

COUNCIL POLICY

NAME:	REVERSAL OF RESIDENTIAL UTILITY BILLING LATE PAYMENT PENALTIES		
ISSUED:	November 6, 2015	INDEX REFERENCE:	
AMENDED:		COUNCIL REFERENCE:	15/CNCL

Purpose

Property owners incur utility billing penalties upon late payment of their utility bill in accordance with Water Utility Bylaw No. 8124. This policy outlines the conditions under which residential property owners can apply to the District for a penalty reversal.

Policy

1. A maximum one penalty reversal within a ten year period will be available upon request in writing, by phone or e-mail to the owner(s)/tenant(s) on account regardless of the circumstances that led to late payment.
2. This policy applies to residential customers only.
3. Reversals will not be automatically applied to accounts.
4. This policy applies to penalties imposed subsequent to the final billing cycle of 2015.