



**IMPORTANT
INFORMATION**



DO YOU REQUIRE MUNICIPAL SERVICES IN FORT LIARD ?

A Customer Services Order must be completed.

A security deposit on the account is required.

Facilities must meet standards before services are provided.

Accounts are due upon receipt of the invoice.

Service Rates are as posted.

Services are provided on schedule Monday – Saturday.

Notification is required if services are to be discontinued.

An information package is available.



BYLAW INFORMATION- Municipal Services



The information provided in this document is for convenience and reference only.

Refer to the Municipal Service Bylaws available from the Hamlet office during business hours.

INTERPRETATION

"Approved Meter"	means a water meter used to measure the quantity of water provided and approved by the Senior Administrative Officer;
"CIBC"	means the Canadian Imperial Bank of Commerce;
"Customer"	means any person, partnership, sole proprietorship, or any other entity to whom the Hamlet provides Service(s);
"Economic Rate"	means the economic rate for the municipal Service(s);
"Garbage"	means solid waste material, excluding industrial waste and dangerous goods;
"Hamlet"	means the Hamlet of Fort Liard, Northwest Territories;
"Mayor"	means the Mayor of the Hamlet of Fort Liard;
"Municipal Service(s) Area"	means the area {Schedule I"} within the Hamlet of Fort Liard that is provided with municipal Service(s)s as provided by this Bylaw.
"Rates"	means the charges for specific Service(s) provided;
"Schedule"	means a schedule attached and forming part of this Bylaw;
"Security Deposit"	means money given or paid to the Hamlet by a customer to be held by the Hamlet as security against the nonpayment of charges for Service(s) provided;
"Senior"	means a Customer who has attained the age of seventy (70) years;
"Service(s)"	means the supply of potable water and/or the removal and disposal of sewage and/or garbage;
"Subsidized Rate"	means a subsidized rate for a specific Service(s); and,
"Truck Meter"	means a water meter designed or used to measure the water pumped from the delivery vehicle to the Customer's intake port.

EFFECTIVE DATE

IN EFFECT SEPTEMBER 2024

GENERAL PROVISIONS

- Charges for the Service(s) shall be charged by Schedules attached to and forming part of this Bylaw.
- Charges for Service(s) shall be calculated at the specific Service(s) rate for Scheduled Service(s).
- All charges for Service(s) are due and payable upon receipt of an invoice.
- Charges are considered to have been paid when received at the Hamlet office or an electronic payment is made at the designated CIBC Hamlet account, as shown on the face of the invoice. Charges will be applied consecutively to invoices in order of their due date, starting with the oldest.
- Before the discontinuance of the Service(s) to a Customer, reasonable efforts shall be made to serve written notice to the Customer as to the reason for the discontinuance of Service(s), the date when the Service(s) is to be disconnected, and what action may be taken to avoid discontinuance of Service(s).
- After a Customer has been disconnected for nonpayment, under section 7, for more than five (5) working days, the account will be considered inactive, and the customer will be required to apply to have the account reinstated as per sections 11-13.
- The Senior Administrative Officer shall receive a written request to discontinue Service(s) from a Customer and discontinue the Service(s) to such Customer. A notice of discontinuance shall be sent to the Customer indicating the date of the discontinuance and the conditions for reinstatement of Service(s).
- Payments and penalties for overdue accounts will be administered under the "Financial Administration Bylaw" and any subsequent amendments.

REQUEST FOR SERVICE(S)/SUBSIDIES

- Applications for Service(s) must be made by completing a "Customer Service(s) Order".
- A Payment Security Deposit, as specified in the attached schedule and forming part of this Bylaw, must be paid in full when requesting Service(s).
- Service(s) will not be provided until the Hamlet has verified that the system complies with the "Water/Sewage Service(s) Standards Bylaw."
- The first delivery for a new or reconnecting Customer will be provided the day after compliance as per section 12 is verified. Following deliveries will be made per the customer's location schedule.
- Senior Subsidies will only be applied upon application and proof of age. The Subsidy will then be used in the month following the application.
- Requests to discontinue Service(s) will be effective the day following the request. The Customer will be responsible for all charges for Service(s) provided up to and including the effective date of discontinuance.

Reference Bylaw - 331

POTABLE WATER SUPPLY AND SEWAGE PUMP-OUT SERVICE(S) RATES

1. ECONOMIC RATE

- 1) The Economic Rate for water sewage Service(s) is \$.0215 per litre.

2. ADDITIONAL COSTS

- 1) Customers outside the "Municipal Service(s) Area" shall be charged a milage rate of one hundred dollars (\$100.00) per month in addition to the rate specified in section 1.

3. VOLUME CALCULATION

- 1) An approved truck meter will record the quantity of water.
- 2) Where no approved meter or truck meter is in use, the quantity shall be by the "Approved Quantities for Unmetered Truck Service(s)."
- 3) All volumes referred to in 1,2 and 3 shall be expressed in metric volume units.

4. RATES PAYABLE

- 1) The rates payable by all customers for municipal Service(s) shall be the Economic Rate specified in sections 1 and 2 except as provided in subsections (2) and (3).
- 2) Subsidies for water and sewage Service(s)s are as follows:

Residential \$.01118 per litre up to 15,000 litres.

Maximum 15,000 litres per month - additional quantities will be billed at a total economic rate

Residential Senior 100% of the economic rate per litre

Maximum 10,000 litres per month - additional quantities will be billed at a total economic rate

- 3) To be eligible for a subsidy

i.the customer must be receiving Service(s) at a residence within the "Municipal Service(s) Area" [Schedule I]

ii.the customer system must conform to standards as set out in "Water and Sewage Service(s)s Standards Bylaw" effective when Service(s) commence.

5. BULK SERVICE(S)S for Service(s) provided during standard hours of operation.

- 1) Bulk water dispensed at the Fort Liard Water Treatment Plant \$0.017 per litre.
- 2) Bulk sewage disposed at the Fort Liard Sewage Lagoon \$0.025 per litre.

Reference Bylaw - 331

6. MINIMUM MONTHLY CHARGE

- 1) The minimum monthly charge for each Customer receiving water/sewage Service(s) within the "Municipal Service(s) Area" shall be \$20.00 per month.
- 2) The minimum monthly charge for each Customer receiving water/sewage Service(s) outside the "Municipal Service(s) Area" shall be \$100.00 per month.

GARBAGE PICKUP DISPOSAL RATES

1. ECONOMIC RATE

The Economic Rate is.

\$ 35.00 per month for domestic garbage containers at curbside.

\$ 45.00 per month/container for commercial garbage.

\$ 55.00 per month/container for retail garbage.

2. RATES PAYABLE

(1) The rates payable by all customers for garbage pickup and disposal shall be the Economic Rate specified in Section 1, except as provided in subsections (2) and (3).

(2) Subsidies for garbage pickup within the "Municipal Service(s) Area Only" and disposal are as follows:

Residential Senior	\$ 35.00
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(3) Rates for bulk waste* disposal during regular business hours are payable as follows:

\$ 25.00 per cubic meter when sorted by type

\$80.00 per cubic meter unsorted

3. MINIMUM MONTHLY CHARGE

For service (s) provided for the month or part thereof, a minimum of one month shall be charged.

** Residential waste only – disposal of industrial waste and hazardous waste is not permitted*

Reference - Bylaw 340

SCHEDULE OF SERVICE(S) FOR CUSTOMERS WITHIN THE HAMLET

WATER DELIVERY

Water will be delivered on alternate days, Monday to Saturday inclusive. This does not apply to Customers outside the "Municipal Service(s) Area."

SEWAGE PUMP-OUT

Customers' sewage will be pumped out commensurate with water consumption to a maximum of pump out of five days out of ten. This does not apply to Customers outside the "Municipal Service(s) Area."

GARBAGE PICKUP

Customers' garbage will be picked up once per week. This does not apply to Customers outside the "Municipal Service(s) Area."

No Service(s) will be provided on New Year's Day or Christmas Day. Service(s) usually provided on these days will be provided on an alternate day.

ADDITIONAL SERVICES

Additional water or sewage services may be provided to customers with an active account in good standing. If requested between 8 a.m. and 4 p.m., this service will be provided at the Hamlet's convenience Monday through Friday. A fee of \$50.00 will be charged in addition to the cost of the service. This service is unavailable to customers outside the "Municipal Service Area."

Additional water or sewage services will be provided to customers with an active account in good standing while providing essential or emergency services to the community when -

Services are provided from 8 am to 5 pm, Monday to Friday.	\$50.00
Services are provided from 5 pm to 10 pm, Monday to Friday.	\$100.00
Services are provided from 8 am to 10 pm Saturday.	\$150.00
Services are provided from 8 am to 10 pm, Statutory Holiday.	\$150.00
Services are provided from 8 am to 10 pm Sunday.	\$250.00

Fees are in addition to the cost of the service.

This service is not available to residential customers or customers outside the municipal service area.

Reference - Bylaw 340

CUSTOMERS OUTSIDE THE MUNICIPAL SERVICE(S) AREA

Customers outside the "*Municipal Service(s) Area*" will receive a maximum of two water deliveries per week, two sewage pump outs per week, and one garbage pickup per week,

Customers must sign a Municipal Service(s) Agreement before commencing Service(s).

**NO OTHER SERVICES WILL BE PROVIDED OTHER THAN THOSE LISTED
ABOVE**

QUANTITIES FOR UNMETERED SERVICE(S)

<u>PREMISE</u>	<u>MONTHLY CONSUMPTION</u>
No pressure system	1,500 litres per unit
Single Family	15,000 litres per unit
Single Family [conservation]	6,000 litres per unit
Apartment	12,000 litres per unit
Hotel Room with kitchenette	12,000 litres per unit
Laundromat	30,000 litres per machine
All others are	10,000 litres per washroom.

- 1) Per washroom means per separate washroom or two toilets or urinals where a bathroom has more than two toilets or urinals with a minimum of one per premise.
- 2) A water conservation residence means any residence with toilets that require up to three litres of water.
- 3) Where only sewage Service(s) are provided, this schedule will be used for monthly volumes.

CLASSIFICATION OF SERVICE(S)

COMMERCIAL CUSTOMER	means a Customer principally engaged in the business of selling retail goods and services but does not include industrial Customers;
GOVERNMENT CUSTOMER	means the Government of Canada, the Government of the Northwest Territories, Crown Corporations, the Northwest Territories Housing and Power Corporations, Public Housing Associations, the Hamlet, and any agencies of the government mentioned above bodies which use Service(s)s;
INDUSTRIAL CUSTOMER	means a Customer principally engaged in the business of resource exploration, development or processing, manufacturing or processing products, marine, air or long-distance land transportation, but does not include commercial or government Customers;
RESIDENTIAL CUSTOMER	means a Customer who owns or occupies residential premises, not including public and social housing;
RETAIL CUSTOMER	means a Customer principally engaged in the business of the sale of retail goods.

MUNICIPAL SERVICE(S) PAYMENT SECURITY

1. PAYMENT SECURITY DEPOSIT

A customer making an application for the provision of Service(s)s shall pay Hamlet a security deposit for each account in the amount of:

- | | |
|--------------------------------------|---|
| (a) Commercial Accounts | \$500.00 |
| (b) Industrial Accounts | an amount for the average of two months Service(s) costs but not more than \$1,000.00 |
| (c) Residential Accounts | \$100.00 |
| (d) Customer outside Service(s) Area | \$200.00 |

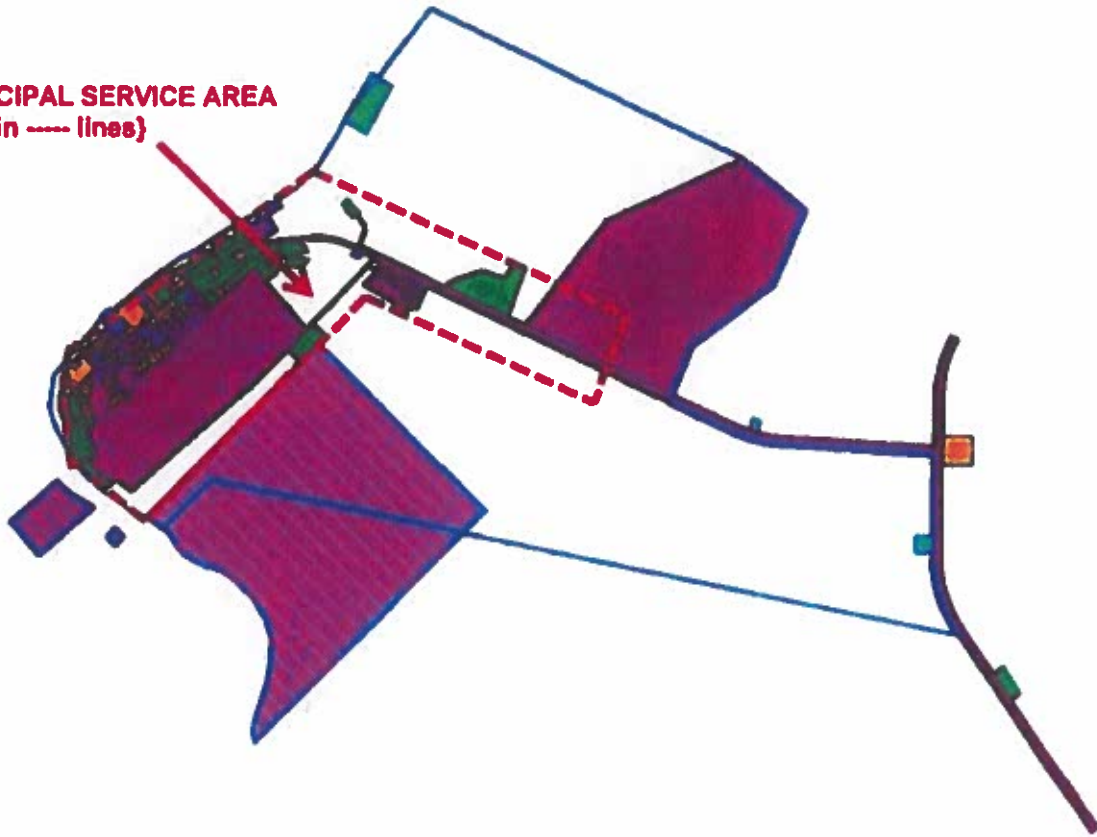
The security deposit must be paid in full before the implementation of the Service (s).

The Hamlet shall pay interest on the security deposit for the period held, calculated at the current savings rate paid by the CIBC when the deposit is returned to the customer.

The security deposit and accrued interest shall be returned to a customer in good standing within ten (10) days of the closure of the account.

MUNICIPAL SERVICE(S) AREA

MUNICIPAL SERVICE AREA
(Within ---- lines)



HAMLET MUNICIPAL SERVICE STANDARDS

APPLICATION

1. The Municipal Service Standards (MSS) have been developed to define the specific needs and requirements so that the Service Provider can provide efficient, safe, and reliable Services to Customers.
2. MSS must be complied with before the Service Provider will provide Services to a Customer.
3. It is the Customer's responsibility to ensure that the design and construction of Customer Facilities comply with the latest Hamlet's Municipal Service Standards, including any revisions up to the date of acceptance to provide a service to a Property.
4. No departure from the General Municipal Service Standards shall be permitted without the written approval of the Senior Administrative Officer.

TRUCKED WATER AND SEWER STANDARDS FOR SERVICE

1. Code Requirements
 - a. All water service systems shall meet the National Building and Plumbing Code standards and Hamlet Bylaws.
2. Installation of Customer Facilities
 - a. All Customer Facilities shall be installed by, and at the cost of, the Owner shall remain the Owner's property.
3. Maintenance and Repair of Customer Facilities
 - a. Every Customer shall maintain their Customer Facilities properly and keep them free from leakage, wastage, or freezing.
 - b. In an emergency, the Hamlet may repair any Customer Facilities, and the Customer shall be charged the cost of such repair work.
4. Specifications, Design Approval and Inspection of Customer Facilities
 - a. No Customer Facilities shall be installed except by this Bylaw.
 - b. Design plans for Customer Facilities, which have four (4) or more water closets, showers, or other high-volume fixtures shall be:
 - i. certified by a Professional Engineer and
 - ii. submitted to the Hamlet and
 - iii. approved before the commencement of construction.
 - c. One set of 'as built' plans shall be provided when required by the Hamlet within sixty (60) days of completion of Customer Facilities.
5. Correction to Nonconforming Customer Facilities
 - a. Where in the opinion of the Hamlet, existing Customer Facilities are in contravention of this Bylaw, the Hamlet shall issue an order to the Customer receiving the Service:
 - i. specifying why the Customer is contravening the Bylaw;
 - ii. directing the Customer to comply with the Bylaw;
 - iii. specifying the actions to be performed by the Customer to comply with the Bylaw; and,

Reference – Bylaw 326

- iv. notifying the Customer of the time and date by which such action must be taken.
6. Number of Customer Facilities
 - a. Buildings shall have only one water tank and one sewage tank except upon submission of plans for the approval of the Hamlet.
 - b. The Hamlet may allow Service to a separate water or sewage tank for self-contained units.
7. Access to Customer Facilities
 - a. The Customer shall maintain, at his own expense, unobstructed access to the water fill point and sewage pump-out point, which shall terminate within two (2) meters of the public roadway, including the removal of ice, snow, water, mud, vehicles, flower beds, pets, and yard material.
 - b. Where the water fill point or sewage pump-out point is inaccessible, the Service Provider shall leave a notice at the Customer Facility receiving the Service, indicating the time and reason Service could not be provided.
8. Services Provided from Highway 7 and the Liard Access Road
 - a. Customers are required to provide maintained turn-around space so that the service vehicles do not have to back out onto NWT Highway 7 or the Liard Access Road.
 - b. Brush must be cleared so drivers have an unobstructed view of the highway when exiting.
 - c. Gates cannot be closed or locked.
 - d. Services will be discontinued if the Customer fails to provide and maintain access per section 14—a, b, and c.

TRUCKED WATER SYSTEM STANDARDS

1. Standards
 - a. The water fill point shall not exceed 20 feet or 6 meters from the access and must extend from the wall facing the entry. The fill point must be secured tightly to the building.
 - b. The exterior piping and the fill point are metal construction suitable for potable water supply and have good corrosion resistance. Fill points must be fitted with a male 2" (50mm) cam lock fitting that connects to the truck fill hose outlet.
 - c. The water fill point shall be greater than five feet or 1.5 meters in a horizontal distance from the sewage pump-out point straight line access path.
 - d. The water fill point shall be sufficiently small in diameter that the sewage pump-out hose cannot be inserted.
 - e. The water fill point shall always be clearly labelled.
2. Tank Size
 - a. The water holding tank shall be a minimum of 500 Imperial gallons or 2270 litres for a dwelling of three bedrooms or less. The larger-sized dwelling shall add 800 litres or 175 Imperial gallons per extra bedroom for tank sizing.

Reference – Bylaw 326

- b. Owners of a nonresidential building must size water tanks based on "Canadian Architectural Standards" for the expected water consumption and four (4) days of water delivery. Tank volume calculations and design details must be submitted to the Hamlet for approval.
3. Freeze Protection
 - a. The water holding tank shall be housed in an insulated, heated portion of the building or have adequate freeze protection installed.
 4. Line and Tank Specifications
 - a. The connection point of the water fill point shall be a minimum of 36" or 914 millimetres and a maximum of 48" or 1,219 millimetres from the ground surface in all seasons.
 - b. The water service line shall have a back grade so that the water does not free flow from the tank or sit in the service line, or it shall have a check valve to prevent free flow and heat tape to prevent freezing.
 - c. All tanks must have an overflow discharge pipe. The overflow discharge point shall be installed lower than the top of the water tank and lower than the fill point. It must be clearly visible to the operator during the filling procedure.
 - d. A red bulb or red globe "full" indicator light shall be connected to a device in the tank and installed near the fill position to be visible from the cab of the delivery truck. The indicator light support shall allow for adequate clearance of the water truck. The red-light indicator must be on a separate circuit to illuminate when the tank is complete. In addition, the indicator light is to be weatherproof and suitable for use during the seasons. The Customer is responsible for replacing bulbs and maintaining the indicator light system at his own expense.
 - e. If the water holding tank is elevated, a check valve with adequate freeze protection shall be installed at the line-tank connection point to prevent backflow.
 - f. Tanks must not have open lids nor be a type with an open top. If tanks are in basements, covers must be fastened or sealed to the tank to prevent flooding. The Hamlet will not be liable for flooding due to unfastened or inadequately sealed lids or tank penetrations.
 - g. All overflow and water fill lines shall be insulated with foil-backed insulation a minimum of one and one-half inches (1.5") or thirty-eight millimetres (38 mm) and six (6) feet or one point eight meters (1.8 m) in from the point of penetration of the exterior building envelope.
 - h. The Customer is responsible for all aspects of the water storage and fill system operation and maintenance. Therefore, the Hamlet will not be liable for any expenses or failure to provide services related to the integrity or performance of the truck fill system.

TRUCKED SEWAGE SYSTEM STANDARDS

1. Standards
 - a. The sewage pump-out point must be no greater than 4.6 meters or 15 feet from the service vehicle access.

Reference – Bylaw 326

- b. There shall be a minimum of five horizontal feet or 152 centimetres between the connection point for sewage pump-out and the fill point for water so that the connection hose does not cross established pathways.
 - c. The sewage pump-out connection fitting shall consist of 3" (75 mm) female cam locks suitable for use with the pump-out truck adapter on the truck hose. The fitting will be of greater diameter than the water fill point, so a cross-connection cannot be made.
 - d. The sewage holding tank shall be twice the volume of the water storage tank to accommodate sewage and greywater discharge.
 - e. The sewage holding tank shall be a minimum of 1,000 imperial gallons or 4,550 litres for new development, or twice the water tank size (whichever is greater).
 - f. Overflow septic fields, exhalation pits, or vertical culverts buried in the ground are not permitted after April 1, 2000.
2. Line and Tank Specifications
- a. The service pump-out points shall be kept a minimum of 18 inches or 457 millimetres and a maximum of 48 inches or 1,219 millimetres from the ground, including snow and ice accumulations.
 - b. The service pump-out point pipe and cam lock adapter shall end with a 90-degree elbow and be constructed of an approved material other than plastic or PVC. Galvanized steel or iron are the preferred materials. No other fitting for the sewage storage system shall be made of plastic or PVC.
 - c. The service pump-out shall always be fitted with an approved tightly fitting cap and closed except during pump-out.
 - d. The pump-out line from the service point to the tank shall have at least a 5-degree slope to the building, so no sewage is allowed to stand in the line or drain outside the building.
 - e. The sewage holding tank shall incorporate a vent line of a minimum interior diameter of inches or 75 millimetres such that the tank is vented to the outside of the building or back vented to the highest interior point in the building such that air escape or supply will occur as the tank is being filled or emptied.
 - f. The pipe from the sewage pump-out service point to the sewage holding tank shall have an interior diameter of a minimum of 4 inches or 100 millimetres or reduced to 3 inches (75 mm) when the developed length of the sewage pump-out is greater than 25' (7.6 m).
 - g. If the holding tank is buried, the ground cover shall be sloped such that surface liquids, including run-off or sewage, drain away from the tank and are anchored to concrete pads or pinned to bedrock to prevent floating to the surface.
 - h. When the storage tank elevation is one (1) meter or greater above the road level, a valve shall be installed at the point of connection to the sewage pump-out line to prevent a continuous siphon condition.
 - i. All sewage pump-out lines shall be rigidly secured or anchored at the point of connection, and further to this, all lines more than three (3 m) in developed length shall be anchored every three meters (3 m). Buried lines do not require anchors except at the point of connection.
 - j. The use of chemical toilets and outhouses shall be prohibited.

Effective April 1, 2023

Reference – Bylaw 326

GARBAGE PICKUP SERVICE STANDARDS

1. All waste must be placed in proper garbage containers with handles and lids (max. 100 litres) or a standard plastic garbage bag. Garbage must not accumulate on your property.
2. The Service Provider's access to the garbage collection site must not be blocked.

APPLICATION FOR SERVICE

1. All persons requiring Services shall apply and complete a "Customer Service Order" before service provision.
2. The customer facility should be inspected for at least three days to confirm compliance with this Bylaw.
3. Services will only be provided once an inspection has been completed and compliance with this Bylaw is confirmed.
4. When Customer Service is being reinstated, the Customer Facility must comply with standards on the date the service will be provided.

SAFETY

1. Upon written notice to a Customer, The Hamlet will discontinue providing services if it is deemed that the Customer Facility offers a health hazard to the community and its residents or an unsafe work environment for Hamlet service staff.
2. A written notice shall be delivered to the Customer Service address-
 - i. specifying why the Service is being suspended, and,
 - ii. specifying the actions to be performed by the Customer to comply with the safety or health hazard concerns.

LIABILITY

1. No liability will be assumed by the Hamlet for damage caused or service disruption when systems are in non-compliance with this Bylaw.

REPRESENTATION

1. For this Bylaw, the Hamlet shall be represented by the Senior Administrative Officer or another staff member of the Hamlet designated by the Senior Administrative Officer.



CLEANING AND DISINFECTING YOUR WATER STORAGE TANK IS NECESSARY TO PROTECT YOU AND YOUR FAMILY'S HEALTH. REGULAR CLEANING ALSO MAKES WATER LOOK AND TASTE BETTER. IT IS THE OWNER'S RESPONSIBILITY TO MAKE SURE THAT THE WATER TANK IS CLEANED AND DISINFECTED ON A REGULAR BASIS

How Do I Know That Water Storage Tank Needs Cleaning?

The water from the delivery truck or pipe has been treated and is safe. If your water comes out of the tap looking a little cloudy or if water in your glass does not clear up after 1 minute, the sediment on the bottom of a storage tank could be the cause. It is often a sign that your tank needs cleaning.

How Often Water Storage Tanks Should Be Cleaned?

Water Storage tanks should be cleaned and disinfected a minimum of once a year. Where the water supply has high levels of sediments at certain times of the year, cleaning more often is recommended. If your water tastes, looks or smells unusual - the tank needs cleaning.

How To Clean Your Water Storage Tank?

1. Shut off the valve to the water lines. Drain all water from the tank. If you have a non accessible tank proceed directly to Step 5, otherwise continue to Step 2.
2. Wash and remove dirt from inside surfaces of tank by means of a high-pressure hose or clean with a disinfected mop.
3. Remove wash water by draining the wash water and sediment from the bottom of the tank. **DO NOT ENTER THE TANK**
4. Rinse the inside surfaces of the water tank with clean drinking water. Again remove wash/rinse water.
5. Disinfect the inside surfaces of the tank and household distribution lines as follows:
 - a) Fill the tank with clean drinking water
 - b) Add 5 ml of liquid household bleach for every liter of water the tank holds. For example, a 1000L tank will require 5 L of bleach.
 - c) Open the valve to the distribution lines.
6. Run water out of all water taps and faucets in the water lines, until the smell of chlorine is detected in the water.

IF YOU ARE CLEANING YOUR TANK PLEASE CALL THE OFFICE PRIOR TO STARTING SO THE WE MAKE PROPERLY SCHEDULE YOUR DELIVERIES



PAYMENTS

- Customers shall be invoiced monthly for municipal services
- No statements will be issued.
- Invoices are payable immediately when rendered.
- Payments on accounts will be applied in order of the most aged invoices.
- Payments can be made to the Hamlet office during regular business hours, by electronic bank payment or by mailing to the address provided on the invoices.
- Electronic transfer amounts are considered received once deposited in Hamlet's bank account.
- Second / Third party cheques will not be accepted for payment.
- A \$35.00 fee plus bank charges will be charged for any NSF cheques.
- The Hamlet may levy interest at 1.25% per month on all accounts over 30 days past due.

DISCONTINUATION FOR NON-PAYMENT

- Where Hamlet has made every reasonable attempt to collect monies owed the Hamlet may discontinue the delivery of municipal services until such claim is paid in full or payment arrangements have been made which are satisfactory to the Senior Administrative Officer.
- If the account has been unpaid for over 60 days, a "green tag" will be placed on the customer's door. The customer will have three business days to pay the amount owed. If no payment is made in the prescribed period, the total balance due plus the re-installation fee will be considered receivable.

SECURITY DEPOSITS

- When an application is made for a municipal services account, the Hamlet will collect a security deposit of
 - one hundred dollars (\$100) for residential domestic accounts;
 - three hundred fifty dollars (\$350) for commercial accounts; and,
 - an amount equal to an average of two months' service cost for industrial accounts.
- The Hamlet shall pay interest on the security deposit for the period held, calculated at the current savings rate paid by the CIBC when the deposit is returned to the customer.
- The security deposit and accrued interest shall be returned to the customer within ten (10) days of closing the account and payment of all amounts due to Hamlet.