

<b>Montague Sewer &amp; Water Treatment and Collection Corporation Policy</b>		
<b>Name:</b>	<b>W&amp;S Collections Policy</b>	<b>Policy Number: WS-01</b>
<b>Committee</b>	<b>Montague Sewer &amp; Water Treatment and Collection Corporation</b>	<b>Approval Date: Feb. 2013</b>

1. When sewer and/or water service is available to a Montague Sewer & Water Treatment and Collection Corporation customer, and that customer is subject to payment to the Montague Sewer & Water Treatment and Collection Corporation, this policy will prevail.
2. Bills are sent out by the Montague Sewer & Water Treatment and Collection Corporation on a quarterly basis.
3. Amounts over thirty days (metered) and over sixty days (unmetered) will be subject to late penalties on a monthly basis.
4. All accounts over 90 days past due will receive a letter requesting full payment within the next thirty days. (Appendix C-1, First letter)
5. All accounts over 120 days past due will receive a second letter (Appendix C-2, Second Letter). This letter will confirm that satisfactory payment arrangements must be made within the next 7 days and explain the consequences of not following the agreed terms (service discontinuance). The letter will also advise that if payment and/or arrangements are not made within the 7 day deadline, a stake advising of the date of service discontinuance will be driven on the property after that point.
6. Customers who do not pay the full outstanding amounts will be asked to sign a payment contract to clear any outstanding account balance (Appendix C-3, Payment Contract).
7. If no response or payment is received after the second letter deadline, a stake will be driven on the property advising of the date of service discontinuance.
8. If there is no response to the stake being driven on the property, service will be discontinued on the date written on the stake.
9. If a utility customer does not honor the payment contract, or payment arrangements, they will receive a 48 Hour Disconnect Notice (Appendix C-4, Disconnect Notice) and will be required to pay the account **in full** or service will be discontinued. A 48 hour notice must be physically placed on the overdue property to provide notification of disconnection to the person(s) living there.
10. Suitable payment arrangements for customers owing over \$500 is based on 5% or \$100 per month, whichever is greater. The minimum monthly suitable payment arrangement is \$100.00. The customer is also required to keep their most recent quarterly bills up to date. The maximum time limit for repayment of arrears is 24 months.

Montague Water & Sewer Corporation  
PO Box 546  
Montague, PE C0A 1R0



Appendix C-1

Date

Customer  
Mailing Address

A review of the Town of Three Rivers – Montague Water and Sewer Receivable shows an overdue balance of Account Total for Account # \_\_\_\_\_ at Service Address \_\_\_\_\_ as of [Date].

Section 185 of the Municipal Government Act M-13 states that:

***“For the purposes of this Act, unless a council, by bylaw, provides otherwise, where sewer or water mains run along the land of any person, that person is deemed to receive those services despite the fact that the sewer or water mains are not physically connected by lateral lines to any residence, building or other structure located on the land of that person.”***

Also, Section 5.4 of the Municipal Water & Sewerage Utilities General Rules & Regulations states:

***“The Utility may suspend service to unmetered customers whose bills remain unpaid for more than sixty (60) days and metered customers whose bills remain unpaid for more than thirty (30) days after the date rendered, provided that due notice is given.”***

Further, should service be suspended, the customer must pay all arrears, as well as all costs associated with the disconnection and reconnection of service before service will be re-established.

**Due notice is hereby given that payment is due within 30 days.**

Pre-authorized payment plans are available, and payments may be made on a monthly or quarterly basis. To avoid future arrears by making pre-authorized payments, please complete and return the enclosed authorization form with payment of the amount now owing.

Sincerely,

A handwritten signature in cursive script that reads "Dorothy Macdonald".

Dorothy Macdonald  
Manager of Community Services

DM/hb



**Your  
account is  
past due!**

Date

Customer  
Mailing Address

**Disconnection Notice**

**Re: Overdue Sewer Account—Property Located at: Service Address**

Customer: Account # Total Past Due: \$

Further to the Utility’s notice sent on [Date], regarding the outstanding balance on your account, we have not received full payment or a signed payment plan contract.

Please contact the Utility immediately to arrange payment in full within the next 7 days. If payment is not made/arranged, a notice of disconnection will be delivered to your property after the 7-day limit advising of the date of disconnection.

If we do not hear from you, be advised **that SERVICE WILL BE DISCONNECTED on or after Date for non-payment.**

Please note, if your service is suspended, you will be charged all associated disconnection **and** reconnection costs. In addition to having to pay for these costs, you will be required to remit the entire balance owing on the account before sewer/water service will be reinstated.

Please call: 902-838-2528  
Office Hours: Montague Administrative Office – Monday, Tuesday, Thursday, Friday – 8:00 am to 4:00 pm.  
Wednesday 10:15 am to 3:45 pm.  
Georgetown Administrative Office – Tuesday and Thursday – 8:15 am to 3:45 pm.  
Email: support@threeriverspei.com

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Disconnection of service is carried out in accordance with Section 24.1 of the *Water and Sewerage Act* as follows:

24. (1) If any person serviced with water and sewerage by any public utility neglects or refuses to pay the amount of the rates or charges due for the same, the public utility may discontinue the service and stop the water supply.

(2) Where the public utility discontinues the service and stops the water supply the officers or agents of the public utility may after forty-eight hours’ notice, enter the premises of such person between the hours of nine o’clock in the forenoon and four o’clock in the afternoon, and separate and take away any meter or other equipment belonging to the public utility, and disconnect any pipes or fittings, whether its property or not, from the system of such public utility.

You may contact the Island Regulatory and Appeals Commission at 892-3501 or 1-800-501-6268 if you would like more information on the Utility’s authority to disconnect service.



**Montague Sewer & Water Treatment and Collection Corporation**

Payment Contract

Date:

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Customer:

Address:

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Phone:

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I \_\_\_\_\_ do hereby agree that I will pay \_\_\_\_\_ per month for a period of no more than 12 months. If paid on schedule, at the end of twelve months I will have paid my overdue account with the Montague Sewer & Water Treatment and Collection Corporation in full, as well as my estimated quarterly payments for twelve months from this date.

I understand that if I default on my payments, I will receive a 48 hour disconnect notice from the Montague Sewer & Water Treatment and Collection Corporation to have my municipal sewer and/or water disconnected. I will then be responsible to pay all arrears, disconnect charges and reconnect charges (hourly rate) before service will be restored.

Signed at \_\_\_\_\_, PE on this \_\_\_\_\_ day of \_\_\_\_\_, 20\_\_\_\_.

\_\_\_\_\_  
Customer Signature

Montague Water & Sewer Corporation  
PO Box 546  
Montague, PE COA 1R0



Appendix C-4

Date

Service Address  
Montague, PE COA 1R0

## Montague Sewer and Water Corporation URGENT

Account No.

You were previously advised by **letter** that if payment, or a suitable payment arrangement, was not made within **7 days** (of the mailing date of the letter), your service would be disconnected.

You are hereby notified that the **municipal services at this address will be disconnected after 2:00 p.m. on Date**. You will then be responsible to pay all arrears, disconnect charges and reconnect charges (hourly rate) before your services can be restored.

To avoid disconnection of your services, please call the Three Rivers Administrative office on (902) 838-2528 to make the necessary arrangements for payment of your outstanding account.