



Title:	Water Disconnection and Reconnection Policy
Approved by:	Council
Date:	August 8, 2016
Policy Number:	TOB 404 - Administrative Policy

Purpose:

To regulate disconnection or reconnection of a water utility services within the Town of Bassano.

Procedure:

A \$35.00 fee will be charged to property owners each time if a disconnection or reconnection of a water utility service is requested.

1. No services will be provided until:
 - a) request is made in writing – using the required form - by the property owner or his/her agent;
 - b) required fees are paid in full;
 - c) the property owner or his/her agent is present on the property to verify that the water is disconnected (shut off will occur at the curb) – signature is required on form;
 - d) the property owner or his/her agent is required to be present on the property when the water service is reconnected (turned on at the curb) to ensure that the water is flowing correctly and no leaks have developed during the period it was disconnected.
2. No charges apply for:
 - a) an emergency shut off – waterline break - is required;
 - b) repairs on a waterline are being conducted by a plumber;
 - c) to a new service connection.
3. Water utility shut off due to overdue utility accounts:
 - a) no charge will be applied to shut off a service due to an overdue account;
 - b) a \$35 reconnection fee and the outstanding utility fees have to be paid before the water service will be reconnected. The property owner or his/her agent is required to be present on the property to ensure water is flowing correctly.
4. Required Form is attached.

End of Policy

To be reviewed:	Every two years	Next review	August 2018
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