



# BULK WATER ACCOUNT MANAGEMENT

<b>Policy Number:</b>	ADM01
<b>Administered By:</b>	Director of Corporate Services Financial Officer
<b>Approved By:</b>	Chief Administrative Officer
<b>Effective Date:</b>	October 3, 2023
<b>Review Date:</b>	October 1, 2026

## Purpose:

The objective of this Policy is to establish a governance framework for the administration, and financial accounting with the administration of Bulk Water and associated accounts and to formalize a system for account management.

## 1.0 Definitions:

- 1.1 **Account** means an agreement between an Account holder and the Town for access to the Bulk Water station of which the terms of this Policy shall form a part and includes the amounts payable from time to time by the Account Holder to the Town.
- 1.2 **Account Holder** means any Person accessing the Bulk Water station and, where the context of circumstances so require, includes any Person who is named on an Account or who makes or has made an application for bulk water service or otherwise seeks to receive bulk water service, and also includes any Person acting as an agent or representative of an Account holder.
- 1.3 **Account set-up fee** means a charge to establish a Bulk water account.
- 1.4 **Arrears** means the fee for consuming Bulk Water remains outstanding and has not been paid by the due date.
- 1.5 **Bulk Water** shall mean water that is transported from the Crossfield Bulk Water Station in tank trucks or by vehicles with a tank or suitable container for hauling bulk water.
- 1.6 **Deactivated account** means an account that has been discontinued or interrupted.
- 1.7 **Fees and Rates Bylaw** means the bylaw outlining all fees and rates for services provided by the Town of Crossfield.
- 1.8 **Inactive account** means an account that has not accessed the Bulk Water Station in a three (3) year timeframe.
- 1.9 **Personal Identification Number / PIN** means a Personal Identification Number associated with the bulk water account and entered to access water at the station.

A three-digit access code will be assigned by the Town and a four-digit PIN will be supplied by the Account Holder at the time of account set up.

- 1.10 **Pre-paid account** means a payment made in advance on a Bulk Water account to purchase and pick up bulk water.
- 1.11 **Reconnection fee** means a charge applied to a Bulk Water account that has been deactivated.
- 1.12 **Town** means the municipal corporation of the Town of Crossfield and its duly authorized employees, agents, contractors and other representatives or the geographic area contained within the boundaries thereof, as the context requires.

## 2.0 Roles and Responsibilities:

- 2.1 Administrative Clerk: Shall be responsible for the implementation, administration and maintenance of an efficient Bulk Water program.
- 2.2 Financial Officer: Shall oversee, provide guidance and support to maximize efficiencies and to ensure financial sustainability of the Bulk Water program and shall make recommendations to Council relative to the financial position of the Bulk Water program.

## 3.0 General Bulk Water Provisions:

### 3.1 General Guidelines

- 3.1.1 A Bulk Water account is considered in good standing and active when:
  - a. the account holder contact information and detail on file is current;
  - b. the account is paid in full and/or does not go into arrears in excess of two (2) times annually;
  - c. bulk water has been accessed and drawn within a three (3) year period
- 3.1.2 No account holder shall connect, cause to be connected, or allow to remain connected to the water utility, whether directly or indirectly any piping fixture, fitting, container, or appliance, in a manner which under any circumstances, may allow water waste, water contaminant or any other liquid, chemical or substance to enter the water utility.
- 3.1.3 **To ensure compliance, all containers hauling bulk water from an authorized location shall have an airspace between the supply pipe to the top of the container equal to two times the diameter of the supply pipe.**
- 3.1.4 The Town is responsible for the maintenance of the Bulk Water facility and may therefore from time to time have the right to close the facility for maintenance purposes.

- 3.1.5 The Town shall not be liable for any loss, injury, damage, expense, charge, costs or liability of any kind, whether of direct, indirect, special or consequential nature, arising out of or in any way connected with:
- a. A break within the Bulk Water station;
  - b. The interference or cessation of the Bulk Water supply including the repair or maintenance of the Bulk Water station.
  - c. Water containing sediments, deposits, or other foreign matter.

## **3.2 General Receivables**

- 3.2.1 An account set-up fee will be charged to establish a new account. All accounts require an access code to be assigned by the Town, with a PIN supplied by the customer.
- 3.2.2 Bulk water consumption is charged by cubic meter at a rate as set out within in the most recent Town of Crossfield Fees & Rates Bylaw.
- 3.2.3 New and existing accounts must enter into pre-paid account program, unless monthly Bulk Water consumption charges are in excess of \$200.00 or more per month and in good standing, the account holder will have the option to be invoiced monthly.
- 3.2.4 Payment of charges for Bulk Water drawn under the customer account is the responsibility of the account holder.
- 3.2.5 Bulk Water is invoiced on the first business day of each month following consumption with payment due NET 30 days.
- 3.2.6 Any account that remains unpaid after the due date is considered in arrears and maybe subject to:
- a. a one-time notification in the form of a statement will be sent to the account holder;
  - b. deactivation of the account;
  - c. the account must be paid in full, including applied reconnection fee before account will be re-activated;
  - d. a deposit must be made on the Bulk Water account to pre-pay for future Bulk Water access;
- 3.2.7 Accounts that remain in arrears after deactivation of the Bulk Water account will follow the accounts receivable procedures.

## **3.3 Receivables Pre-paid Accounts**

- 3.3.1 Effective January 1, 2024, the Town of Crossfield will move to a pre-pay system and will no longer send monthly consumption reports, unless the account falls under section 3.2.3.

3.3.2 Pre-paid Bulk Water accounts do not require a minimum value on account.

3.3.3 It is the responsibility of the Account Holder to ensure a sufficient prepaid amount is on file to be able to draw Bulk Water. Once the access number and PIN are entered at the Bulk Water station, the prepaid detail for the account will load into the system and display the corresponding value in cubic meters available to be transferred on the screen. The system will only allow the cubic meters of water available to be drawn.

3.3.4 It is the Account Holders responsibility to provide the correct email address and to inform the Town of any changes to their email address. If you have not received your Town bulk water statement by the 10<sup>th</sup> of each month, the Account Holder must contact the Town Administration office at 403-946-5565. Non-receipt is not justification for late payment and penalties will apply.

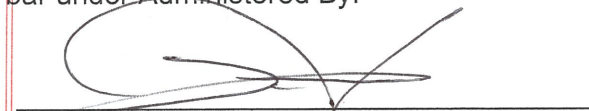
### **3.4 Account Credits**

3.4.1 Should there be a credit on the account, the Account Holder may choose to have the credit refunded. The Account Holder must submit the request for a refund in writing to the Town of Crossfield. In turn, the Town will validate the amount and issue a cheque for the amount of the credit at the next available cheque printing.

3.4.2 The Account Holder must submit any account closures in writing to the Town of Crossfield. If a credit remains on the account at the time of closure, Town administration will validate the amount and issue a cheque in the credit amount.

### **Further Information:**

For further information regarding this Policy, please contact the department identified in the title bar under Administered By.



Interim CAO – Town of Crossfield