



REQUEST FOR CONSIDERATION OF WATER SHUT OFF

This request can only be made by the property owner or designate where the property is occupied by a tenant whose water/sewer account is currently in arrears and that tenant’s water/sewer arrears have been transferred to the property tax account in the preceding 6 months.

Service Address (where meter located): _____

Property Tax Roll Number of Property: _____

Tenant’s Name: _____

Tenant’s Contact Number: _____

Property Owner’s Name: _____

Property Owner Contact Number: _____

Designate’s Name (if applicable): _____

Designate’s Contact Number(if applicable): _____

Is Owner or Designate Name making this request? Owner Designate

Declaration:

1. I (We) are the Owner(s) or Designate(s) of the property listed in the service address above.
2. I (We) are responsible for the Tenant who rents this property.
3. I (We) are only making this request because the Tenant’s water wastewater account is in arrears and we are asking for assistance in the collection of the account.
4. I (We) understand that the decision to shut off the water supply is the sole responsibility of the Town of Collingwood.
5. I (We) understand that the Town will decide when the water will be turned back on, based on payment in full, payment commitment or assistance from another source.
6. I (We) understand if the water arrears are not paid within two weeks of the water shut off, all water arrears at that time will be added to the property tax roll of the service address listed above.

Owner/Designate Signature: _____

Date: _____

RETURN FORM TO THE TOWN OF COLLINGWOOD FINANCE DEPARTMENT via EMAIL finance@collingwood.ca or IN PERSON 97 Hurontario St., Collingwood



Information for Owner and or Designate

1. There are some locations where the water supply cannot be shut off due to the servicing of multiple addresses or location of the curb box (under pavement or sidewalk, car parked over it, located on private property etc.).
2. The Town reserves the right to change the scheduled shut off based on workload, emergencies and/or staff availability.
3. The Town accepts no responsibility or liability for damages or leaks that may be caused by shutting off or turning the water back on.
4. The Town requires a minimum of 48 hours' notice to turn the water back on. While other emergencies and priorities will take precedence, the Town will endeavor to schedule it as quickly as possible. A specific request to turn the water on in less than 48 hours, whom ever is requesting the speedier service will be responsible for the additional fees for the afterhours service rates.
5. The tenant's water account will be charged for turning the water off and then back on will be the fees as listed in the Town of Collingwood current Fees & Charges By-Law.
6. The Town requires that the Owner, Designate or Tenant must be in attendance when the water is turned back on. The water will not be turned back on unless a responsible person is present. If the Owner, Designate and/or Tenant do not appear for the appointment, they will be charged a "labour charge" fee for the Staff that attended the property.
7. If leaks or damage to the water equipment (i.e. curb stop, meter valve, meter) is found on the Owner's side of the connection, the Town will make the necessary repairs and the Owner is liable for these specific costs.
8. The Town will not accept payments for arrears while staff is on site, turning the water off. The customer will be directed to EPCOR Electricity Distribution Ontario Inc. and the water shut off will continue.
9. If any Town staff feel that their safety is at risk (hostile Tenant or Occupant) during this process of shutting off the water, Town staff have been instructed to leave the area immediately, whether the water is shut off or not. The Owner or Designate will be notified by the Treasurer. At this point in time, the Town will cease all attempts to shut off the water and the arrears will be added to the Owner's property tax account.

Personal information is collected under the authority of the Municipal Act, 2001 Section 398 (2) for the purposes of creating a record to be used for the release of tenant water and wastewater billing information related to a property address and the owner of that property. Questions about the collection of personal information, use, and disclosure should be directed to the Clerk Services, Town of Collingwood, email: clerk@collingwood.ca or 705-445-1030.