

## Water Disconnection Due to Non-Payment Policy

The Town of Coronach follows a policy of disconnection of water service when Utility account balances are not paid. When an account goes into arrears, customers will be provided with a warning and the Town Office will work with the customer to manage any financial challenges that may result in the late payment and sewer bills.

We are able to create a payment plan with the customer, if the customer initiates the process.

If no effort is made by the customer to deal with outstanding debt, after the Town Office has given 2 warning letters, the Water Service will be disconnected at the service location where the outstanding amount exists.

The Water Service will not be reactivated until the customer contacts the billing centre to make billing arrangements or full payment.

The customer must adhere to these arrangements, or the customer will be at risk of losing water service again. If a customer has a warning for non-payment and submits any payment that results in an NSF payment, payment must be received within 5 days of NSF notification and all subsequent payments will be required to be made in cash or with credit/debit card.

Please Note: In the situation where the water cannot be disconnected, either due to lack of access to the valve or negative effects on a third party, the customer responsible for the outstanding debt will be at risk for legal action.

Water Customers can request their water be turned off for temporary or permanent reasons. Examples of this shut off could include: Rental properties that are vacant, vacationing for extended periods of time, extensive construction that requires temporary water shut off, or fire or other damage to the property that results in water shut off requirements.

Locations in the Town of Coronach are on a minimum service system. This means that the minimum flat rates will be billed to the location owner unless the Town Office is notified in writing.

Water customers can request the service location to have the water disconnected at [no charge](#) by calling the Town Office at 306-267-2150.