



Section <b>Financial Policies</b>	Policy No. <b>16-20</b>	Page <b>1 of 4</b>
Policy Title <b>Utility Billing</b>	Date: <b>July 26, 2016</b>	Resolution No. <b>321/16</b>

**Purpose:**

To establish a policy with respect to the billing and collection of rates & charges associated with the use of municipally owned and operated utility systems.

**Policy Guidelines/Procedures:****1. Billing**

- a. The Utilities Connection Application attached as Schedule A shall be the standard Utility Contract approved for use.
- b. All utility billings will be sent to the landowner and become the responsibility of the landowner, not the renter, and non-payment of the utility bill could result in the transfer of outstanding balances to their taxes pursuant to the Municipal Government Act, Section 553.
- c. The renter may receive a copy of the utility bill upon approval of the landowner as per the Utility Contract.
- d. Utilities are invoiced on a bi-monthly cycle and will be mailed/emailed by the 10<sup>th</sup> of the month.
- e. Utility accounts have monthly maintenance fees, water usage and sewer charges as set out in the Master Rates Bylaw.
- f. When a new riser and/or water meter are installed, the date of installation provided by the Operations department will be the date of activating a utility account and the maintenance fee will be allocated as indicated in section (g).
- g. The maintenance fee per month is adjusted on utility accounts as follows:
  - i. If an account has a final read between the 1 & 15<sup>th</sup> of the month, the new account holder will be responsible for the full maintenance fee; and
  - ii. If an account has a final read between the 16<sup>th</sup> & last day of the month, the current account holder will be responsible for the full maintenance fee.

**2. Outstanding Accounts:**

- a. The Due Date is the last day of the month as set out in the Utility bill.

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- b. An account is considered “outstanding” when the County has not received payment on or before the due date.
  - c. All “outstanding” accounts will be charged a penalty as per the Master Rates Bylaw.
  - d. Upon 30 days overdue, the Utilities Clerk will provide an overdue reminder notice to the landowner and renter if they are set up as per 1(c).
  - e. Upon 60 days overdue, the Utilities Clerk will provide a notice posted on the property or by registered mail that will notify the landowner that the utilities may be shut off in 7 days if:
    - i. Any overdue charges remain unpaid; or
    - ii. No contact has been made with the Utilities Clerk to make satisfactory payment arrangements.
  - f. The Utilities Clerk is given authority to work with the customer regarding payment options, however the customer will be advised as follows:
    - i. If the payment agreement is dishonored, the water will be shut off within 24 hours with notice provided in writing; and service will not be returned without full payment of the overdue charges;
- OR
- ii. The outstanding balance will be transferred to the tax roll as per the Municipal Government Act, Section 553(1)(b); and the connection/disconnection fees must be paid fully before service is returned.
- g. If an account becomes 60 days overdue, the Utilities Clerk is authorized to automatically transfer the overdue charges to the tax roll as per the Municipal Government Act, Section 553(1)(b) in the following instances:
  - i. The water is unable to be shut off;
  - ii. The customer dishonors the payment agreement;
  - iii. The service has been shut off, the meter has not been removed and the account is 6 months overdue.

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- h. Disconnection and Connection fees will be assessed against the utility account as required per the Master Rates Bylaw.

**3. Water Billing Period**

East	Billing Month	West	Billing Month
Hamlet of Huxley	<i>January, March, May, July, September, November</i>	Hamlet of Torrington	<i>February, April, June, August, October, December</i>
Churchill Water Co-op		Hamlet of Wimborne	
Equity Water Co-op		Hamlet of Swalwell	
Mt. Vernon Water Co-op		Sunnyslope Water Service Area	
Kirkpatrick Water Service Area		Gamble Water Service Area	
Grainger/Hesketh Water Service Area		Selkirk Water Service Area	

**4. Exceptions to Utility Rates**

**a. Huxley**

Roll # 34231735300, Utility Acct #101950

Lots 19-24, Block 4, Plan 6680AP (112 Railway Ave. South) (hydrant only) to be billed the \$25.00 flat monthly fee in addition a flat rate as per the Master Rates Bylaw.

**b. Wimborne**

Roll 33262635400, Utility Acct #402500

Lot 3 & N ½ of Lot 4, Block 3, Plan 7015EF (116 First Ave. South) has a sewer hook-up only.

*\*These exceptions have been grandfathered and no further services will be provided not in accordance with the Kneehill County Bylaw in effect.*

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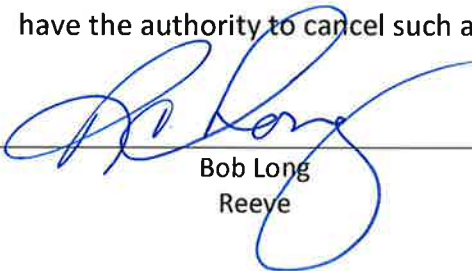
**5. Monarch Hill Utilities**

These accounts are to properties located within the Town of Drumheller jurisdiction  
Utility account #060100; Utility account #062800; Utility account #060400; Utility account #062900; Utility account #062700

- a. If these accounts become 30 days overdue, the Utility Clerk will provide the customer 15 days to make full payment or the water will be turned off; and
- b. The account will be sent to collections.

**6. Cancellation of Amounts on Utility Accounts**

The Utility Clerk may recommend to the Director of Corporate Services or designate cancellation of amounts of \$100.00 or less on outstanding utility accounts and the Director or designate will have the authority to cancel such account balances.




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Bob Long  
Reeve




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Al Hoggan  
CAO

Approved: April 8, 2008 177/08 (Policy # 14-14)  
Amended: September 23, 2008 448/08 (Policy # 14-14)  
Amended: March 10, 2009 115/09(Policy # 14-14)  
Amended: May 24, 2011 290/11 (Policy # 14-14)  
Amended: July 26, 2016 321/16 (Policy #16-20)  
**Review Date: July 26, 2019**



1600-2 Street NE, Box 400  
Three Hills, AB T0M 2A0  
Phone (403) 443-5541 Fax (403) 443-5115

### Utilities Application

Account # \_\_\_\_\_

Effective Date: \_\_\_\_\_  
month/day/year

**Utility Contract:**

Service Address: \_\_\_\_\_  
*Municipal/Rural Address*

Land Location: QTR \_\_\_\_\_ SEC \_\_\_\_\_ TWP \_\_\_\_\_ RGE \_\_\_\_\_ W4  
OR  
Plan \_\_\_\_\_ Block \_\_\_\_\_ Lot \_\_\_\_\_

Applicant Name: \_\_\_\_\_  
*(must be the owner of the property)*

Mailing Address: \_\_\_\_\_  
*Street/Box Number*  
\_\_\_\_\_  
*City Province Postal Code*

Phone: \_\_\_\_\_  
*Work Home Cellular / Fax*  
\_\_\_\_\_  
*Email*

Copy of Billing: \_\_\_\_\_  
*Renter Phone/Email*  
\_\_\_\_\_  
*Mailing Address*

The applicant hereby represents that he/she is the applicant or that he/she is an authorized agent for the applicant and that he/she has the authority to sign this contract for utilities services and will pay for services rendered. It is understood that in event of a late payment for utility services a penalty charge in accordance with the County Bylaws and Policies will be incurred. Non-payment is subject to action pursuant to County Bylaw and Policy which may include shut off and/or transfer of costs as per the Municipal Government Act.

The applicant acknowledges that the failure to receive or loss of a utility bill cannot be accepted as a reason for non-payment.

For more information on the County water Bylaw, Policies and procedures, go to [www.kneehillcounty.com](http://www.kneehillcounty.com).

**Authorization:**

\_\_\_\_\_  
**Printed Name Applicant Signature Date: month/day/year**

**Billing Statement Options:**

Mail  Email  \_\_\_\_\_  
*Owner Email Renter Email (if applicable)*

**Payment Options:**

- Check, cash, debit or credit card, online or at any applicable financial institution
- Pre-Authorized Debit \*Please complete the PAP Agreement