

Order No. 5/21

**RURAL MUNICIPALITY OF GIMLI
GIMLI URBAN CENTRE, GIMLI BUSINESS PARK, ASPEN PARK
AND PELICAN BEACH WATER UTILITIES
AMALGAMATION OF WATER UTILITIES
SURCHARGE TO RECOVER DEBENTURE SERVICING COSTS
WATER TREATMENT PLANT AND DISTRIBUTION SYSTEM UPGRADE**

January 12, 2021

**BEFORE: Marilyn Kapitany, B.Sc. (Hon), M. Sc., Panel Chair
Shawn McCutcheon, Member**

1.0 Executive Summary

By this Order, the Manitoba Public Utilities Board (Board) grants approval of the application for the amalgamation of the Rural Municipality of Gimli (RM), Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Utilities (Utility), to be known as the Gimli Amalgamated Water Utility. This amalgamation and revised rates are effective April 1, 2021.

The Board varies the RM's application for revised rates for all customers of the Gimli Amalgamated Water Utility and grants approval of rates as follows:

Amalgamated Water Utility	
Quarterly Service Charge	\$ 25.07
Water (per cubic meter)	\$ 1.85
Minimum Quarterly Charge*	\$ 50.05
Flat Rate per REU**	\$ 100.36
Minimum Quarterly Charge - Flat Rate	\$ 125.43
Bulk Water (per cubic meter)	\$ 2.64
Bulk Water (per 1,000 gallons)	\$ 12.02

*Based on 13.5 cubic meters

**One Residential Equivalency Unit (REU) based on 217 cubic meters per year

The Board also grants approval of utility debenture surcharges to recover debenture servicing costs for the Gimli Amalgamated Water Utility water treatment plant and distribution system upgrades at a rate of \$.43 per cubic meter, to be charged on actual consumption on metered customers and based on estimated consumption of 118.15 cubic meters per year for unmetered customers. The debenture surcharge is effective January 1, 2021.

Reasons for the Board's decision are in Board Findings.

2.0 Application

Application for amalgamation and revised rates

On January 10, 2020 the Board received an application from the RM requesting approval of revised water rates and the amalgamation of the Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Systems.

The proposed amalgamation is the next step in the RM's long term plan for its utility systems. The RM amalgamated its five wastewater utilities into a single utility in 2011, approved in Board Order No. 42/11. The RM has undertaken the capital upgrades to its water system to join the existing water systems into a single distribution system. The water upgrade system is now complete and the RM submitted its application to amalgamate the four existing water systems into a single utility, to be known as the Gimli Amalgamated Water Utility. The RM has previously indicated it intends to amalgamate the water and wastewater utilities into a single utility in the future.

The accompanying application for revised rates included a material error in the volumes used to calculate the rates, therefore the Board will vary the water rates for the newly amalgamated Utility.

The RM has indicated to the Board it is recalculating the rate application and will submit a new rate application in early 2021.

Application for approval of utility debenture surcharge

On November 4, 2016, the RM applied to the Board for approval in principle of a utility surcharge to fund the water treatment plant and distribution system upgrades in the RM.

On May 11, 2020, the RM applied to the Board for final approval of the debenture surcharge. The RM's submission had been revised in three significant ways and the RM did not apply to the Public Utilities Board for any change to the approval in principle granted in Board Order No. 147/16.

On September 28, 2020, the Board issued Board Order No. 117/20 denying the RM's application for the debenture surcharge. The Board found the final application had substantially changed from the application approved in principle in 2016. The details of the Board's findings on the application outlined in Board Order No. 117/20, available on the PUB website.

The Board directed the RM to submit a revised application on or before October 31, 2020. The Board recommended the revised application align with Board methodologies or the RM provide comprehensive support and explanation for any alternative methodology used.

The RM submitted its revised application October 26, 2020. The Board reviewed the application and submitted a round of inquiries to the RM, which responded November 13, 2020.

The annual debenture payment is \$178,553.20, due annually on May 1, 2021 to 2040. The debenture is to be recovered partially through property taxes (40%) and partially through utility rates (60%), with the total portion to be recovered from utility rates being \$107,131.94 per year.

The revised application proposed the utility debenture surcharge be calculated on actual water consumption. The 2019 metered water sales for residential and commercial customers was 245,777.6m³. The average residential customer's consumption was 118.15 m³, and the RM proposed using this volume to estimate consumption for

unmetered, flat rate customers. The sum of the metered water sales and 118.15m³ for 61 unmetered customers is 252,985m³.

The portion of the debenture payment to be recovered through the utility rates is \$107,131.94 per year, resulting in a rate of \$.43 per cubic meter.

The RM administration advises the Board it is currently preparing a submission for Council consideration to install meters at all locations. The application also advises that utility customers will be charged the debenture surcharge only on the actual consumption, not the minimum billing consumption of 13.5m³ per quarter.

3.0 Board Findings

The Board grants approval of the amalgamation of the Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Systems, known going forward as the Gimli Amalgamated Water Utility. This amalgamation is effective April 1, 2021, to allow the RM to provide notice to customers of the revised utility rates.

Effective April 1, 2021 the water rates for all customers of the Gimli Amalgamated Water Utility shall be set based on the highest individual rates currently in effect. The approved rates are higher than the revised rates applied for by the RM in September 2019; however, the error in volume found in that rate application overstated the volume of water sales. This error would lead to an artificially reduced water rate. For this reason, the Board deems it prudent to maintain the rates at the highest level currently approved until such time as the RM's revised rate application is reviewed and revised rates are granted Board approval.

The RM has indicated it will be submitting a revised application for rates in early 2021, and the Board will direct the RM to do so on or before March 31, 2021.

Board grants approval of the debenture surcharge of \$.43m³ of actual consumption for metered customers. Unmetered customers will be charged using an estimated volume of 118.15m³ per year, until such time as the RM installs meters for those customers. The Board encourages the RM to make metering the remaining customers a priority.

The debenture surcharge will not be charged to any RM residents who are not connected to the system. These residents are contributing to the water distribution through the portion of debenture being recovered through taxes.

The RM has expressed concern about the possibility of inadequate revenue collection by recovering the debenture on a consumption basis. This is a legitimate concern, and the RM can mitigate it by consistently tracking the revenues being recovered through the debenture surcharge. The Board recommends the RM work with its auditor to include a dedicated revenue line on the Schedule of Utility Operations (Schedule 9) to the audited financial statements. The Board will require the RM of Gimli to provide quarterly reports to the Board updating the amounts recovered by the RM utility billings.

4.0 IT IS THEREFORE ORDERED THAT:

1. The Rural Municipality of Gimli's application to amalgamate the Gimli Urban Centre, Gimli Business Park, Aspen Park and Pelican Beach Water Systems into the Gimli Amalgamated Water Utility BE AND IS HEREBY APPROVED, effective April 1, 2021.
2. The water rates for the Rural Municipality of Gimli, Gimli Amalgamated Water Utility, BE AND ARE HEREBY VARIED in accordance with the attached Schedule A, effective April 1, 2021.
3. The Rural Municipality of Gimli's utility debenture recovery surcharge of \$.43 per cubic meter for the Gimli Amalgamated Water Utility water treatment plant and distribution system upgrades BE AND IS HEREBY APPROVED, effective January 1, 2021, to December 31, 2040, or until paid in full, whichever comes first.
4. The Rural Municipality of Gimli submit a revised rate application for the Gimli Amalgamated Water Utility, on or before March 31, 2021.
5. The Rural Municipality of Gimli submit a quarterly report to the Public Utilities Board advising the total revenue collected from the utility debenture recovery surcharge within 30 days of the end of the billing quarter.
6. The Rural Municipality of Gimli amend its Water and Wastewater Utility Rate by-law to reflect the decisions in this Order, and submit a copy to the Board once it has received third and final reading.
7. The Rural Municipality of Gimli provide a notice of the decisions found in this Order to its customers as soon as possible, with a copy provided to the Public Utilities Board.

Fees payable upon this Order - \$150.00

Board decisions may be appealed in accordance with the provisions of Section 58 of *The Public Utilities Board Act*, or reviewed in accordance with Section 36 of the Board's Rules of Practice and Procedure. The Board's Rules may be viewed on the Board's website at www.pubmanitoba.ca.

THE PUBLIC UTILITIES BOARD

"Marilyn Kapitany, B.Sc. (Hon), M. Sc."
Panel Chair

"Jennifer Dubois, CPA, CMA"
Assistant Associate Secretary

Certified a true copy of Order No. 5/21 issued by
The Public Utilities Board



Assistant Associate Secretary

**RURAL MUNICIPALITY OF GIMLI
SCHEDULE "A"
BY-LAW NO. 19-0009
WATER AND WASTEWATER UTILITY RATES**

1. WASTEWATER UTILITY CHARGES

1.1. EFFECTIVE OCTOBER 1, 2019

Commodity Charge - \$1.35 per cubic meter (m³)

1.1.1 Wastewater Utility Customers-Metered

All customers with metered water and wastewater service shall pay the applicable minimum wastewater rate charge set out below based on the consumption of the metered water service, which will include the allowance indicated:

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$22.71	\$18.23	\$40.94
¾"	2	27 m ³	\$22.71	\$36.45	\$59.16
1"	4	54 m ³	\$22.71	\$72.90	\$95.61
1 ½"	10	135 m ³	\$22.71	\$182.25	\$204.96
2"	25	337.5 m ³	\$22.71	\$455.63	\$478.34
3"	45	607.5 m ³	\$22.71	\$820.13	\$842.84
4"	90	1215 m ³	\$22.71	\$1,640.25	\$1,662.96
6"	170	2295 m ³	\$22.71	\$3,098.25	\$3,120.96

1.1.2 Wastewater Utility Customers-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or Small Business	1	\$22.71	\$66.49	\$89.20
Building with more than 1 residence or business				
2 residences or businesses	2	\$22.71	\$132.98	\$155.69
3 residences or businesses	3	\$22.71	\$199.47	\$222.18
Cornerstone Enterprises	1	\$22.71	\$66.49	\$89.20
Design Canada	1	\$22.71	\$66.49	\$89.20
Gimli Small Engines	1	\$22.71	\$66.49	\$89.20
Lake Agassiz Marine Office	1	\$22.71	\$66.49	\$89.20
Lake Agassiz Marine Hanger # 2	2	\$22.71	\$132.98	\$155.69
Lake Agassiz Marine Hanger # 4	2	\$22.71	\$132.98	\$155.69
Aurora Recovery Centre	5	\$22.71	\$332.45	\$355.16
Lake Agassiz Marine Hanger # 1	5	\$22.71	\$332.45	\$355.16
GIDG Dunlop Building	5	\$22.71	\$332.45	\$355.16
Natural Resources Water Bombers	5	\$22.71	\$332.45	\$355.16
Star North Marine	5	\$22.71	\$332.45	\$355.16
Skyline Hanger #3	5	\$22.71	\$332.45	\$355.16
Faroex-Plant	15	\$22.71	\$997.35	\$1,020.06
Faroex-Warehouse	1	\$22.71	\$66.49	\$89.20
Faroex-Research Building	1	\$22.71	\$66.49	\$89.20

1.1.3 Wastewater Utility Customers - Bulk Rates and Septic Haulers

Haulers within the RM - Volumetric Charge (m³) - \$4.60 (\$20.93 per 1,000 gallons)

Haulers outside the RM - Volumetric Charge (m³) - \$5.95 (\$27.08 per 1,000 gallons)

2. WATER CHARGES

2.1 Water Customers

Notwithstanding the commodity rates set forth in Section 1 hereof, all customers with water and wastewater service shall pay the applicable flat rate set out below or minimum charge set out below based on the consumption of the metered water service, which will include the allowance indicated.

2.2 WATER UTILITY CHARGES

2.2.1 EFFECTIVE APRIL 1, 2021

2.2.1.1 Water System - Metered

Commodity Charge - \$1.85 per cubic meter (m³)

Minimum Quarterly Charges – Water Connection Only

Meter Size	Group Capacity Ratio	Minimum Quarterly Consumption	Service Charge	Commodity Charge	Minimum Quarterly Charges
5/8"	1	13.5 m ³	\$25.07	\$24.98	\$50.05
¾"	2	27 m ³	\$25.07	\$49.95	\$75.02
1"	4	54 m ³	\$25.07	\$99.90	\$124.97
1 ½"	10	135 m ³	\$25.07	\$249.75	\$274.82
2"	25	337.5 m ³	\$25.07	\$624.38	\$649.45
3"	45	607.5 m ³	\$25.07	\$1,123.88	\$1,148.95
4"	90	1215 m ³	\$25.07	\$2,247.75	\$2,272.82
6"	170	2295 m ³	\$25.07	\$4,245.75	\$4,270.82

2.2.1.2 Bulk Water Rate

Volumetric Charge - \$2.64 per cubic meter (m³) (\$12.02 per 1,000 gallons)

2.2.1.3 Water Utility-Flat Rates

Customer	REU	Service Charge	Commodity Charge	Quarterly Bill
Single Family or small Business	1	\$25.07	\$100.36	\$125.43
Building with more than 1 residence or business				
2 residences or businesses	2	\$25.07	\$200.73	\$225.80
3 residences or businesses	3	\$25.07	\$301.09	\$326.16
Cornerstone Enterprises	1	\$25.07	\$100.36	\$125.43

Design Canada	1	\$25.07	\$100.36	\$125.43
Gimli Small Engines	1	\$25.07	\$100.36	\$125.43
Lake Agassiz Marine Office	1	\$25.07	\$100.36	\$125.43
Lake Agassiz Marine Hanger # 2	2	\$25.07	\$200.73	\$225.80
Lake Agassiz Marine Hanger # 4	2	\$25.07	\$200.73	\$225.80
Aurora Recovery Centre	5	\$25.07	\$501.81	\$526.88
Lake Agassiz Marine Hanger # 1	5	\$25.07	\$501.81	\$526.88
GIDG Dunlop Building	5	\$25.07	\$501.81	\$526.88
Natural Resources Water Bombers	5	\$25.07	\$501.81	\$526.88
North Star Marine	5	\$25.07	\$501.81	\$526.88
Skyline Hanger #3	5	\$25.07	\$501.81	\$526.88
Faroex-Warehouse	1	\$25.07	\$100.36	\$125.43
Faroex-Research Bldg	1	\$25.07	\$100.36	\$125.43
Faroex-Plant	15	\$25.07	\$1,505.44	\$1,530.51

One residential equivalency unit (REU) based on 217 cubic meters per year.

3.0 SERVICE TO CUSTOMERS OUTSIDE MUNICIPAL LIMITS

The Council of the Municipality may sign agreements with customers for the provision of water and wastewater services to properties located outside the legal boundaries of the Municipality. Such agreements shall provide for payment of the appropriate rates set out in Commodity Rates of this schedule, as well as a surcharge set by resolution of Council, which shall be equivalent to the frontage levy, general taxes and special taxes for utility purposes in effect at the time, or may be in effect from time to time, and which would be levied on the property concerned if it were within these boundaries. In addition, all costs of connecting to the utility's mains, and installing and maintaining service connections will be paid by the customer.

4.0 PENALTY FOR LATE PAYMENT

A late payment charge of 1 ¼% per month compounded shall be charged on the dollar amount owing after the billing due date. The due date will be at least fourteen (14) days after the mailing of the bills.

5.0 DISCONNECTION OF SERVICES

5.1 Disconnection for Non Payment / Delinquent Accounts

All utilities subject to *The Public Utilities Board Act* shall comply with the Conditions Precedent for water and/or wastewater service disconnection, as attached hereto and marked as Schedule "B".

5.2 Disconnection at Owners Request

A fee of \$30.00 shall be charged for disconnecting the water service at the property owner's request.

6.0 RECONNECTION OF SERVICES

6.1 Reconnection for Non Payment / Delinquent Accounts

Where any service is disconnected under the provisions of this By-Law, it shall not be reconnected until all arrears, penalties and a reconnection fee of \$100.00 have been paid.

6.2 Reconnection for Non Delinquent Accounts

A fee of \$30.00 shall be charged for reconnecting the water service at the property owner's request.

7.0 OUTSTANDING ACCOUNTS

Pursuant to Section 252(2) of The Municipal Act, the amount of all outstanding charges for water and wastewater services, including fines and penalties, are a lien and charge upon the land serviced, and shall be collected in the same manner in which ordinary taxes upon the land are collectible, and with like remedies.

8.0 STANDPIPE SURCHARGE

A quarterly flat rate fee of \$168.75 shall be charged to all commercial or multi-family customers with internal sprinkler systems for the purpose of fire protection.

9.0 HYDRANT RENTALS

The Rural Municipality of Gimli shall pay to the utility an annual rental of \$125.00 for each hydrant connected to the system.

10.0 METER ACCURACY TESTING

That any customer may request that his/her water meter be tested for accuracy and before having the same tested by the Municipality, he/she shall deposit with the Chief Administrative Officer the sum of One Hundred (\$100.00) Dollars, which shall be retained and if the meter shall be found to be accurate, the said sum of One Hundred (\$100.00) Dollars shall be retained by the Municipality and if the meter is found to be inaccurate, the said sum of One Hundred (\$100.00) Dollars will be returned to the customer

11.0 WASTEWATER SURCHARGES

That there may be levied annually, in addition to rates set forth above, a special surcharge on wastewater having a Biochemical Oxygen Demand in excess of 300 parts per million, to be set by resolution of Council.

That a special surcharge for substances requiring special treatment shall be charged based on the actual costs of treatment required for the particular wastewater or industrial wastes.

12.0 COMMERCIAL SEASONAL CUSTOMERS

That all commercial customers that have their water service disconnected in the fall and reconnected in the spring and that have a service size larger than the minimum size of 5/8" will pay the minimum metered amount, according to service size per quarter, while the water service is disconnected.

13.0 RESIDENTIAL SEASONAL CUSTOMERS

Residential customers may declare a property seasonal use whereby their residence will not be in use from January 1 to March 31 of each year and their utility bill will be discontinued for that quarter. Billing will automatically start on April 1 of each year. Once the residential customer makes the declaration and if the residence uses the utility service for any part of the quarter, the whole quarter will be charged regardless of the number of days use in the quarter.

14.0 RESIDENTIAL CUSTOMERS CONNECTED TO THE NORTH FORCEMAIN

Residents connected to the North Forcemain and have a low pressure wastewater system will be entitled to be reimbursed for one pump out per year by the municipality.

**RURAL MUNICIPALITY OF GIMLI
SCHEDULE "B"
BY-LAW NO. 19-0009
WATER AND WASTEWATER RATES**

Conditions Precedent Allowing for Collection and Disconnection of Water and/or Wastewater Services for Non-Payment of Accounts

POLICY AND PROCEDURES

1.0 PURPOSE:

The purpose of this document is to outline and define the disconnection and reconnection policies and procedures for customers with water and/or wastewater services.

Disconnection, in accordance with the steps outlined in the following policy and procedures may occur if a customer is in arrears and full payment or payment arrangements suitable to the utility have not been made and if so, such disconnections must occur in conformance with these conditions precedent.

Reconnection, in accordance with the following policy and procedures will occur as soon as it is reasonably possible after the account returns to good standing. This Policy and Procedure does not apply to disconnection practices for routine maintenance of the utility including emergencies.

2.0 SCOPE:

The policy and procedures apply to customers receiving water and/or wastewater services. The procedures are detailed to reflect the variety of situations that may occur for each of the following customers.

2.1 All property owners and/or tenants responsible for water and/or wastewater services.

2.2 All landlords responsible for providing tenant water and/or wastewater services covered under The Residential Tenancies Act (C.C.S.M. c R119).

2.3 Where water and/or wastewater services are added to taxes.

2.4 Where water is sold in bulk.

2.5 Where wastewater is dumped into a treatment facility.

2.6 Where water and/or wastewater service is provided beyond the boundaries of a municipality, if applicable.

3.0 DEFINITIONS:

Account Holder/Customer – shall refer to the person or persons who have applied for water and/or wastewater service at a particular residence, whether it be the property owner or renter.

Property Owner – shall refer to the person or persons who are listed on the title of a specific property.

Renter – is not the property owner of the subject property and shall refer to the utility account holder/customer of the subject property.

Security Deposit – shall be based on the risk to the utility and should not exceed an estimated bill for three months.

4.0 POLICY:

4.1 The Utility will normally confine collection activity to the person(s) identified on the account who requested the service(s) with an implied agreement to pay or the person or agency who has agreed to pay for the service(s), with the following exception: where a reasonable person would expect that a customer not named on the bill is implicitly responsible for the service(s), i.e. husband or wife (legal or common-law), that person will also be presumed to have liability for the outstanding balance.

4.2 In order to satisfy provisions of *The Freedom of Information and Protection of Privacy Act*, Utilities are encouraged to develop an agreement between the utility and the account holder/customer, with provisions that establish at minimum conditions for service, recourse for unpaid bills, deposits required, and for renter's acknowledgement that information relating to their account status and other information may be released to the property owner to assist with collections.

4.3 The Public Utilities Board (Board) may, on its own initiative, or at the request of a customer, review a Utility's action and make recommendations and/or orders with respect to same as the Board may determine.

4.4 Every effort is to be made by the Utility to resolve outstanding accounts, disconnection and reconnection issues directly with its customer(s). If a solution cannot be reached the customer may apply to the Board for dispute resolution.

4.5 The Utility must make special application to the Board prior to disconnecting service to a community or multiple residences/properties. Such an application must be shared with the affected community(ies) and/or multiple residences/properties. The Board will consider the circumstances and particulars of the application and provide the Utility with direction, following such process as the Board may deem appropriate.

4.6 If a landlord is responsible for the provision of water and/or wastewater services to tenant occupied premises, arrears will be based on the outstanding account balance and will be subject to Residential Tenancy Branch (RTB) procedures at the tenant occupied premises. Landlords failing to bring their outstanding account balance to good standing will be subject to disconnection of services of the same utility at their personal residence and any vacant premises under the same name.

4.7 This policy does not affect the Utility's right to disconnect in times of emergency and/or for reasons of safety or for failure to comply with water rationing requirements.

4.8 The Utility will keep current data of all disconnected customers in accordance with the following procedures.

4.9 The Utility may seek Board exemption from full disconnection procedures when faced with customers who consistently and deliberately show patterns of payment avoidance and who clearly understand the consequences of their actions.

5.0 PROCEDURES

5.1 DISCONNECTION PROCEDURE

Steps 1, 2 and 3 must be followed on water and/or wastewater services in arrears.

Step 1

Customers shall receive a billing statement each billing cycle for services. In some cases the bill is for past consumption and/or minimum quarterly bill for the prior quarter and in other cases, for past consumption over the minimum quarterly bill in the prior quarter plus the next minimum quarterly bill in advance. The due date which appears

on the bill shall be no less than 14 days after the billing date. Bulk water customers or customers dumping sewage may have special billing arrangements. However, failure to pay an outstanding bill may result in the removal of the right to use the service.

Step 2

If payment is not received within 31 days from the last billing date, a message similar to the following shall appear on a reminder statement:

“Our records indicate your account is past due. Please give this your prompt attention. If payment or payment arrangements have been made, kindly disregard this notice.”

[The following is applicable to residential premises.]

“Information on service disconnection, payment arrangements and financial assistance is enclosed.”

Sample Insert:

<p>If your account is past due and you have not made payment arrangements, your water and/or wastewater service could be disconnected.</p> <p>The Public Utilities Board adopted Order No. --/08 governing the disconnection of water and/or wastewater service for nonpayment of account.</p>	<p>To make payment arrangements, please contact the utility at: <i>[Insert contact information here]</i></p> <p>If you have already made payment arrangements, please disregard this notice.</p>	<p>Financial assistance may be available through Employment and Income Assistance: 204-642-6051, toll free 1-866-475-0215</p> <p>Additional financial counseling and support may be available through Community Financial Counseling Services: • 1-888-573-2383</p>
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Step 3

If payment is not received within 45 days of the last billing date, a message similar to the following shall appear on the second and final reminder notice. Reconnection fees will be charged as approved by the Board from time to time.

IMPORTANT PAST DUE NOTICE

Your **account** is past due. If suitable payment arrangements or full payment of the arrears are not made on or before (*enter Date {14 calendar days from date of issue}*) your account will be subject to disconnection. If payment of the arrears has already been made, please notify us immediately. If payment arrangements have already been made kindly disregard this notice.

If your service(s) is disconnected, full payment of the arrears balance plus a reconnection fee will be required before service is fully restored. A security deposit may also be required. Customers may appeal the Utility's action by contacting the Public Utilities Board.

The Utility is not responsible for any damages or losses that may occur as a result of services which are disconnected for non-payment. Please ensure you protect people, animals and property that may be impacted by disconnection of service.

Reconnect Fees are \$50.00.

Your service will be disconnected on _____ in the a.m. or p.m.

5.2 Where the Utility bills the minimum quarterly bill in advance, and where service is not reconnected, the bill should be adjusted and prorated accordingly, for the period from the date of disconnection to the end of the next quarter.

5.3 The following are exceptions to the above notice requirements before disconnection:

- (a) Where the customer's account was past due and where a payment arrangement was made and subsequently broken, the Utility may disconnect the customer's service with 7 calendar days notice.
- (b) Where the customer's account was past due for services billed at a previous premise, the Utility may, with 10 days notice, disconnect the customer's service at the new premise if the customer fails to make a payment arrangement.

The Utility shall take all reasonable steps to collect the arrears from its account holder/customer before adding any arrears to taxes.

5.4 A message similar to the following shall appear on any future billing statements where services have been disconnected:

"Your account remains outstanding despite previous requests for payment. Failure to pay the outstanding account balance may make your account subject to legal action. Please call the phone number on the front of your billing statement or pay in person. If payment of the arrears has already been made, please notify the Utility immediately. If payment arrangements have already been made, kindly disregard this notice."

6.0 RECONNECTION OR RESTORATION OF SERVICE PROCEDURE:

6.1 No reconnection of service(s) shall occur unless full payment of the arrears or payment arrangements is made suitable to the Utility including a reconnection fee. Reconnection terms may also include the payment of a security deposit.

6.2 All reasonable efforts shall be made to reconnect or restore the service as soon as possible.

7.0 GENERAL GUIDELINES FOR RENTAL PROPERTIES:

7.1 The renter and property owner are both responsible for providing notice and meter readings to the utility when vacating or renting a premise for the first time.

7.2 If the new renter has an unpaid amount, the utility may refuse service to the tenant.

7.3 The departing tenant will be responsible for services to the date of departure and the arriving tenant or the property owner will be responsible on the date the new tenant takes occupancy.

7.4 If there is a period of time between departing tenant and the arriving tenant the property owner will be responsible for the service charge.

7.5 The renter's deposit, if applicable, will be applied to the utility bill at this time.

7.6 In the case where the amount of the deposit, if applicable, exceeds the amount of the final bills and a credit is shown on the utility account, the credit is then refunded to the renter in the form of a cheque.

8.0 REPORTING REQUIREMENTS:

8.1 The Utility shall record the following information which the Board may request at any time:

- (a) the name of the account holder disconnected;
- (b) efforts made by the Utility to contact the customer (bill messages, letters, telephone calls, personal visits) and the results of such efforts;
- (c) any evidence of the customer either contacting, or being encouraged to contact an appropriate social agency;
- (d) if known, details of any follow-up action being undertaken by a social agency; and
- (e) information indicating the presence of children, the elderly and the disabled. Where there are children 12 and under, the matter will be referred in writing to Child and Family Services as soon as the facts are known.