

Town of Alberton Sewer and Collection Policy		
<b>Name:</b>	Sewer Collections Policy	Policy Number: 1P-20
Committee	Alberton Environment Committee	Approval Date: September 14 <sup>th</sup> , 2020

1. When sewer service is available to a Town of Alberton property owner , the owner is subject to payment to the Town of Alberton Sewer Collection
2. A person along whose lands run sewer mains shall be deemed to receive service, be provided with sewerage disposal, as the case may be, notwithstanding that such sewer mains are not physically connected by lateral lines to any residence, building or other structure situate upon the said lands of such person.
3. Bills are sent out by the Town of Alberton Sewer Collection on a semi-annual basis.
4. Amounts over thirty days will be subject to late penalties on a monthly basis (%)
5. All accounts over 90 days past due will receive a letter requesting full payment within the next thirty days. (Appendix A, first letter)
6. All accounts over 180 days will receive a second letter (Appendix B second letter). This letter will confirm that satisfactory payment arrangements have not been made and explain the consequences of not following the agreed terms (service discontinuance).
7. Customers who do not pay the full outstanding amounts will be asked to sign a payment contract to clear any outstanding balance (Appendix C Payment Contract)
8. If no response or payment is received after the second letter deadline, a registered letter will be sent to the customer and payment in full will be required within 48 hours of receiving the registered letter.
9. If there is no response to the registered letter, the customer will receive a 48 hour disconnect notice and a stake will be driven on the property advising of the date of service discontinuance.
10. If there is no response to the stake being driven on the property, service will be discontinued on the date written on the stake.
11. If a Sewer customer does not honor the payment contract, or payment arrangements, they will receive a 48 hour Disconnect notice (Appendix D Disconnect notice) and will be required to pay the account **in full** or service will be discontinued. In the event that the property is a rental, a 48 hour notice must be physically placed on the overdue property to provide notification of disconnection to the tenant.
12. Suitable payment arrangements for customers owing over \$500 is based on 5% or \$100 a month, whichever is greater. The minimum monthly suitable payment arrangement is \$100. 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.

APPENDIX A  
OVERDUE LETTER NOTICE

<<DATE>>

<<Name

Address>>

Dear Resident

Your sewer account for <address> Alberton is in arrears by \$<AMTOWED>. We would appreciate **PAYMENT IN FULL** by <date>. If you are unable to pay your account in full, we may be able to make payment arrangements. I would like to remind you that this account is accruing compounded interest in the amount of 2% a month.

I look forward to meeting with you to discuss this matter.

Yours truly,

Donna Thomson

CAO

APPENDIX B  
2<sup>ND</sup> OVERDUE LETTER NOTICE

<<Date>>

Dear <<Resident>>,

**Disconnection Pending**

Your sewer account is in arrears by \$<<amount >> . We sent a letter <<DATE>> in regard to payment but we still have not received any monies as of today.

To ensure continued service, payment is due upon receipt of this notice. If full payment or other arrangements for payment is not received within the next 10 days, the account will be scheduled for immediate disconnection.

I would like to remind you that this account is accruing compounded interest in the amount of 2% a month.

If you are unable to pay your account in full, we may be able to make payment arrangements.

I look forward to meeting with you to discuss this matter.

Yours truly,

Donna Thomson  
CAO Town of Alberton

## *Town of Alberton*

### **Payment Agreement Contract**

By this contract, **{Payer}** agrees to make payments to the Town of Alberton Sewer Collection, by the following schedule. This payment schedule is enforceable by law, and the methods described below will be used in cases of delinquent payment.

By this agreement, it is agreed that a payment of **{amount}** will be surrendered to the Town of Alberton Sewer Collection every **{interval}** until the total of the payment required, which is **{amount}**, has been delivered. The payment plan will take the following form:

- **{First Payment Date, Amount}**
- **{Second Payment Date, Amount}**
- **{Third Payment Date, Amount}**
- **{Fourth Payment Date, Amount}**
- **{Fifth Payment Date, Amount}**
- **{Sixth Payment Date, Amount}**

These payments include any interest and other charges that may apply.

This agreement is binding, and failure to meet its terms will allow the Town of Alberton Sewer collection to take certain recourse. First, late payments will incur a fee of **{fee}** every **{interval}**. Insufficient payment and bounced checks will incur a fee of **{fee}**. If payment should not be delivered at all, Town of Alberton Sewer collection will be entitled to **{describe how Town of Alberton Sewer collection will act, such as contacting a debt collection service}**.

In addition, the following terms and conditions apply: **{list terms and conditions}**.

By signing this agreement, all parties agree to the terms as described above. Alterations to this agreement can only be made by both parties and must be placed in writing. Both parties will receive a printed copy of this agreement, and will be responsible for upholding its terms.

---

(Payer)

---

(Date)

---

---

---

Town of Alberton

---

(Date)

APPENDIX C

## DISCONNECTION NOTICE

Despite numerous requests for payment this sewer account remains in arrears.

You are scheduled for disconnection on

\_\_\_\_\_ @ \_\_\_\_\_

To reconnect service you will need to pay a \$25 reconnection fee as well as ALL ARREARS OWING.

You may make a payment arrangement PRIOR to disconnection at the Town Hall Alberton at 3 Emma Drive or by sending an etransfer to [donna@townofalberton.ca](mailto:donna@townofalberton.ca)