



# HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION

## POLICY AND PROCEDURE HANDBOOK

### ADMINISTRATION

#### POLICY: TURNOFF FOR NONPAYMENT

Policy ADM 1.04

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Highway 14 Water shall discontinue water service for nonpayment of water or other charges.

#### PROCEDURE:

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Accounts that remain unpaid 60 days beyond the due date will be provided with a "Reminder Notice" advising the account has become delinquent.

Accounts that remain unpaid 90 days beyond the due date will be provided with a "Service Shut Off" Notice requiring that the delinquent be paid within 7 days from the date of the "Service Shut Off" notice.

After the 7<sup>th</sup> day, a notice will be placed at the premise by Highway 14 Water providing 48 hours notice of the pending termination of service.



## **POLICY: Turnoff for Nonpayment**

Shutoff will occur unless the customer has requested or made payment arrangements with the office for an extension or amortization of payments.

When payment is not honored by a customer's bank the account shall be considered unpaid and subject to turnoff.

## **Collection and Restoration of Water Service**

If a service is disconnected a reconnection fee will be charged pursuant to Highway 14 Regional Water Commission Bylaw 15-1, and any amendments thereto.

If full payment cannot be arranged, water service may be restored, at the discretion of the Director of Operations and/or Chief Administrative Officer, with a minimum payment of 50% of the outstanding arrears.




**POLICY: Turnoff for Nonpayment**

The balance must be received within seven calendar days of the first payment to ensure continued water service. Payment of all charges including the reconnection fee will be required for restoration of service.

The Director of Operations and/or CAO are authorized to alter payment arrangements.

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DIRECTOR'S APPROVAL MOTION # **15-31**

  
CHAIRPERSON

  
DATE