

Village of Marcelin
Waterworks Management Policy

(Resolution 103/2015 Passed on May 20th, 2015)

1. Pursuant to Village of Marcelin Bylaw 01/2015, the collection of the charges for water services, cut-off and resumption of services, sums collected from customers and the supervision of all books, accounts, and other records in connection with the water services shall be under the immediate control of the Chief Administrative Officer.
2. Water bills will be sent out within the first week of the following months: January, March, May, July, September, & November.
3. Water meter readings will be taken by the Water Operator on the last weekend of the month prior to billing months.
4. Water meter readings reflect the 2 months of usage previous to the billing months.
5. Any arrears not paid by the end of any month are subject to 8% interest penalty.
6. Any amounts not paid by next billing month are subject to disconnection of water usage.
7. All accounts subject to disconnection will be notified by notice attached to current bill, stating date of disconnection and fee. A phone call will also be made the day the current bills are mailed.
8. Disconnection/Reconnection fee shall be \$50.00.
9. Disconnection will occur one (1) week after current bills are sent out.
10. All arrears prior to current billing, including all penalties and fees, must be paid before reconnection can occur.
11. Reconnection of water by turning on at the curb stop of the property shall only be done by the Water Operator or Maintenance Foreman, once authorized by the Chief Administrative Officer.
12. Any and all payments will be accepted by the Chief Administrative Officer during office hours, which are Tuesday, Wednesday, Thursday 8:30am - NOON & 12:30pm - 4:00pm.
13. Any persons making electronic recurring payments or transfers for any account must notify the Chief Administrative Officer at the Village Office during regular office hours.