South Yellowhead Water Corporation (SYWC)

Water Account Collection Policy

January 2019

<https://docs.wixstatic.com/ugd/7450ab_5a985531bb444b12b69299aa8f1c1f79.docx?dn=SWYC%20Deliquent%20Water%20Account%20Policy-sept%201.docx>

***This policy replaces the existing policy and takes effect as of January 5, 2019***

1. If a customer neglects to pay their quarterly water invoice within thirty days of it being sent, the **book-keeper sends a** **Reminder Notice.** It is the responsibility of the customer to contact the SYWC treasurer if there are any problems in paying off the balance owing. **Contact information for the treasurer** is on the invoice under **Description**. Payment can be made by TelPay, cheque, or e-transfer.
2. An **account** is considered **delinquent** if the balance on the outstanding invoice is not paid, or if satisfactory arrangements have not been made with **the treasurer, within 60 days of the sending of the Reminder Notice. T**he Board treasurer will send the customer a **Delinquent Account Notice.\*** This contains information on the amount owing and that payment must be received within **10 days** from the date the **Delinquent Notice is sent**. A management fee of **one hundred and fifty dollars ($150)** will be added to the outstanding bill.
3. The customer must arrange with the treasurer and bookkeeper to make payment on the invoice within **10 business days** from the sending of **the Delinquent Account Notice.**
4. If the customer fails to pay their invoice, **a Disconnect Account Notice** \*\* will be sent advising them that unless payment in total is received by the bookkeeper, or there is a written and signed agreement for payment that is acceptable to the Board, the water may be shut off after **five business days from the date the Disconnect Account Notice** is sent. The Board will decide, by simple majority vote, to have the service disconnected at the curb stop with notice sent to the customer.
5. A customer who wants to be reconnected to the SYWC. system must pay the total arrears incurred to date, including the minimum charge for water for the quarter the disconnect occurred, plus **a two hundred dollar ($200) reconnect fee.**
6. **A customer will be considered a credit risk after having received two Delinquent Account Notices\* during their time as a customer. If this occurs the customer will be required to prepay for the quarter. The amount to prepay will be calculated based on past year quarterly charges. Failure to prepay will result in a Board motion to disconnect water services at the curb stop. The water charges will remain with the land location on the subscriber agreement\*\*\*. The buyer of the property will be required to pay all costs related to money owing in order to have the water turned on. It is the seller’s obligation to ensure the buyer is aware of this requirement as a condition to joining the South Yellowhead Water Corp. (Note. #7 below)**
7. Where there is a **Transfer of subscriber water supply agreement**\*\*\*\* the new subscriber is responsible for all outstanding water charges. (Bylaw: Article 14.B)

\***Delinquent account notice**

\*\* **Disconnect account notice**

\*\*\* **Subscriber agreement**

<https://docs.wixstatic.com/ugd/7450ab_d396640e935a459a8059f75f6485c768.pdf>

\*\*\*\* **Transfer of subscriber water supply agreement**

<https://docs.wixstatic.com/ugd/7450ab_78eb7275f0124c5885961593f9f444ee.pdf>