



# **HIGHWAY 14 REGIONAL WATER SERVICES COMMISSION**

## **POLICY AND PROCEDURE HANDBOOK**

### **ADMINISTRATION**

#### **POLICY: REFUNDABLE DEPOSIT FEE**

#### **Policy ADM 1.03**

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There shall be a Policy for Utility Refundable Deposits. Highway 14 Regional Water provides water services, and invoices the customer monthly for water consumed. This may create a debt risk for Highway 14 Regional Water Commission creating a cost to the entire customer base. To reduce this effect, there is requirement for a refundable deposit from each customer

#### **GUIDELINES**

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Highway 14 Regional Water calculates the deposit on the type of service, residential or commercial. Residential deposit is defined pursuant to the Rate Bylaw 15-1 Schedule "A". Commercial is calculated on the previous usage at the location. The refundable deposit fee held by the Commission shall not accumulate interest.



## **POLICY: Refundable Deposit Fee**

Highway 14 Regional Water requires a Refundable Deposit prior to services connection. When a deposit is required and the customer is unable to make immediate payment in full, two one-half payments or three payments of the deposit may be provided. The Commission holds the Refundable Deposit upon termination of services to the customer. The deposit shall be refunded less any amount owing on the account within in 60 days of disconnection of service.

Residential customers may have the Refundable Deposit waived if they have had a previous account with the Commission that was in historical good standing that provided no penalties within the last 12 months.

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DIRECTOR'S APPROVAL MOTION # **15-30**

  
CHAIRPERSON

June 17/15  
DATE