

TOWN OF REDWATER

BYLAW FIN-07-2024

BEING A BYLAW OF THE TOWN OF REDWATER, IN THE PROVINCE OF ALBERTA, TO ESTABLISH BILLING PROCESSES THAT ENSURE A CONSISTENT METHOD IS USED TO INVOICE CUSTOMERS FOR THE UTILITIES THEY CONSUME

WHEREAS by virtue of the power conferred upon it under the *Municipal Government Act*, R.S.A. 2000, c. M-26, the Council of the Town of Redwater, duly assembled, enacts as follows:

1. TITLE

- 1.1 This Bylaw may be referred to as the "Utility Billings Bylaw" of the Town of Redwater.

2. INTERPRETATION

- 2.1 In this Bylaw, the following terms shall have the following meanings, unless the context specifically requires otherwise:

- a) "Chief Administrative Officer" and "CAO" means the individual appointed by Council as such under the MGA, or the Chief Administrative Officer's designate;
- b) "Council" means the members of Council for the Town of Redwater elected pursuant to the provisions of the Local Authorities Election Act;
- c) "Customer" means any person to whom the Town supplies Utility Services and/or Waste Collection Services, and in whose name an account has been opened with the Town for the purpose of providing Utility Services under the Utilities Bylaw and the Waste Collection Bylaw;
- d) "ERT" means Encoder, Receiver & Transmitter;
- e) "Garbage Permit" means the permit issued to the Customer for use at the Transfer Station and Roseridge regional landfill;
- f) "Owner" means the registered owner of a real property to which Utility Services are provided pursuant to the Utilities Bylaw;
- g) Residential Waste Customers shall include single, two and three family dwelling units. Curbside pickup does not include residential uses within the Agricultural Transition and Country Residential Customers or multi-family units (apartment units or condominiums). Any pickup at residential units greater than two family prior to the passing of this Bylaw shall be grandfathered, no change in service delivery will be administered.
- h) "Town" means the municipal corporation of the Town of Redwater;
- i) "Utility Services" means the provision of water, sewer, gas, disposal of garbage and

recycling pursuant to the Town Waste Collection Bylaw and the Town Utilities Bylaw;

- 2.2 Nothing in this Bylaw relieves a Person from complying with any Federal or Provincial legislation or regulation or Municipal bylaw, or any requirement of any lawful permit, order or license.
- 2.3 Every provision of this Bylaw is independent of all other provisions and if any provision of this Bylaw is declared invalid for any reason by a court of competent jurisdiction, all other provisions of this Bylaw shall remain valid and enforceable.
- 2.4 All headings and subheadings in this Bylaw are included for guidance purposes and convenience only, and shall not form part of this Bylaw.
- 2.5 Specific references to statutes, regulations and other bylaws in this Bylaw are meant to refer to the current laws applicable within the Province of Alberta as at the time this Bylaw was enacted and as they are amended from time to time, including successor legislation.

3. METER READING

- 3.1 Gas and water meters shall be read at the end of each month in which the Utility Services were consumed.

4. BILLING

- 4.1 Customers shall be invoiced within the first 10 days of the month immediately following the month the Utility Services were consumed or used. The billing will include natural gas, water, sewer, garbage and recycling collection Utility Services.

5. FEES AND CHARGES

- 5.1 All fees and charges shall be levied per the Fees and Charges Bylaw.

6. PAYMENT

- 6.1 Payment can be made at the Town Administration Office, the Customer's bank, pre-authorized plan or through on-line banking services. Credit card payments are only accepted for utilities through the PaySimply service on the Town website.

7. DUE DATE

- 7.1 The due date for payment of utilities bills is the last day of the month in which the Customer was invoiced for the utilities.

8. ARREARS

- 8.1 If a utility bill remains unpaid after the last day of the month in which they were invoiced, a 2.6% penalty will be applied against the outstanding amount.
- 8.2 After two months arrears, a Notice of Arrears letter will be mailed to the Customer providing notice that their account is in arrears and that if these arrears are not paid in the specified time, the Utility Services may be disconnected.
- 8.3 If the utility bill is not paid within the specified time in the Notice of Arrears letter, a 48 hour Notice of Disconnection will be delivered to the Customer's property.
- 8.4 If the arrears owing is \$25.00 or less the Customer will not receive a 48 hour Notice of Disconnection.
- 8.5 If payment for the arrears has not been received by the Town within the 48 hours notice period, or the Customer does not contact the Town to make a payment arrangement within the 48 hour

notice period, the utilities may be disconnected.

- 8.6 The utilities will not be reconnected until all utilities arrears owed on the account are paid in full plus the applicable service disruption fees.
- 8.7 As prescribed in Section 553 of the MGA, any utility charges remaining unpaid can be levied and collected in a like manner as municipal taxes. This means that those utilities remaining unpaid can be transferred to the tax roll of the property that the utility service is being provided to. Upon closing a utility account any charges outstanding are automatically transferred to the tax roll.

9. METER DISPUTES

- 9.1 In a situation where a Customer is in disagreement with the amount of gas or water having been reported as having passed through the meter, and if the Town, by reviewing historical data from the meter in question does not agree that there is a fault with the meter, the Customer may request that the meter be tested and proven for accuracy.
- 9.2 In the situation when the meter has proven to be measuring inaccurately, the utility bill will receive a credit adjusted to reflect the overbilling for not more than the three months preceding the inspection. This shall be determined by reviewing the same period in the preceding year. If the meter has proven to be measuring inaccurately resulting in an under-billing, the Customer will not be charged for the amount estimated to be under-billed.

10. GENERAL

- 10.1 Bylaw FIN-06-2023 is hereby repealed.
- 10.2 This Bylaw shall come into full force and effect on January 1, 2025.

READ A FIRST TIME THIS 17th Day of December, 2024.

READ A SECOND TIME THIS 17th Day of December, 2024.

READ A THIRD TIME AND APPROVED THIS 17th Day of December, 2024.

TOWN OF REDWATER


MAYOR


CAO

