



## CITY OF CORNER BROOK

### Policy Statement

Index	Finance & Administration		Section	Collections		
Title	Water Shut Off on Unpaid Accounts -2020		Policy Number (Index-Sector-No.)	11-03-21	Authority	Council
Approval Date:	13 January 2020	Effective Date	13 January 2020	Last Revision Date		

***Purpose:***

To state the City's policy on discontinuance of water service due to unpaid tax accounts.

***Policy Statement:***

Shut-off notices to unpaid accounts will be issued on an ongoing basis for any accounts in arrears. The City Collector reviews all outstanding accounts to determine what accounts are not collectable.

***Detailed Action Required:***

The City Collector will conduct a review of outstanding accounts regularly and determine which accounts are in arrears. The City Collector will issue a letter to the property owner, giving the individual 7 days from the signing date to make contact to pay the amount in arrears or set up a payment plan for the outstanding taxes. These letters are to be sent by registered mail. Letters are to be copied to the Director of Finance & Administration.

If the City Collector does not get a response to set up said payment plan, a second letter will be sent from the Director of Finance & Administration advising of the water shut off within 7 days. This letter will give no option to set up a payment plan. To avoid water shut off, the property owner will have to pay the outstanding arrears. This letter is to be hand delivered.

If arrears are not paid in full within 7 days of the second letter, the Superintendent of Water & Waste Water will be instructed to proceed with the water shut off.

IN WITNESS WHEREOF, this policy is sealed with the Common Seal of the City of Corner Brook.

MAYOR

CITY CLERK