



Town of Rimbey Policy Manual

Title: Utility Service Fee, Payment and Penalties Policy Policy No: 3211

Date Approved: January 23, 2017 Resolution No: 028/17

Date Effective: January 23, 2017

Purpose: To provide service fee rates, payment and penalty policies for utility accounts.

Policy Statement:

1.0 Utility Billings

- 1.1 All utility billings shall be processed and forwarded in the name of the property owner(s) as listed on the tax roll.
- 1.2 Utility rates and charges shall be levied for water, sewer, solid waste collection and disposal, recycle and meter service charges commencing when water is turned on to a property.
- 1.3 Utility billings shall be mailed out and collected on a regular schedule as determined by Council.
- 1.4 Billings for services shall be in accordance with rates set out in Schedule A ,(as amended from time to time, by resolution of Council) of Fees for Services Bylaw.
- 1.5 Billings shall be mailed no later than ten (10) days after the first day of the month following the end of the period for which the account was rendered.
- 1.6 Utility bills shall cease only when an employee or agent of the Town of Rimbey physically turns off the water to a property, however, the owner shall still receive a utility bill if there is an outstanding balance owing. If the utility bill is not paid accordingly, then section 5.1 shall apply.

2.0 Connection / Disconnection Fee

2.1 A fee of fifty dollars (**\$65.00**) shall be charged to any accounts to defray the costs for any of the following:

- a) Shutting off a service.
- b) Reconnecting of service following shutoff.
- c) New service.

3.0 Utility Account Transfers & Fees

3.1 An administration fee of forty dollars (**\$40.00**) shall be charged to any account, when a new owner purchases a property. The non-refundable transfer fee will be charged to the new account holder on the first utility billing.

3.2 **NO utility account** for any property *shall be transferred into the name of a renter* but shall be forwarded in the name of the property owner only.

3.3 If a property owner chooses, a utility billing may be forwarded in care of a renter, providing that the property owner has signed a 'Utilities Rental Agreement' form as per attached, allowing that utility account arrears, plus penalties and fees, may be transferred to the property owner's tax roll account, and acknowledging that there may be no notification of such transfers until tax levy notices are mailed in the spring of each year. The forty-dollar (\$40.00) transfer fee shall apply each time a new account needs to be created.

3.4 **Mobile Home Parks** – Utility billings shall be forwarded to the owner of the manufactured or mobile home. If the mobile homeowner chooses, a utility billing may be forwarded in care of a renter, as per section 3.3.

4.0 Payment and Penalties

4.1 The date fixed for payment of utility billings shall be the second last working day of the month in which the utility billings were mailed.

4.2 Any utility account, which remains unpaid on the last working day of the month in which the utility billings were mailed, shall have a **10% late payment penalty** added to the unpaid current balance which will form part of the rate levied.

4.3 Should an account or portion thereof become 2 months in arrears, a written notice shall be forwarded, giving notice of the arrears and final opportunity to pay prior to transferring the arrears to the **property tax roll account**.

5.0 Arrears Transfer to Tax Roll

- 5.1 In the event that payment for the arrears on a utility account is not received at the Town Office by the date and time specified in the written notice (4.3), the **arrears and penalties, plus a forty-dollar (\$40.00)** administration fee, will be transferred to the tax roll of the property, without further notice.
- 5.2 These charges become an amount owing to the Municipality and subject to collections under the tax recovery process.

Initial Policy Date:	June 23, 2005	Resolution No:	229/05
Revision Date:	February 12, 2008	Resolution No.	57/08
Revision Date:	February 23, 2011	Resolution No.	50/11
Revision Date	January 23, 2017	Resolution No.	028/17
Revision Date	October 28, 2024	Resolution No.	182/2024



Utilities Rental Agreement

Utility Account Number		Street Address			
Legal Description:					
Lot:		Block:		Plan:	
Owner's Name			Renter's Name:		
Owner's Mailing Address:			Renter's Mailing Address:		
Owner's Phone Number:			Renter's Phone Number:		

I, _____, being the owner of the property described above, hereby consent to having the Town of Rimbey utility billing forwarded to the renter at the renter's mailing address as noted above.
The utility billing shall be retained in my name but forwarded in care of the renter.

I ALSO AGREE TO:

1. Allow any unpaid utility account balances not paid within the specified time to be transferred to the property tax account, plus fees and penalties, knowing that amounts transferred to the tax roll are then subject to penalties applicable to unpaid taxes.
2. Acknowledge that there may not be notification for late or nonpayment of utility billings until tax levy notices are mailed in the spring of each year.
3. A \$40.00 Administration fee being added to the first utility bill issued in care of the renter.

This agreement shall be effective:

_____ Date

Signature of Property Owner

Signature of Renter

Print Name

Print Name

Please note that the personal information requested in this form is protected under the Freedom of Information and Protection of Privacy Act (FOIP). Collection of the personal information is authorized under FOIP, Section 33c, and is to be used in conjunction with the Town of Rimbey Utility Billings. If you have any questions regarding FOIP, please phone 403-843-2113 and ask for the FOIP coordinator.