



UTILITY SERVICE SHUT OFF PROCEDURE

POLICY GUIDANCE- Bylaw 503-22

THIS PROCEDURE MUST BE FOLLOWED BY THE VILLAGE OFFICE PRIOR TO A TERMINATION OF UTILITY / WATER SERVICE:

- The customer account is 60 days or more in arrears.
- The month prior, A **Notice of Outstanding Account** was issued to the property owner advising that the account was 30 (thirty) days or more in arrears.
- A **Notice of Termination** is issued to the property owner advising that the account is 60 (sixty) days or more in arrears. The Notice shall state that the water / utility service will be terminated on the specified date unless the amount in arrears, indicated in the notice, is paid by the date and time specified in the notice.
- A renter of a property may also be sent a duplicate Notice of Termination if the applicable information is on file at the Village office.
- All notices shall be sent by regular mail to the address on file at the Village office.
- The Public Works foreman shall be notified of the date and address of the termination.
- The Public Works foreman shall advise the CAO of any problems that may arise in the termination of services.

THE FOLLOWING MUST BE DONE BY THE OWNER / RESIDENT PRIOR TO A RESUMPTION OF UTILITY / WATER SERVICE:

- The customer must pay to the Village all outstanding amounts owing, including all penalties and charges incurred (all amounts except the current billing).
- The customer must pay to the Village a \$50.00 (fifty) re-connection fee.
- Re-connection of service shall take place only during regularly scheduled office hours.
- A NSF cheque will result in the immediate termination of service and an additional \$50.00 (fifty) fee shall be required before any service is resumed.
- Upon receipt of a customer's required payment, the CAO shall inform the Public Works foreman and ask that the customer's service be re-connected.

UNPAID UTILITY ACCOUNTS:

- If a customer account remains unpaid after a service termination, the owner shall be sent a **Notice of Transfer**.
- If the account remains in arrears after the date indicated on the Notice of Transfer, the owner shall be sent a **Utility Arrears Transferred to Tax Roll Notice**.

Reviewed: December 19, 2023, [C-140/23](#)

Amended: August 20, 2009, [C-124/09](#)

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