



POLICY 53B-2021

UTILITY SERVICES: COLLECTION OF FEES & TERMINATION OF SERVICES

The Town of St. George is committed in offering reliable and secure utility services to its residents. Maintenance and improvements to the Town's water and sewage infrastructure is entirely dependent upon the rate payers of the town.

The Town of St. George "By-Law # 27-C, A By-law Respecting Water and Sewerage Systems" outlines the administration, operation and rates of the Town's utilities and as such, this policy does not replace or acts to amend the by-law.

1.0 - COLLECTION OF FEES

1. *As per Section 46(1) of By-Law # 27-C, A By-law Respecting Water and Sewerage Systems*, all fees relating to water delivery are set out in Schedule "A" of said by-law.
2. *With relation to Section 41 of By-Law # 27-C, A By-law Respecting Water and Sewerage Systems*, the amount owing on the rate payer's account(s) be paid within forty-five (45) days of the date of billing.
3. Billing shall be sent to rate payers no later than: the last Monday of January; the last Monday of July.

2.0 - TERMINATION OF SERVICES

1. *As per Section 41 of By-Law # 27-C, A By-law Respecting Water and Sewerage Systems*, the Town may shut off the water services to a property if,
 - forty-five(45) days have elapsed since the date of billing;
 - after forty-five(45) days have elapsed, the CAO will send a notice to the rate payer via regular mail advising that if amount is not paid within seven(7) days then water services will be shut off.
2. The first Monday of April is designated as a "shut off" day, unless it falls on a holiday, or inclement weather, or under an EMO status level of Red Level or above, at which time the second Monday of April will be designated, or when the EMO status level has been removed.
3. The third Wednesday of September is designated as a "shut off" day, unless it falls on a holiday, or inclement weather, or under an EMO status level of Red Level or above, at which time the last Monday of September will be designated, or when the EMO status level has been removed.
4. On the day of, and prior to, termination of services, the CAO, with a member of the Public Work staff will, in person, deliver a copy of the notice and a copy of the rate payers statement of account(s).

3.0 - RESTORATION OF SERVICES

1. Water service will not be return until all previous years balance is paid in full.
2. A reconnect fee must be paid in full in order to have water services returned.

NOTES

This policy, which replaces all previous related policies, was adopted by Resolution of Council on 12 July 2021.

The proceeding policy, Policy 53A-2019, was adopted by Resolution of Council on 11 February 2019. It was further revised by Resolution of Council on February 8, 2021.