

Collections and Resolution of Issues with Ratepayer Accounts

Adopted date: May 11, 2022	Amended date:	Next Review: 2026
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OBJECTIVE

This policy has been created to provide clear process for dealing with Ratepayer concerns regarding collections and accounts

POLICY STATEMENT

IN THE EVENT OF A 24-HOUR SHUT-OFF:

24-hour shut-off notices are to be hand delivered with at least two trustees in attendance. It would be preferable to also have the water operator attend so that, for appearance purposes, the shut off will take place without delay.

In the event the ratepayer does not make the necessary payment, two trustees will accompany the water operator to the property the next day for the water to be shut off.

The water will not be turned back on until such time as all outstanding amounts as well as the shut-off and turn-on fees are paid.

IN THE EVENT A RATEPAYER HAS A CONCERN WITH THEIR CONNECTION AND/OR ACCOUNT:

Trustees will deal with ratepayers who are unsatisfied with the service they have received. There should be a minimum of two trustees in attendance when meeting with the ratepayer at the property or at the office. In the event the issue has to do with the ratepayer's account, two trustees will attend the meeting between the ratepayer and the administrator to discuss the ratepayer's account.

RELATED DOCUMENTS

- BC Local Government Act
- Water Distribution Regulation Bylaw
- Van Anda Improvement District Water Tolls Bylaw