



## BYLAW

Bylaw Number:1335/20

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### A BYLAW OF THE MUNICIPALITY OF THE TOWN OF NANTON IN THE PROVINCE OF ALBERTA TO AMEND UTILITY BYLAW 1283/17.

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#### **1. PURPOSE:**

- 1.1 WHEREAS pursuant to the provisions of the Municipal Government Act, Chapter M-26, Revised Statutes 2000, the Council of the Town of Nanton in the Province of Alberta (hereinafter called the "Council") adopted Utility Bylaw No. 1283/17;
- 1.2 AND WHEREAS the purpose of this Amending Bylaw is to offer Town of Nanton Utility Service Customers a measure of leniency for abnormally high Utility consumption charges on a Utility Bill that has been identified at the end of a two-month billing cycle.
- 1.3 NOW THEREFORE, the Council of the Municipality of the Town of Nanton in the Province of Alberta duly assembled enacts as follows:

#### **2. ENACTMENT:**

- 2.1 Bylaw #1283/17 is hereby amended as per the addition of the following Section 12;

##### **12.0 Customer Leniency Requests**

- 12.1 A Customer may request leniency in regards to a Utility bill which can be proven to be partly attributable to a private plumbing or infrastructure leak upon the premises of the subject Utility account.
- 12.2 Leniency will only be considered for a single Utility Billing Period where the metered amount reflects more than double the Customer's average Municipal Water Service use from the preceding 6 billing periods.
- 12.3 Customer Leniency requests shall only be considered once every two years (from the date of the first request) for a Property.
- 12.4 Upon receipt of a Customer Leniency Request, Council authorizes the CAO to either:
  - Refuse the request as unsubstantiated; or
  - Authorize a payment plan for the Customer to ensure full payment of the Utility bill; or,
  - Waive a portion of the Water and/or Wastewater service consumption charges, or
  - Reimburse the Customer for account payment in an amount, not to exceed \$2000, above the average amount calculated from the previous 6 billing periods.

- 12.5 The Leniency request must be received within 60 days of both:
- A repair being completed by a certified plumber or replacement parts being purchased by the Customer;
  - the Customer receiving the bi-monthly Utility bill that becomes subject of the Leniency Request.
- 12.6 Plumber's invoices or receipts for parts purchased by the Customer must be provided to the CAO or designate in support of the request or it shall not be considered.
- 12.7 The period for which Leniency is requested or considered shall not exceed one bi-monthly Billing period.
- 12.8 Leniency requests shall not be considered for significant water loss on private property or infrastructure for any reason other than an attributable leak that has been demonstrably repaired by the Customer.

**3. INTERPRETATION:**

- 3.1 This Bylaw will be cited as the Utility Bylaw #1283/17 Amending Bylaw No 1335/20.

**4. EFFECTIVE DATE AND READINGS:**

- 4.1 This bylaw comes into effect upon the date of final reading and signing thereof.
- 4.2 Read a first time this 6<sup>th</sup> day of April, 2020.
- 4.3 Read a second time this 6<sup>th</sup> day of April, 2020.
- 4.4 Read a third time and passed this 6<sup>th</sup> day of April, 2020.

TOWN OF NANTON

