Policy Number UB2024-01

Policy Type Utility Services

Policy Name Utility Disconnection Process

Repealed Policies None

Approval Date March 27, 2024

Revised Date

**Purpose**

This Policy is intended to provide a framework for administration and maintenance staff when it comes to disconnecting/ shutting off a properties utility connection from the Town of Eston’s water network.

This policy is to achieve the following objectives:

1. To allow for regular Utility Arrears processing in accordance with Bylaw 2021-04
2. To provide administration and maintenance staff a time period by which disconnects should be processed
3. To provide an avenue for homeowners and landlords to prevent rampant use of the Town’s utilities without covering the charges incurred.

**Policy A: Utility Arrears Proceedings**

Administration staff has the power to begin the utility arrears procedure detailed in Section 6 Delinquent Accounts of bylaw 2021-04 Water and Sewer Services Bylaw, or any bylaw that has replaced it, at any point in time they deem necessary. This process should be performed at least twice a year and should include disconnected utilities to be transferred to taxes as well as utility accounts that are active and would be disconnected at the end of the process if action were not to be taken.

**Policy B: Utility Disconnections**

1. In the event a utility account is disconnected from the water shut off said account will be charged the disconnection fee detailed in Bylaw 2021-04 or any bylaw that has replaced it.
2. Disconnected properties will not be charged utility bills while disconnected including but not limited to consumption charges, infrastructure charges, and environmental fees.
3. For unoccupied properties property owners may request a shut off at any time with the understanding that the physical disconnection may not happen for at least 1 week after the shut off is requested.
4. For occupied properties property owners must request a shut off at which point administration will provide a 30-day notice via registered letter to the current occupants if possible, the cost of which will be billed to the property’s utility account.

**Policy C: Utility Reconnections**

1. In the event a utility account is reconnected to the Town’s water supply said account will be charged the Connection fee detailed in Bylaw 2021-04 or any bylaw that has replaced it.
2. Property owners may request a reconnection on a disconnected property with 3 business day’s notice.
   1. If a property owner requires a utility service be reconnected with less than 3 business day’s notice the Town will do their best to get the property reconnected but is not required to do so.