



Utility/Water Service Collection Procedure

POLICY GUIDANCE- Bylaw 503-22

The Village of Rosemary may choose either of the following two options to achieve collection of accounts, dependent on seasonal and infrastructure challenges.

1. The following procedure shall be followed as nearly as may be practical to achieve the collection of accounts rendered hereunder on a basis equitable to consumers and users.

- Water meters shall be read during the last week of the month.
- All accounts shall be billed within seven days of the meter reading date.
- A Notice of Outstanding Account may be issued to each customer having an outstanding account balance 30 days overdue from the billing date.
- A Notice of Transfer may be issued to each customer having an outstanding balance 60 days overdue from the billing date. The notice shall indicate it is the intention of the Municipality to transfer the full amount in owing, including all penalties, to the tax roll if the account remains unpaid after a specified date.
- The Municipality may transfer the full amount owing, including penalties, to the tax roll after the date specified in the Notice of Transfer.
- A Notice of Utility Arrears Transferred to Tax Roll shall be sent to an owner whose account remains in arrears after the date indicated on the Notice of Transfer.

2. The following procedure shall be followed as nearly as may be practical to achieve the collection of accounts rendered hereunder on a basis equitable to consumers and users, as per Policy "Utility Service Shut Off Procedure C-_____".

- Water meters shall be read during the last week of the month.
- All accounts shall be billed within seven days of the meter reading date.
- A Notice of Outstanding Account may be issued to each customer having an outstanding account balance 30 days overdue from the billing date.

- A Notice of Termination may be issued to each customer having an outstanding balance 60 days overdue from the billing date. The notice shall indicate it is the intention of the Municipality to discontinue the utility service if the full amount in arrears, including penalties, remains unpaid after a specified date.
- A customer whose utility service has been terminated will be subject to a re-connection fee.

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