

# TOWN OF VULCAN

## Policy Manual

<u>POLICY NUMBER</u>		<u>TITLE OF POLICY</u>
<b>U-01</b>		<b>Water Disconnect and Reconnect</b>
Approval	D/M/Y	Resolution #
<b>Adopted</b>	<b>13/07/1998</b>	<b>98.200</b>
<b>Amended</b>	<b>08/02/1999</b>	<b>99.50-53</b>
<b>From: F-17</b>		<b>To: U-01</b>
<b>Amended</b>	<b>11/28/16</b>	<b>16.341</b>

### STATEMENT:

**The Town of Vulcan requires a policy to formalize the process for addressing utility customers who request utility services to their properties be disconnected and/or reconnected.**

#### **1. Turn-Off and Turn-On Fees**

- 1.1 Maintenance Turn-Off and Turn-On Fee:** Utility customers who have their water service turned off while performing maintenance to their property shall be charged a turn-off and turn-on fee in accordance with the fee established by the current Town of Vulcan rates and fees bylaw.
- 1.2 Vacation Turn-Off and Turn-On Fee:** Utility customers who have their water service turned off while on vacation shall be charged a turn-off and turn-on fee in accordance with the fee established by the current Town of Vulcan rates and fees bylaw. Water distribution, sewer collection, and garbage service charges will continue to be charged during such absence.
- 1.3 Landlord Turn-Off and Turn-On Fee:** Landlords who have their water service disconnected for reasons such as tenants moving out and leaving the property empty shall be charged a turn-off and turn-on fee in accordance with the fee established by the current Town of Vulcan rates and fees bylaw. Water distribution, sewer collection, and garbage service charges will continue to be charged during the disconnection period.

#### **2. Reconnection Service Call Schedule**

- 2.1** A water service shall not be reconnected unless the property owner or a designated representative of the owner is present when the water service is reconnected.
- 2.2** Reconnections must be scheduled during regular working hours of the Town of Vulcan public works crew. Normally Monday through Friday 7:30 a.m. to 4:30 p.m. excluding the noon hour. A mutually agreeable time shall be arranged with the Utilities Clerk.

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### **3. Inactive Utility Accounts**

- 3.1** Any utility account that is currently inactive will remain so until such time as the property owner requests that the account be reactivated and the water service reconnected. Water distribution, sewer collection, and garbage service charges will at that time be reinstated on an ongoing basis.
- 3.2** A utility account will only be considered for inactivation upon receiving notification of an intended structural change to a property. This change is limited to demolition or redevelopment of the main structure. The utility account will not be placed inactive until the appropriate demolition or development permit has been approved. In the case of demolition the utility account will remain inactive until such time as a new development permit has been issued.

**- END OF POLICY -**

