

Policy: **AD-012**

Coverage: **Town of Stellarton**

Council Approval: 2018/06/11

Effective Date: 2018/05/28



## **WATER COLLECTION POLICY**

### **Scope**

The current Schedule of Rules and Regulations established for the Town of Stellarton Water Utility by the Nova Scotia Utility and Review Board states... "The Utility shall have the right to enter onto customer's premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than forty (40) calendar days after the date rendered."

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### **Policy**

- The Town of Stellarton Water Utility will have water disconnection no less than once per fiscal year.
- Any Town of Stellarton Water Utility account that is four (4) or more billings in arrears is in position for water disconnection.
- Town of Stellarton Water Utility customers may enter into a payment arrangement with the Town of Stellarton. This payment arrangement must be satisfactory to cover the balance of the arrears on the account. A payment arrangement agreement must be signed by the water utility customer as well as the Town Clerk.
- Outstanding payment arrangement terms will be no longer than 24 months unless otherwise approved by the Town Clerk up to a maximum of 48 months. Unless otherwise approved by the Town Clerk, water utility customers that do not maintain the agreed upon arrangements will be unable to enter into another payment arrangement and will be required to pay any outstanding balances in full.
- All payment arrangement contracts are eligible for review by the Town of Stellarton after one (1) year. If it is determined by the Town of Stellarton that the payment arrangement agreement is no longer sufficient to cover the outstanding balance the Town of Stellarton can request a new payment arrangement agreement be signed to reflect a more adequate payment arrangement.
- The Town of Stellarton Water Utility will place a "Notice of Disconnection" on the property no less than 24 hours before disconnection.

- If disconnection takes place water services will not be reconnected until the balance of all arrears is paid in full with the addition of the reconnection fee dictated by the Nova Scotia Utility and Review Board.

**Clerk's Annotation for Official Policy Book**

**Date of Notice to Council Members of Intent  
To Consider (Minimum 7 Days):** **May 28, 2018**

**Date of Passage of Current Policy:** **June 11, 2018**

**I certify that this Policy was adopted by Council as indicated above.**

\_\_\_\_\_  
**Town Clerk**

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**Date**