

**THE CORPORATION OF THE TOWN OF LAURENTIAN HILLS POLICY  
STATEMENT**

**BILLING AND ADMINISTRATION POLICY FOR WATER AND SEWER ACCOUNTS**

**A. SHUT OFF - SEASONAL &/OR TEMPORARY REQUESTS AND RECONNECT**

- at the request of any owner the Town shall shut off at the street, water to the owners property. Such requests shall be made only in writing and are subject to the account being paid in full
- when water is to be turned back on, the owner or other person authorized by the owner must be in the premises to guard against damage caused by leaks
- the fee for this service is a total of \$80.00 for both the shut off and turn on which fee shall be paid at the time of the shut off request
- where a request is made in writing for a shut off at the street for a residential dwelling and the fee for said shut off and reconnect having been paid and the request is for a period of two (2) or more calendar months the water and sewer rates (improvement charges are excepted) charged shall be ninety-five (95%) percent of the usual billing amount during each such billing period (two months) of shut off
- this reduced rate shall only apply when the Town turns the water off at the street
- emergency shut offs due to, but not limited to, fire, freeze-ups etc... the fee for the shut off and turn on may be waived

**B. SHUT OFF FOR NON PAYMENT OF ACCOUNT**

- ten (10) days from the due date following the second billing period that payment in full has not been received, the Town shall have the right to shut off the water supply at the street for non payment of account. However, water may be shut off for non payment of an account ten (10) days following the due date of the current bill for habitual offenders (three or more billing periods in the past twenty four months)
- there shall be one notice only sent by regular mail to any account in arrears, stating that they have until the date specified in the notice to pay in full or water shall be shut off
- if and where possible, as a courtesy only, tenants may be advised
- if and where, possible as a courtesy only, a telephone call may be made on the day prior to the shut off being done
- water shall not be turned on again until a reconnecting penalty charge of \$135.00 is paid in full
- this policy applies to all dwellings and to buildings, of every use and class whether occupied or unoccupied
- all buildings and dwellings shall continue to be charged at the full usual rates while shut off for non payment

**C. PARTIAL PAYMENTS**

- partial payments on water and sewer accounts shall be accepted; however, any account that has not been paid in full following the second billing period may still be shut off as in B above
- water shall not be turned on again until a reconnecting penalty charge of \$125.00 is paid in full

**D. NAME ACCOUNT HELD IN**

- all water and sewer accounts shall be held in the name of the registered owner of the

property

**E. CHARGES FOR NEW CONSTRUCTION OR CESSATION ON DEMOLITION**

- water and sewer charges shall commence in the month that the Town office is advised by the Chief Building Official and/or the Contracted Company who operates the water and sewer service that connection has been made to any property, building or dwelling
- this shall apply to any new construction, whether it has been sold or is still under the contractor
- accounts shall be charged to the registered owner of the property at the time of connection and such charges shall continue until the Town office receives notice from the Land registry or Land Titles Office that title to the property has changed
- temporary interruptions of service requested during renovations or reconstruction shall be handled in accordance with A. above
- in the event of a request for cessation of billing for services either as a result of planned demolition of the serviced building or as a result of destruction of the building by fire or any other cause, there shall be a disconnect charge of \$80.00. This disconnect charge shall be paid at the earlier of either the time that the demolition permit is requested from the Chief Building Official or the time that the written request is received to cease billing for service to the building, and service charges shall cease effective in the month after the month in which such fee is paid. Physical equipment disconnection of both water and sewer services shall be in accordance with the instructions of the Chief Building Official and shall be at the sole expense of the owner

**F. MULTI RESIDENTIAL UNITS**

- apartment buildings consisting of three (30 or more single family dwelling units shall be deemed, for the purpose of calculating flat rates, to have an average occupancy of 85% and the number of units for which water and sewer rates is charges shall be 85% of the actual number of single family dwellings units in such apartment building and shall be calculated in accordance with Schedule No. 1 attached hereto and forming part of this policy
- the same shall apply to commercial buildings and operations and to condominium buildings but only on the calculation of residential single family dwelling units, whether they be used as residence or offices, and the charges to the single family dwelling units

**G. PENALTY CHARGES**

- penalties shall apply to the unpaid total, including prior penalties, of all accounts on water and sewer on an equal basis. There shall be no exceptions for any group or organization

**H. CONTINUOUS CHARGE AND PAYMENT**

- the following applies to all properties and any and all of the above sections: except as noted above all properties shall continue to be charged on a basis of billings at regular rates every two months. Water and Sewer facilities continue to cost money to operate and are available to residents and rate payers connected to the system whether or not they avail themselves of the facility.

**SCHEULDE No. 1**

**to the Billing and Administration Policy for Water and Sewer Accounts**

<b>Units in Building</b>	<b>Units Billable</b>
<b>1</b>	<b>1.0</b>
<b>2</b>	<b>2.0</b>
<b>3</b>	<b>2.6</b>
<b>4</b>	<b>3.4</b>
<b>5</b>	<b>4.3</b>
<b>6</b>	<b>5.2</b>
<b>7</b>	<b>6.0</b>
<b>8</b>	<b>6.9</b>
<b>9</b>	<b>7.7</b>
<b>10</b>	<b>8.5</b>

Adopted by Council on Resolution No. 032-04  
this 14th day of January, 2004