



POLICY UT.01

VILLAGE OF RYCROFT

UTILITY BILLING POLICY

Department: Administration

Date Approved: August 20, 2019

Rescinds: UT.02 September 2015

Council Resolution Number: 2018-08-20-244

PURPOSE: The Council recognizes the need to develop standards concerning the provision of municipal services to residents.

PROCEDURE:

1. No contract shall be entered into with a party other than the property owner.
2. All Owners must complete the Utility Application Form. Changes in utility accounts will come into effect once the completed Utility Application is received by the Utilities Department or Change of Title notice is received from Alberta Land Titles.
3. Applications for a new Utility Account will only be accepted from the Owner of the parcel of land. Existing Utility Accounts, in good standing, in the name of a Person other than the Owner shall be maintained but cannot be assigned or transferred to any Person other than the Owner.
4. Owners may request to have a copy of the bill sent to another mailing address such that of a renter for payment purposes. However responsibility for Utility Accounts remain that of the Account Owner(s). All properties shall be billed monthly in the normal manner for a fixed infrastructure charge for water, sewer, garbage and recycling, and consumption of water as per the Master Rates Bylaw. The only exemption allowed is that of vacant property without structures.
5. Utilities are due and payable by the 25th day of the billing month and subject to a 4% penalty the day following.
6. Utility accounts with arrear balances greater than \$500 and more than 60 days overdue will be issued a Past Due notice requesting payment within 15 days.
7. Should the utility account remain more than 60 days in arrears after the 15 days, a disconnection notice will be hand delivered to the residence by the Village, at which time the resident will have 24 hours to pay all outstanding balances in full, otherwise the Village will disconnect water service. Service will not be restored until the account balance and appropriate fees are paid in full.
8. Accounts are subject to fees as set out in the Master Rates Bylaw as amended
9. All outstanding account balances as of December 15 of every year will be applied to the Tax Roll of the property and collected in the same manner as taxes.


Mayor


Chief Administrative Officer

SCHEDULE "A"
VILLAGE OF RYCROFT APPLICATION FOR UTILITIES
UTILITY DEPARTMENT

NEW ACCOUNT

UPDATE ACCOUNT INFO

ADD RENTER INFO

MOVING IN DATE: _____ ROLL NO: _____ CIVIC ADDRESS: _____

NAMES: _____

\$25.00 APPLICATION FEE APPLIED TO ALL NEW ACCOUNTS

MAILING ADDRESS: _____

RECEIVE INVOICE BY:

PHONE NO: (_____) _____ MAIL OR EMAIL

EMAIL ADDRESS: _____

In accordance with Village Bylaws and section 42.1 of the Municipal Government Act Chapter M26.1, I am aware that the utility of water, sewer, garbage, and recycling billings are the property owner's responsibility. I understand that when a property owner rents or leases a premise to which the Village provides utility services, all utility accounts shall be in the name of the property owner. Utility Billing will be sent to the property owner, and a copy to the renter.

I am aware that should these utilities fall into arrears that I am responsible for these costs, and the outstanding amount will be transferred to the property tax account and collected in the same manner as taxes.

The undersigned consumer hereby applies for the supply of water, sewer, and garbage collection to the above property and agrees to pay for the services at the rates set out in the Master Rates Bylaw as amended that have been set out by the Council of the Village of Rycroft. The provisions of services are governed by and subject to the terms and conditions of applicable Bylaw.

I HEREBY AGREE TO PAY ALL INDEBTEDNESS INCURRED TO THE VILLAGE OF RYCROFT AS A RESULT OF RECEIVING UTILITY SERVICE.

APPLICANTS NAME (PLEASE PRINT)

APPLICANTS SIGNATURE

DATE

OFFICE SIGNATURE