TOWN OF Westlock
10003- 106 Street Westlock, Alberta, T7P 2K3
Phone: (780) 349-4444 Fax: (780) 349-4436
finance@westlock.ca www.westlock.ca

UTILITY SERVICE AGREEMENT APPLICATION

Bylaw No. 2013-05

Between:

Town of Westlock - and - **Property Owner**

Date Water Service Effective: _____ 20_____ Utility Account No. _____

Property Owner(s) Name: _____
Last Name First Name

Property *(Service)* Address: _____

Owner(s) Mailing Address: ☐ As above or _____

_____ Postal Code_____

Home Phone:_____ Cell Phone:_____ Email: _____

Would you like to opt out of receiving a paper bill through the mail and register for e-Billing: ☐ Yes ☐ No

Are there currently Garbage and Organics totes at the property ☐ Yes ☐ No

Would you like to add an additional tote to the property(A monthly fee per additional tote will be applied to your utility bill in accordance with the fees and rates By-Law) ☐Yes ☐ No

The undersigned registered owner(s) of the above property hereby apply for, and the Town hereby agrees to sell and deliver a supply of water and sewer services and waste/recycle services, if applicable, to the property described above. The Property Owner understands that he/she is directly responsible to the Town of Westlock for payment of all such services at the times and rates prescribed by the Council, and to be governed by the most recently applicable bylaws and policies with respect to these services (and any amendments thereto).

The undersigned registered property owner(s) herby agrees that the Town shall have the right to shut off the utility services without notice, for any of the following reasons:

1. Repair;
2. Want of supply;
3. Non-payment of accounts rendered;
4. Defective piping;
5. Has abandoned or appeared to abandon the Property;
6. Has undertaken any activity which puts the integrity of the Town's Water Utility at risk;
7. Where there is an emergency situation; or
8. For any reason which the Town Manager or Council considers sufficient.

A registered Property Owner is not relieved from paying the applicable Utility Services charges by reason of non-receipt of an invoice for that charge.

It is understood and agreed by the Property Owner that if the utility account remains unpaid, the outstanding charges may be transferred to the property tax account respective of the service address described above pursuant to the Municipal Government Act, a service fee will be charged, and/or services will be discontinued.

The undersigned Property Owner agrees to notify the Town office promptly when there are changes to the information provided herein.

I/we the undersigned(s), have read and agree to the terms specified in this agreement. This Agreement is non-transferable.

Dated this _____ day of _____, 20____.

_____ _____

Property Owner / Agent Signature **Town of Westlock Representative**

(If Owner has designated an agent to act on their behalf a written authorization from the Owner is required)

The personal information provided by you is being collected under the authority of the *Municipal Government Act* and will be used to process your application. This collection is authorized by section 4(c) of the *Protection of Privacy Act* (POPA). The personal information that you provide may be made public, subject to the provisions of the *Access to Information Act* (ATIA). If you have any questions about the collection, use, and disclosure of this information, please contact the Access to Information and Protection of Privacy Coordinator with the Town of Westlock at 780-349-4444.

(OVER)

DUPLICATE BILL

SEND DUPLICATE BILL TO:

MAILING ADDRESS: _____

_____

_____

I, _____ being the owner of the property described above, hereby request the Town of Westlock, Utility Department to issue a duplicate copy of my bill to be mailed to the address shown above, effective date _____, 20_____.

ACKNOWLEDGEMENT:

1. Regardless of the agreement to mail a duplicate bill, the undersigned shall continue to be directly responsible to the Town of Westlock for all rates, charges and other costs connected with providing water, sewer and garbage services to the street address named above.
2. The undersigned understands that if the utility account remains unpaid, the outstanding charges may be transferred to the property tax account respective of the service address described above and/or services will be discontinued.
3. The undersigned agrees to notify our office promptly when there are changes to the information provide herein.

Dated this _____ day of _____, 20_____.

_____ _____

Property Owner / Agent Signature **Town of Westlock Representative**

(If Owner has designated an agent to act on their behalf a written authorization from the Owner is required)

- All accounts for utility services shall be due and payable upon receipt of the bill.
- Accounts not paid on or before the last calendar day shall be liable to a penalty. A 2.5% penalty will be applied to all charges, levies, and previous penalties that are in arrears, on the day following the due date.
- The utility supply to any Owners who fails to pay his account for a period of thirty (30) days from the due date may be shut off for non-payment.
- A Notice of Arrears letter will be mailed to the Owner providing notice that their account is in arrears and that if these arrears are not paid in seven (7) calendar days, the utility service may be disconnected.
- If the utility account is not paid within the specified time in the Notice of Arrears letter, a twenty four (24) hour Notice of Disconnection will be delivered to the premises. If the arrears owing are $25.00 or less the premises will not receive a twenty-four (24) hour Notice of Disconnection.
- If the arrears are not paid within the twenty-four (24) hour notice period, the utilities may be disconnected. The utilities will not be reconnected until:
  - all utilities owed on the account are paid in full;
  - applicable reconnection and administration fees are paid in full;
  - twenty four (24) hours after the payment is received
- Section 553 of the Municipal Government Act states that any utility charges remaining unpaid can be levied and collected in a like manner as municipal taxes. Outstanding utility charges that are over ninety (90) days will be assigned to the Owner's tax account. A fee of $25.00 per account will be charged for transfer of utility account balance to property tax account.
- Non-sufficient funds (NSF) charges in the amount of $40.00 will be charged for each cheque or automatic withdrawal for which there is insufficient funds to cover the amount of the payment.
- Payment of the utility account can be made in the manner indicated on the back of the Utility Bill.

OFFICE USE:

☐ Commercial Property ☐ Rental Property