

Town of Kipling  
Policy Manual



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**POLICY DESCRIPTION:**

**POLICY NUMBER:**

**Outstanding Utility Accounts**

**UT003**

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**DATE APPROVED: January 11, 2010**  
**REVISED:**

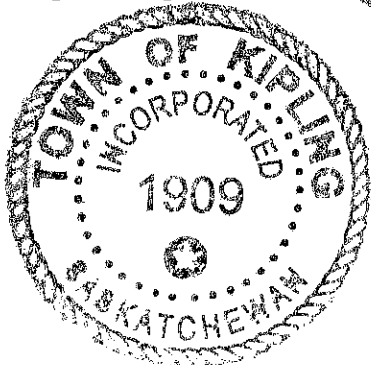
**RESOLUTION #:**

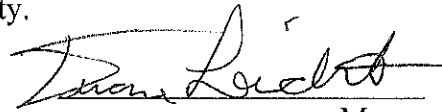
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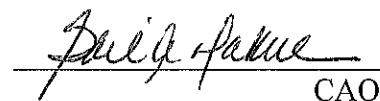
Purpose: To have a clear process outlined regarding the handling of overdue utility accounts; as well as a clear policy regarding property owners with outstanding water and sewer bills aged over 91 days at year end.

Process:

- In accordance with Bylaw 2-2012, all applications for utility service connection must be accompanied by a meter deposit determined by Schedule A of the bylaw, therefore if the meter deposit is not paid and the connection cannot be shut off, any payments shall be applied to the meter deposit first and then the utility bill.
- All utility accounts shall be considered in arrears after 30 days of billing.
- Utility account holders shall receive one reminder after 30 days and then a cut off notice. In the case of a renter utility account, a copy of the cut off notice shall be sent to the property owner.
- A cut off list shall then be given to the Administrator for further action
- This action shall either include a phone call or work order to the Foreman to suspend service to the said property
- Utility accounts shall be re-connected in accordance with the Town water and sewer bylaw.
- If at the end of a fiscal year, a bill card shows an outstanding balance of 180 days and over, that portion of the bill may be added to the tax roll and therefore form part and parcel of the tax roll subject to the penalty.



  
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Mayor

  
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CAO