



TOWN OF MANNING

UTILITY POLICY

POLICY #2014-01

Water and Gas Utilities Policy

The Town of Manning operates a municipal water supply and distribution system, a municipal sanitary sewer collection system and sewage lagoon system. A municipal gas supply and distribution system, and a recycling depot and is responsible for the garbage collection and disposal system.

Purpose

To establish procedures and implement guidelines to setup utility accounts for property owners and their renters including the payment of accounts. The cost and fees for services is established annually by the Town in the Schedule of Fees By-law.

Property Owner Guidelines

- 1.1 All property owners renting or leasing a premise to which Town utilities are provided, all new utility accounts identify the name of both the property owner and renter.
- 1.2 All renters, owners/property managers of property must complete a Utility Application (Schedule A).
- 1.3 A renter paying utility fees must provide a meter deposit with the Utility Application. The deposit shall be utilized to offset any utility account arrears following final billing. If there are no arrears, the deposit shall be refunded in full to the renter.
- 1.4 Utility accounts will not be established by the Town for any person who has an overdue or outstanding utility account or invoice with the Town.
- 1.5 Changes in utility accounts will not be in effect until the Town receives the completed Utility Application and a Renter Meter deposit.
- 1.6 Failure to receive a utility invoice is not considered sufficient reason for non-payment of the account.
- 1.7 It is the responsibility of the owner to ensure that the Town has been informed that a renter has moved in or moved out. Utility charges that are accrued between tenants are the responsibility of the owner.
- 1.8 The property owner of a new building must acquire a water meter from the Town at no cost. It is the owner's responsibility to hire and pay a qualified plumber for installation of the meter.

- 1.9 If water is disconnected at a vacant dwelling, the property owner will continue to be invoiced a flat rate for water, sewer, garbage, and recycling.
- 1.10 The property owner is responsible for the cost to hook up services from the main to the property line when the property is developed.
- 1.11 Developers of subdivisions are responsible for the installation of water and sewer mains including service connections to the property lines.

Utility Invoicing

- 2.1 The contract between the Town and each property owner and tenant for the supply of utilities, shall be in a form approved by the Town in Schedule A.
- 2.2 An invoice (Utility Bill) shall be sent once every month to the property owner or tenant whose property is supplied with utilities to the address specified on the application.
- 2.3 Payment of utility bills may be made at the Town Office, Local Bank, EFT (electronic funds transfer) or through select online banking.
- 2.4 If payment is not received after the due date, the water service will be turned off and will not be turned on until the account, including arrears, and a reconnection fee are paid in full. Payment must be in cash, debit or by certified cheque.

Overdue Utility Accounts

- 3.1 The Utility Bill shall be due and payable on the date it is issued and shall be deemed overdue and subject to a two and a half (2.5%) percent penalty if unpaid on or before the last day of the month in which the utility bill is mailed, and 2.5% interest per month thereafter.
- 3.2 Overdue utility accounts which remain unpaid after 90 days will be added to the property owner's taxes (of the same municipal address). Pursuant to the Municipal Government Act, section 553(1)(b).
- 3.3 If a house is being sold or foreclosed, any outstanding utility account balance will be added to the property owner's taxes.
- 3.4 Overdue accounts added to the property owner's tax levy, the outstanding amount is subject to the requirements of the Town Tax Bylaw. Pursuant to the Municipal Government Act, section 553(2).

Water/Gas Meter Replacement or Readings

- 4.1 The Town shall have free access at all reasonable times to a property for the purpose of reading meters, turning water/gas on or off, and for maintenance purposes.
- 4.2 If an existing building requires a replacement meter for any other reason than a faulty meter, regular wear and tear or obsolescence, the property owner will be responsible for the cost and installation of the new meter.

- 4.2 If Public Works is requested to read a meter for any reason other than change in the utility account, an Administrative Fee of \$22.00. If a meter reading is required for an issue that is Town related, no fee shall be levied.
- 4.3 If Public Works is requested to remove and inspect a water meter, there is a \$100.00 charge plus any additional fees related to manufacturer inspection. If the meter is found faulty, the charge is refunded.

Approved by Council Resolution: July 29, 2014
Amended by Council Resolution: #18-13019

Date: February 21, 2018

Chief Administrative Officer:


Dennis Egyedy



APPENDIX A

APPLICATION FOR UTILITY SERVICE

CIVIC ADDRESS OF PROPERTY: _____

UTILITIES TO BE PAID BY: Tenant Property Owner

Mailing Address of TENANT:

Contact Person: _____

Box: _____ Town: _____ Province: _____ Postal Code: _____

Phone Number (day): _____ Phone Number (evening): _____

Mailing Address of PROPERTY OWNER:

Contact Person: _____

Box: _____ Town: _____ Province: _____ Postal Code: _____

Phone Number (day): _____ Phone Number (evening): _____

I hereby apply to the Town of Manning for utility services for the property described above. I agree to the conditions set out in the Utility Services Bylaw 845/17, Schedule of Fees Bylaw, the Manning Utility Policy, 2014-01, and amendments thereto.

TENANT

PROPERTY OWNER

Date: _____

Date: _____

For Administration Use Only:	
Date Received: _____	Date Required: _____
Account Number: _____	Deposit Paid: _____
Signature of Clerk: _____	Date: _____