

WATER ARREARS COLLECTION POLICY	
Effective Date December 3, 1990	Approved by Council Motion # 251215.03
Revision Date August 8, 2006; August 6, 2022, December 15, 2025	

RATIONALE

The following policy establishes the procedure for collection on Water Utility accounts. The procedure is designed to counteract the increasing frequency of Water Utility accounts in arrears.

POLICY STATEMENT

1. As stated in the water regulations, “The Utility shall have the right to suspend service to customers whose bill remains unpaid for more than forty (40) calendar days after the date rendered. The customer shall pay the amount prescribed in the Schedule of Rates and Regulations for reconnection after each suspension. Such reconnection shall not be made until all arrears are paid.”

2. The following timeline shall be observed for the collection of water bills:

	Time from Date of invoice
i) Original bill – due and payable thirty (30) days from invoice date.	30 days
ii) Reminder Notice delivered in the same manner as the original bill giving thirty (30) days to pay before shut-off for non-payment.	35 days
iii) Phone customer and or leave notice on premises on 33 rd day. (See exception, #4).	
iv) Order to Director of Works to shut off within 2-3 business days (No further contact to collect) (Shut off not to be on Friday)	63 <u>days</u> 70 days

Arrears and disconnect charge must be paid to the Town Office, not a works employee, before re-connection is made.

3. The Town determines that for delinquent water accounts where reminder noticed have been issued for six (6) out of the prior eight (8) quarters to are deemed to be chronic delinquent accounts. The sixth notice shall clearly indicate that no further contact will be made and that the account, if it remains unpaid at the end of that period, shall be subject to shutoff without further contact.

- Staff shall provide a summary report to Council before the next quarterly water billing showing the number of overdue accounts outstanding, and whether any of those account holders are still connected to the service.

REFERENCES

- Middleton Water Utility – Schedule of Rates for Water and Water Services
- 2.Middleton Water Utility – Schedule of Rules and Regulations Governing the Supply of Water and Water Services

PREVIOUS POLICY

The previous policy 1.10 “Water Arrears Collection Policy”, amended August 8, 2006, is hereby amended.

I, Ashley Crocker, Chief Administrative Officer of the Town of Middleton, do hereby certify that the Policy, of which the foregoing is a true copy, was duly passed at a duly called meeting of the Town Council of the Town of Middleton held on the 15th day of December 2025.

Ashley Crocker
Chief Administrative Officer

Policy Adoption	
Date of 7-day notification to Council	December 1, 2025
Date of Approval	December 15, 2025