



# TOWN OF ECKVILLE

## Utility Service Application

CONNECTION

DISCONNECTION

As of Date: \_\_\_\_\_ Account #: \_\_\_\_\_

Street Address: \_\_\_\_\_ Legal : Lot\_\_\_\_, Block\_\_\_\_, Plan \_\_\_\_\_

Meter # \_\_\_\_\_ Meter Reading \_\_\_\_\_

Applicant: \_\_\_\_\_

Mailing Address: \_\_\_\_\_ Phone: \_\_\_\_\_

Deposit Amount Due: **\$250** Date Deposit Received: \_\_\_\_\_

**Deposit is due before water will be connected.**

Deposit applicable only to renters responsible to pay utilities and residents within a manufactured home park.

- Every utility account customer served by water and/or sewer services of the Town shall make application for utility service.
- Any customer who requires the water service to be turned on shall give forty-eight (48) hours or two (2) working days prior notice of same to the Town Office. The customer must be in attendance before the service is turned on.
- The utility account shall be set up in the name of the owner, or where there is evidence of a landlord/tenant situation, in the name of the owner, or tenant in care of the owner.
- The various service rates shall be levied and collected bi-monthly from all persons connected to Town water and sewer systems.
- Where the calculation of a utility billing is based on the consumption of water, the quantity used shall be determined from the present and previous meter readings as recorded by the Town or should an actual reading not be available, by an estimated consumption based on the consumption history of the service.
- No reduction in rates or charges shall be made for any interruption in water or sewer services during a billing period.
- Utility bills are due and payable upon receipt of billing with payment of utility accounts to be made at the Town office or at any place designated from time to time by Council.
- Non-receipt of a utility bill will not exempt the owner or occupant from payment for the service received.
- Where a utility account has been outstanding for a period of sixty (60) days, a notice will be mailed or delivered to the utility customer giving warning that water service may be shut off unless payment of the full account is received by a specified date.
- Where there is a landlord/tenant situation a copy of the notice will be mailed to the owner.
- If payment is not received within the time period specified or if the customer has failed to make other arrangements, the water service will be disconnected and shall not be connected until the utility account is paid in full.

- In the event that a utility account has been in arrears for a period of six (6) months, the balance outstanding and any penalties and fees will be transferred to the tax roll of the property and be collectable by the same procedures as taxes levied. A notice will be mailed indicating same. Section 553 of the Municipal Government Act, being Chapter M-26 Statutes of Alberta 2000, grants the Town the authority to add amounts owing for utility arrears to the tax roll.
- Where there is a landlord/tenant situation and the tenant fails to pay the fees for the utility services, the owner shall be responsible for said fees and the fees owing shall be applied to the tax roll and collected as taxes, with a notice mailed indicating same.
- Where an outstanding account cannot be collected as a result of shutting off the water or if it cannot be added to the tax roll the Town will undertake collection by any means provided by law.
- Any person intending to vacate any premises that has been supplied with water shall give forty-eight (48) hours or two (2) working days prior notice of same to the Town Office, otherwise the rates thereof shall be charged until such notice is given.
- Any person or persons about to vacate any premises that have been supplied with water or are desirous of discontinuing the use thereof must give notice in writing to the Town to shut off the water at the said premises, otherwise they will be held liable for the accruing rates thereof and for all damages suffered or sustained by the Town and caused by failure to give such notice.
- Where service to a customer is to be discontinued, a final billing will be calculated on a pro rata basis from the date of the last billing to the date of discontinuance.
- Customers opening a new account who are indebted to the Town for utility services previously supplied will not be entitled to receive utility services until payment of such outstanding account, and payment of any deposit required has been paid in full.

#### **Rental Properties and Manufactured Home Parks**

- Every applicant for supply of water and sewer not being an owner or residing in a manufactured home park and the owner has not made application on their behalf shall make application to the Town Office and to make payment of the deposit required to be paid.
- Every owner where there is a landlord/tenant situation must sign a "Utilities Rental Agreement" consenting to allow any unpaid utility account balances to be transferred to the property tax account plus any fees and penalties. Failure to sign a "Utilities Rental Agreement" will result in the Town supplying utility services only to the owner in accordance with Section 42 of the Municipal Government Act.
- Where services are being provided and no application has been made the owner is deemed to be the customer and utility billings shall be addressed to, and be payable by him.
- Every applicant for the supply of water and sewer not being an owner or residing in a manufactured home park shall, before service is turned on, deposit with the Town a guarantee deposit of \$250.
- The deposit shall be retained for a period of two (2) years. Interest for the period of time which the deposit is held by the Town shall not be paid.

Signed: \_\_\_\_\_

Date: \_\_\_\_\_

Completed by: \_\_\_\_\_

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