

**Town of Kipling
Policy Manual**



POLICY DESCRIPTION:

POLICY NUMBER:

Outstanding Utility Accounts

UT003

DATE APPROVED: January 11, 2010

RESOLUTION #: 127/15

REVISED: May 11, 2015

REVISED: December 11, 2017

#259/17

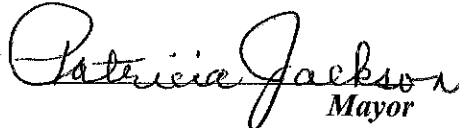
REVISED: November 9, 2021

#230/21

Purpose: To have a clear process outlined regarding the handling of overdue property utility accounts.

Process:

- In accordance with Town Bylaw, all applications for utility service connection must be accompanied by a connection fee determined by "Schedule A" of the bylaw.
- All utility accounts shall be considered in arrears after 30 days of billing.
- Utility account holders shall receive a late reminder notice with their next quarterly billing statement notice. (on pink paper)
- After 30 days, a cut off notice will be sent giving two weeks to pay.
- The arrears list shall then go to the CAO who shall then decide whether to send a registered letter advising the property owner that after 30 days any arrears are transferred to their taxes, or cut off the water. (*The Municipalities Act, 2005, Section 369(1)*) agency.
- Disconnected Utility accounts shall be re-connected in accordance with the Town water and sewer bylaw.


Patricia Jackson
Mayor