



PROCEDURE MANUAL

PART: ADMINISTRATION
SECTION: UTILITY SERVICES ACCOUNT

MOTION: 247-2014
EFFECTIVE DATE: NOVEMBER 4, 2014

PURPOSE: to provide procedures for applications, billings, collections and practices of utility service accounts within the Town of Bashaw

REGULATIONS

1. All utility accounts will be in the property owner's name(s); matching the name on the land title and municipal tax roll.
2. All property owners requesting connection to or disconnection from the Town utility system shall complete the required form and be charged a fee for this service as set out in the Town of Bashaw Master Rates and Schedules Bylaw; failure to notify the Town of a change in water service shall result in continued billing for this utility service account to the property owner.
3. The utility statement shall provide details for each utility service (water, sewer and garbage) provided to the property, calculated and listed as per the Utility Service Consumer Fee Schedule included in the Town of Bashaw Master Rates and Schedules Bylaw.
4. A fixed flat fee is applied to every utility service account monthly and an additional fee is applied for the consumer's usage as set out in the Town of Bashaw Master Rates and Schedule Bylaw.
5. The fixed flat fee is applicable whether a property is occupied or not.
6. Utility service fees are non-negotiable and it is the responsibility of the property owner to ensure water leaks and breaks are dealt with quickly to avoid excessive consumer fees.
7. The utility statement shall be processed and mailed to the property owner every two (2) months.
8. The payment of the utility service account shall be due and payable when the account is rendered and failure to receive a statement shall in no way affect the liability of the property owner to pay the account.
9. Payment of utility bill can be processed at the Town Office counter during regular business hours with cash or debit or cheque or pre-authorized payment processed on the fifteenth of the month. Customers can also drop off their payment in the outside mail drop after hours or send it by mail. Online banking is also available or payment can be made at designated sites in the community.
10. Payment is processed in accordance to the date stamped or recorded on the payment stub or document by the office, bank or post office.



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11. All outstanding balances on the property owner's utility service account after the due date shall be charged a penalty in accordance with the Town of Bashaw Master Rates and Schedules Bylaw and levied on the first day of the month.
12. Any property owner(s) with an outstanding utility balance shall be sent notice of the outstanding amount and penalty applied to the account on their next utility statement; reminder letters are not sent out.
13. All outstanding utility account balances that are overdue more than sixty days (60) on December 15th shall be rolled into the property owner's tax account and henceforth, the total balance now in the tax account shall be charged a transfer fee and penalties in accordance to the Town of Bashaw Master Rates and Schedules Bylaw.
14. All property owners requesting utility service for new construction must install a water meter at their own cost and comply with the regulations for installation and care as set out in the Water and Wastewater Bylaw.