
Procedure Title: Utilities
Policy: 2000-03
Adopted: February 13, 2011
Amended:



POLICY STATEMENT:

This policy is to clarify authority and procedure for disconnection of utility services. The Village of Mannville has identified the need to implement a new policy for payment of utility bills, in order to effect reasonable payment of utility bills and collection of charges related thereto.

GUIDELINES AND PROCEDURES:

In cases where no payment plan is in place on a Utility Account, Administration for the Village of Mannville is authorized to disconnect utility services 30 days after due date of billing, as follows:

- issue notice 15 days prior to cut off advising of impending disconnect;
- 30 days after a due date of utility bill, review outstanding accounts and verify a minimum payment of \$80.00 has been received on account within the last 30 days. If minimum requirement not met, proceed to request immediate water disconnection by Public Works;
- a water consumption reading of the meter is to be completed at time of shut off and charges to date added to the account at the current consumption rate; and
- a reconnection fee (according to the current Master Rates Bylaw) is also to be paid prior to restoration of service.

Administration will include in their notice that utility payment plans are available at the office for sign up and that the Village has several options for payment.

ATTACHMENT(S):

1. Current Master Rates Bylaw