

# Town of Star City

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POLICY

14-01


Box 250  
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## DISCONNECTION/RECONNECTION CHARGES

THIS POLICY IS INTENDED TO CLARIFY THE DISCONNECTION AND RECONNECTION CHARGES AS LAID OUT IN BYLAW NO. 488-2014.

1. If the water is on at the curb – we charge the monthly rate regardless if it is turned off inside; unless the homeowner decides to pay the one-time fee of \$200 as described in item 5.
2. If it is off at the curb for non-payment there is a \$50 reconnect fee in addition to arrears paid in full before water service will be restored. This applies to the past resident only. Example: Renter A had water turned off for non-payment and has left town. Renter B is moving in. The landlord would pay the reconnect fee for Renter B and the arrears for Renter A if necessary prior to water being reconnected.
3. If it is a temporary disconnection then it is \$50 to disconnect and \$50 to reconnect as in the case of landlords who are in between renters.
4. If it needs to be turned off in an emergency situation being main valve repair or water meter repair only; no charge for disconnect or reconnect. If the water is off at the curb and the homeowner is doing repairs then a \$50 reconnect fee will be charged.
5. If water will be off for an extended period of time and they do not want the water off at curb but it is off inside, then they have the option of paying a 1 time fee of \$200 for the 3 or more months – this is for all extended shut offs not just for travellers. The water can be turned off inside and is not turned off outside. In this way the homeowner can turn on the water himself upon his return if he returned on a Sunday night for example. Monthly water reads will continue to be taken but not billed. However if usage is incurred then regular monthly bills will issued.
6. Should water be disconnected for non-payment but the resident is still living there, then the sewer and garbage fee will still be applied as it will be assumed they are hauling water and still putting it down the sewer and using garbage collection. If the resident it is a renter then the landlord will be notified that this is being done.

Passed by Resolution No. 283-2014 on November 10, 2014

  
Herb Reid, Mayor

  
Anita Tkachuk, Administrator



Certified a True and Correct  
Copy of Policy No. 14-01  
Passed by Resolution of Council  
This 10<sup>th</sup> day of November, 2014

  
Anita Tkachuk, Administrator