY POLICY	NO.	2021-08
	POLICY TITLE: ARREARS PROCEDURE	EFFECTIVE DATE:	Oct.20, 2021
		REVISION LETTER:	A
		FINAL APPROVAL	Resolution: 116-21

1.0 PURPOSE

- 1.1 To ensure that the **Interlake Water Utility Board**:
- a) Streamlines procedures with membership municipalities for accounts determined to be in financial arrears
 - b) Establishes expectations for customers on accounts considered to be in arrears

2.0 DEPARTMENT(S) AFFECTED (SCOPE)

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

3.0 POLICY

- 3.1 **Policy Statement:**
- a) All customers of Interlake Water Utility Board shall be members in good standing when all fees associated with water usage are current, and paid in full.

4.0 DEFINITIONS

- 4.1 The following terms are defined as such but limited to:
- “Act”**: shall refer to *The Municipalities Act*.
- “Administrator”**: 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”**: the individual appointed by the Interlake Water Utility Board for the completing and monitoring of the operations of the public utility.
- “Interlake”**: means the Interlake Water Utility corporation.
- “Interlake Water Utility Board”**: means 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.
- “Shut-off”**: shall mean an 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.

5.0 RESPONSIBILITIES

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

6.0 IMPLEMENTATION

6.1 All payment due dates for invoices shall be set to be **30 days**.

Reminder Letters

6.2 Should an invoice not be paid within **30 days** of the invoice date; the **Administrator** shall send a reminder letter to the **Consumer** and the title owner informing them of the outstanding balance.

- a) Consultation with the **Consumer** and title owner may be in multiple formats, such as electronic, phone or by mail.
- b) The **Administrator** shall at minimum provide one (1) reminder notice via regular mail to the **Consumer** and title owner where outstanding fees remain after **30 days** from invoice date of issuance.

6.3 Contents of the letter, should contain:

- a) Date.
- b) Legal land description of the account where outstanding fees exist.
- c) Civic address of the account, where applicable.
- d) Name of the **Consumer** on file.
- e) Name of title owner, if different than **Consumer**.
- f) Amount outstanding, and a date payment shall be received by to halt arrears procedures.
- g) Water may be shut off at **60 days** of being in arrears.
- h) Reminder of payment, and accrued interest amounts.
- i) Stipulate when the file shall be forwarded to the **Municipality** for enforcement.
- j) Deadline date for payment prior to forwarding file to **Municipality** for enforcement; and,
- k) Contact information for payment.

Properties in Arrears

6.4 Any property where fees are outstanding beyond **30 days** from the invoice date are in arrears.

6.5 The **Administrator** shall inform the **Foreman** of which properties are in arrears, and after **60 days** of being in arrears the **Foreman** shall shut off water to the property.

6.6 The **Administrator** shall charge to the account a discharge fee for shutting off the water due to the account being in arrears.

6.7 **30 days** after the reminder letter has been mailed, the **Administrator** shall prepare a registered letter to the **Consumer** and title owner and shall provide this registered letter to the **Municipality** for mailing, as per section 369 of the *Act*.

- a) The letters shall be addressed to the **Consumer** and the landowner, where applicable.
- b) The **Municipality** shall sign and mail the registered letter and provide a copy of the signed registered letter to **Interlake** for record-keeping purposes.
- c) The **Municipality** shall administer all documentation and fees for the registration of the letter.

6.8 Any payment of this account up to this point, should be made to **Interlake**.

6.9 Any account where water has been disconnected due to the account being in arrears, is

subject to reconnection fees should application be made to the **Administrator**.

Registration to Tax Roll

- 6.10 After **30 days** past the registered letter being mailed by the **Municipality**, the **Administrator** shall provide to the **Municipality** a list of accounts that continue to have outstanding balances from unpaid water bills.
- 6.11 The **Administrator** shall provide a single invoice to the **Municipality** for payment of all outstanding fees eligible at that billing cycle. This single invoice shall include:
- a) All itemized properties with outstanding fees; and,
 - b) The amount outstanding for each property.
- 6.12 Once the **Municipality** has paid the invoice outlined in clause 6.11 above, the **Municipality** shall proceed with collection of outstanding fees as per the *Act*.

Reconnection of Water for Accounts Previously in Arrears

- 6.13 Should a **Consumer** express interest in reconnecting water services from **Interlake**, the **Consumer** shall be required to pay a Reconnection Fee.
- 6.14 At time of application, the **Consumer** shall be required to provide proof of payment (i.e., receipt) from the **Municipality** for taxes equal to, or more than, the amount stipulated in clause 6.11.
- 6.15 Upon confirmation of required payment, the **Administrator** shall inform the **Foreman** to reconnect water services to the **Consumer** at **Interlake's** earliest convenience.

7.0 DOCUMENT APPROVAL

ROLE	POSITION	NAME OF THE APPROVER	DATE APPROVED
Author	Northbound Planning	Public Utility Board	October 20, 2021
Final Approver	Public Utility Board	RESOLUTION: 116-21	October 20, 2021

8.0 REVISION HISTORY

EFFECTIVE DATE	REVISION LETTER	DOCUMENT AUTHOR	DESCRIPTION OF CHANGE
2021/10/18	A	Northbound Planning	Initial release