

**UTILITY BILLING AND COLLECTION POLICY REVISED**

Resolution No. 13-142, October 15, 2013

Supersedes Resolution No. 11-020,  
February 22, 2011

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**POLICY STATEMENT**

This policy applies to the billing and collection of garbage collection fees, water capital charges, water usage charges, sewer capital charges, and sewer usage charges within the Town of Rainy River.

**EFFECTIVE DATE**

This revised policy comes into effect on January 1, 2024. This policy cancels and supercedes all former water and sewer billing and collection policies.

**Rates and Responsibility**

Frequency of billing for Utility Services - each property owner will receive six (6) Utility Bills over the course of a year. Each bill is for a two-month period based on the rates as set by the current Miscellaneous User Fees By-Law. Customers will receive a bill during the months of February, April, June, August, October and December. The bills will be based on services for the prior month and the current month.

<u>Category</u>	<u>Number of Units*</u>
<u>Residential</u>	
Each Dwelling Entity	1
<u>Commercial/Industrial</u>	
1 – 5 Employees	1
6 – 10 Employees	1.5
11 – 20 Employees	2
20+ Employees	3
Car wash one stall	1
Laundromat	2
Hairdresser	1
Public Garage	1
Service Station	1
Restaurant	1

Single Dwelling Unit with an In-Home Business	1.5 water, 1.5 water capital, 1 sewer, 1 sewer capital, 1 garbage collection fee
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#### Hotels/Motels

1 – 15 Rooms	2
Over 15 rooms	2.5

#### Institutional/Community Service

Church	1
Community Centre	2
Curling Club	1
Club Room	1.5
Rented Hall	1.5
School 1- 8 Classrooms	4
School over 8 classrooms	6

Services outside Municipal boundaries shall be billed at a premium rate of 1.5 times the number of base units. The installation of the services to the Town's main line will be at the expense of the requestor.

- “Number of units” defines the number of garbage collection fees, water usage units, water capital units, sewer usage units and sewer capital units applicable to the above noted categories. A premise which houses multiple categories, shall be billed based on the combined number of unit rates described in the above table, with the exception of Commercial/Industrial premises which will be billed a single water capital unit and a single sewer capital unit for each physical connection.

#### **Water Disconnection**

Upon the water services being disconnected (a fee for which is included in the Miscellaneous User Fee By-law) one water capital unit and one sewer capital unit shall be charged. If buildings have been removed from the lot, all utility fees shall cease as of the demolition date. Garbage collection will not occur on vacant lots nor where water has been disconnected.

#### **Water Meters**

Any commercial or industrial premise may apply to have a water meter installed at the cost to the requester. The usage rate for metered services will be applied as indicated by the current Miscellaneous User Fees By-Law. The meter will be read by a town employee previous to the billing period for the next quarterly billing.

#### **Obtaining Potable Water from the Water Treatment Plant**

If a person or business who does not own a property within the Town limits and wants to obtain potable water, a fee/gallon as indicated by the current Miscellaneous User Fees By-Law is charged at an automatic dispensing machine at the water treatment plant.

## **Sewage System**

- The Town of Rainy River is serviced by a primary and secondary sanitary sewage treatment facility
- 98% of the residents are serviced
- 2% utilize septic tanks

## **Force Majeure**

We shall not be liable for damages to you in respect to any of these rules and regulations if, and so long as, damages and/or default are caused by, or result from:

- any acts of God,
- strikes, lockouts, labour troubles,
- acts of the King's enemies,
- wars, blockades, insurrections, riots,
- epidemics,
- landslides, lightning, earthquakes, fires, storms, floods, tornadoes or washouts; or arrests and restraints of governments and people, civil disturbances,
- explosions,
- breakage or accident to machinery or lines of pipe,
- the order or direction of any court or other authority having jurisdiction; or any other cause or circumstances, whether of the kind listed or otherwise, not within the control of us and which by the exercise of due diligence we are unable to prevent or overcome.

## **Utility Forms:**

1. A Water Service Request (Form #1) must be completed for all changes in service or no changes will be made in the billing. The current owner is responsible for all amounts billed until such time as the land registry office advises the Municipality of new ownership.
2. A charge as set out in the User Fee By-Law shall be levied for any water supply reconnection.
3. A utility customer account change request (Form #2) is to be completed prior to any change in customer information including a tenant who assumes responsibility for the account. A tenant may have bills sent to them; however, the property owner is ultimately responsible for payment.
4. A penalty charge of 15% per annum (1.25% per month) shall be imposed on all arrears following the due date. Penalty shall be added at the beginning of each month on all arrears balances.
5. On the second billing, with one (1) full bi-monthly billing in arrears, a notice will be sent advising of further action (Sample Letter #1).
6. On the third billing, with two (2) full bi-monthly billings in arrears, the water supply to the property shall be disconnected if the bill is not paid in full by the due date.\* Or, at the discretion of the CAO the arrears amount may be transferred to the tax roll and treated in the same manner as if it were property taxes.

7. In the event the billing is not paid in full within 30 days of the water supply being turned off, the amount due shall be added to the tax roll (Sample Letter #2) and treated in the same manner as if it were property taxes.
8. Letters advising of disconnection will be sent “Registered Mail” to the last known property owner.
9. A list of properties that require disconnection will be submitted to the Chief Administrative Officer for approval. The CAO will ensure the disconnection is completed.

PO Box 488  
201 Atwood Avenue  
Rainy River, ON  
P0W 1L0



Office Phone: (807) 852-3244  
Clerk Phone: (807) 852-3978  
Fax: (807) 852-3553  
Email: rainyriver@tbaytel.net  
Website: www.rainyriver.ca

## Town of Rainy River

- \* Valid only from April 1<sup>st</sup> – December 31<sup>st</sup> (Disconnections will not be made from January 1<sup>st</sup> – March 31<sup>st</sup>)



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# Town of Rainy River

Form #1

## WATER SERVICE – CUSTOMER REQUEST

I HEREBY REQUEST AND AUTHORIZE THE TOWN OF RAINY RIVER TO TURN OFF/ON THE WATER SERVICE AT:

[Redacted area for address]

(ADDRESS)

[Redacted area for account number]

(ACCOUNT #)

I CERTIFY THAT I AM THE OWNER OF THESE PREMISES AND ACKNOWLEDGE THAT I WILL BE RESPONSIBLE FOR THE CHARGES INVOLVED IN THE PERFORMANCE OF SUCH WORK.

DATED AT RAINY RIVER, THIS \_\_\_\_\_ DAY OF \_\_\_\_\_,

[Redacted area for signature]

Signature – Municipal Representative

[Redacted area for signature]

Signature – Owner

[Redacted area for name]

Name (Print)

[Redacted area for address]

Address (Print)



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# Town of Rainy River

Sample Letter #1

DATE

CUSTOMER  
ADDRESS  
Rainy River, ON P0W 1L0

Balance

ACCT #

## IMPORTANT NOTICE CONCERNING YOUR UTILITY ACCOUNT

Your account is currently one (1) full bi-monthly billing in arrears. In order to avoid any further action by the Town of Rainy River, please pay the total balance outstanding by\_\_\_\_\_.

As per the Town of Rainy Rivers' policy which states that if a utility bill is two (2) bi-monthly billings in arrears, the water supply to the property shall be turned off. A charge as set out in the User Fee By-Law shall be levied for any water supply reconnection and/or disconnection. In the event the billing is not paid in full within 30 days of the water supply being turned off, the amount due shall be added to the tax roll.

Your immediate attention to this matter is greatly appreciated. If you have any questions concerning your bill, please feel free to contact the Town of Rainy River Municipal Office at (807) 852-2344. A payment plan can be discussed to bring the account to current status.

Veldron Vogan, AMCT  
Chief Administrative Officer  
Town of Rainy River

cc. Property Owner(s) if different than account holder.



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# Town of Rainy River

Sample #2

## WATER DISCONNECTION NOTICE

1. I, the undersigned (on behalf of the Municipality) do hereby request Public Works to make the necessary disconnection, to the water service at the premises described below.
2. As per the Town of Rainy River's policy which states that if a utility bill is two (2) billings in arrears, the water supply to the property shall be turned off. A charge as set out in the User Fees By-Law shall be levied for any water supply disconnection and/or reconnection.
3. It is the responsibility of the Foreman to ensure that the water service is disconnected promptly upon notice from the Municipal Office. A copy of this form must be completed and returned to the municipal office.
4. A duplicate copy of the water disconnection notice shall be hand delivered to the account holder or affixed to the main entrance of the building and subsequent copies mailed to the most recent address of the account holder and property owner, if necessary.

<b>Municipal</b>	<b>Public Works</b>
Account Number	Date of Disconnection
Owner	Signature
Street Address	
Disconnect Date Request	
Signature	





Form #2  
Utility Customer Account Change Request Form



**Town of Rainy River**

<b>Date Requested</b>	
<b>Effective Date</b>	

FOR OFFICE USE

ONLY

NEW CUSTOMER DETAILS	<input type="checkbox"/> OWNER	<input type="checkbox"/> TENANT	NEW ACCT#
Name			
Mailing Address			
Property Location			
City/Town			
Postal Code		Phone #	
Employer			
Customer Signature			

PREVIOUS CUSTOMER DETAILS	ACCT#	
Name		
Mailing Address		
Property Location		
City/Town		
Postal Code		Phone #
Issue Final Bill	<input type="checkbox"/> Yes	<input type="checkbox"/> No
Customer Signature		

**LANDLORD INFORMATION (if dwelling is rented)**

Name			
Mailing Address			
City/Town			
Postal Code		Phone #	