

Legislation Text

File #: 12-G-207, **Version:** 1

ENHANCEMENTS TO WATER AND WASTEWATER BILLING COLLECTION PROCESSES

That Section 12 of the Water and Wastewater Billing By-law 2011-104 be amended to include the following:

“12.11 Within 14 days of the final reminder notice being sent to a Tenant for outstanding water wastewater charges, a Property Owner or their Designate has the option to provide written authorization to the City to commence procedures to shut off the supply of water to the tenanted premise:

- a) The Tenant will be advised, via a register letter from the City, that they have two weeks to pay their outstanding account balance before the water supply to the premise is shut off.
- b) Within 48 hours of the City receiving payment for the arrears, the water supply will be reinstated to the premise.
- c) After 14 days from the water shut off date, any accounts that remain in arrears will be added to the property tax account. A notice will be sent to the Property Owner indicating the amount applied to the property tax account.
- d) The Property Owner will be responsible for any applicable fees, as identified in the Fees By-law, for shutting off and/or reinstating the water supply to an identified premise.
- e) The Tenant will be responsible for any applicable fees, as identified in the Fees By-Law, for the administrative costs to issue the registered letter.” (FIN013-12) (File F00)