Utility Billing Customer Care Bylaw 8754
Amendment 6

Appendix A

1. Remove references to a streetlight system as this is no longer valid

2. Remove Section 4.1 Applications and Section 6.2 No Utility Billing Account references to occupant as accounts remain with the property

3. Change title of Section 4.3 from "Non-transferable" to "Transferability" to reflect that accounts are specific to the property and are only transferable between owners on title

4. Remove Section 5 Security Deposits and Schedule A Security Deposit Waiver as security deposits are no longer required

5. Replace Section 6.1 Utility Billing Account and Section 7.5 Re-reading references to "his/her" and "he/she" with "customer"

6. Revise references to payment and billing items from a list of multiple items to "all charges" (Section 6.1, 6.2, 8.1)

7. Replace "possible" with "practical" in Section 7.2 Date of Reading to clarify reasonability

8. Revise Section 7.4 Estimates to simplify wording regarding readings and services estimated

9. Revise Section 8.3 Payment Due to identify payment is due by due date rather than a specific number of days

10. Remove reference the originator of charges in Section 8.6 Deemed Taxes in Arrears as all charges belong to the account and the property

11. Add restrictions to billing error adjustments to provide guidance on time periods as follows:
    a. The adjustment period is limited to the time that the current owner is on title
    b. The adjustment period(s) for under-billing are to a maximum of 6 months for residential and 1 year for commercial
    c. The adjustment period(s) for over-billing are to a maximum of 6 years or when the current owner came on title for the property, whichever is less

12. Remove references to "error" in Section 9.4 Other Cause to reduce risk of misinterpretation

13. Remove reference to closing accounts, occupiers and unpaid amounts in Section 10 Termination of Service as accounts remain with the property and outstanding accounts are transferred to taxes