



Village of Berwyn Utility Policy

This policy covers all residential, commercial, institutional, and industrial structures that are supplied with water, sewer, and garbage services by the Village of Berwyn. Utility services are maintained by the Public Works staff and the accounts and billing are managed by the Administration staff.

For procedures on Water & Wastewater Management, Treatments, or Governance, please refer to the Alberta Environment and Sustainable Resource Development Website (<http://environment.alberta.ca/index.html>) or Berwyn's Standard Operating Procedures for Water/Wastewater Operations available at the Municipal Office.

Purpose of the Policy:

To establish and provide a process to administer all utility services and accounts in the Village of Berwyn. The Village of Berwyn shall provide water and sewer services to all residential, commercial, institutional, and industrial operations in the Village of Berwyn. The Village of Berwyn shall provide garbage services to all residential homes within the Village.

Policy Contents:

Utility Accounts (set-up, accounts, rates, and overdue accounts)
Water Services (water meters, meter readings, shut-offs, emergency repairs)
Disconnection/Reconnection
Sewer Services
Garbage Services

1. Utility Accounts

A utility account is the method in which residences, businesses, and other institutions pay for water, sewer, recycling, and garbage services in the Village of Berwyn. This applies to all registered property owners with a principle building on the property requiring services from the Village of Berwyn. One bill is sent out each month for each water meter installed in the Village.

a. Set-up

Property owners are responsible for all utility accounts, which must be in the registered property owner's name, associated with each residence and/or business. The Village will not discuss accounts with anyone other than the owner unless signed, written permission has been given. New owners are responsible for contacting the Village office to set up an account prior to taking possession of their residence. Failure to do so could result in a \$25.00 administration fee. To set up a utility account, owners will need to provide a mailing address, contact information, physical address associated with the account, and proof of income supplement if requesting the Guaranteed Income Supplement rate.

b. Accounts

Each account is given a utility account number. The billing is broken down for charges of water, sewer, recycle, and garbage. If the building in question does not have access to one of these services, they will not be charged that portion of the billing.

If the residence will be occupied by renters, the owner will still be responsible for setting up and paying the utility account. If the property owner would like a copy of the billing sent to the renter so the renter can pay it, the property owner must sign a Request for Duplicate Copy of Utility Bill Waiver Form (see Schedule A). The property owner will still be inevitably responsible for ensuring the bill is paid. If neither the renter nor owner pays the bill, a final notice will be sent to the owner after three months. The renter will no longer receive a copy of the billing and the outstanding charges will be placed on the owners' land taxes.

c. Rates

All fees will be periodically reviewed by the Village of Berwyn Council and adjusted when necessary.

Each utility bill is broken down into four separate charges: water, sewer, recycle and garbage. These charges will vary by residential, commercial, and institutional categories. Seniors or residents with disabilities on a fixed income are eligible for a reduced "Guaranteed Income Supplement" rate, but proof must be provided to administration.

These fees are not optional; all residents that have access to these services are required to pay for them. Sewer, recycling, and garbage services are a monthly flat rate. There is a base rate charge for water. In addition, water usage is charged at a rate per cubic meter. There is the option of an "unoccupied" rate for those residences that are vacant, and the water is turned off. The property owner must apply for this rate. The property owner must let the Village office know immediately if the residence becomes occupied. Failure to do so could result in the owner being charged an administrative penalty.

d. Overdue Accounts

The utility bills are mailed out at the beginning of each month and are based on the usage of the prior month. The utility bills are due on the 20th of the following month, or the Monday following if the 20th falls on a weekend. If the amount owing is unpaid by the due date, account holders are charged a 10% late fee. This late fee will be charged every month for the current amount past due and must be paid. As noted above, if the account goes **three** months past due, a notice will be sent and the amount owing will be transferred to the owners' tax account, along with a \$25.00 administrative fee.

2. Water Services

Water will be provided to all residential, commercial, institutional, and industrial buildings. Water lines are made available to the property line of all privately-owned lots within the Village.

All costs associated with water and sewer installations from the property line shall be the responsibility of the property owner, except for the cost of materials used. The remaining water service from the property line to the residence will be the sole responsibility of the property owner.

Contact Alberta One-Call to request that the buried utilities on your property be located and marked at least two full working days before you plan to dig.

When a lot is created by subdivision from an already serviced lot, the Village of Berwyn will pay for only the cost of the materials (water/sewer lines) needed to extend the service from the main line to the property line. The Village will NOT pay for any other costs associated with the installation.

In the case of an un-serviced lot NOT created by subdivision from an existing serviced lot, the Village will pay for the costs of installation and material required to the property line.

Any other situations not clearly outlined will be decided on a case-by-case situation by the Village of Berwyn staff and/or Council.

a. Water Meters

Every building with water services is required to have a water meter. The Village of Berwyn is required to meter the water usage throughout the Village and report to Alberta Environment. The Village Public Works department will supply a water meter to a new homeowner. The homeowner must ensure it is installed properly. If the water meter is not installed within one month, the homeowner will be charged a “non-metered” rate for their water service. Tampering with meters can result in a fine up to \$1,000

i. Meter Readings

The Public Works department will read the meters every month. Administration will then determine water usage for each household and bill accordingly.

If a water meter is not working, a notice will be left on the residence door. The resident will be responsible for contacting the Village Office to make arrangements to have the meter inspected by the Public Works department. If the meter/reader has become faulty under normal usage then the Village of Berwyn will replace the meter, but if it needs replacing due to abuse, frost, vandalism, or neglect, it will be the homeowner’s cost. If the water meter is not repaired after one month, the homeowner will be charged a “non-metered” rate for their water service.

~Any person who tampers with Village of Berwyn meters will face fines up to \$1000~

b. Water Shut offs and Emergency Repairs

Non-emergency water shut offs:

In situations where the water system is being repaired or altered in any way and water service is to be shut off as part of routine maintenance procedure; the following guidelines are to be followed:

1. The Public Works department shall notify Administration of the stoppage of water service and give an estimate of the amount of time the water will be shut off.
2. The Public Works department/Administration will notify the properties to be affected by this stoppage either by door-to-door notice and/or social media and/or signage.
3. The Public Works department shall not turn the water off until approval has been obtained from Administration; and a reasonable attempt has been made to notify the affected parties.
4. Any additional costs associated with a routine repair must be approved by administration.

Requests for curb stop shut offs to do repairs on plumbing during working hours (weekdays between 8 and 5) will not be charged a reconnection fee. The Public Works department requires 24 hours' notice for a shut off request. Routine shut offs will not be performed after noon on Fridays. After hours calls may be charged an after-hours emergency call-out fee.

Emergency water shut offs:

In the event of a water break, damage to the water system, or any other occurrence of an emergency nature which requires that water service be interrupted, the following guidelines shall be followed:

1. The Public Works department will notify Administration and make immediate preparations to have the damage repaired and have the water system returned to normal operating condition as quickly and efficiently as possible.
2. Administration/Public Works will make a reasonable effort to notify affected parties of water interruptions where possible and will give an approximate period for the shut-off.
3. In the event of a widespread stoppage in service, a public service notification shall be called in to the local radio stations. When possible, such notification shall also be done before service is stopped, and an estimate will be given of the amount of time the service will be interrupted.
4. Any significant costs of materials, equipment, or contractors required to assist with the repair must be approved by administration.

Any Property owners requesting emergency curb stop shut-offs to do repairs on plumbing will be charged an after-hours emergency call-out fee, as per rate sheet.

For any utility shut offs that are determined to be caused by problems with the main water lines up to the curb stop, residents will not be charged a reconnection fee. If water lines freeze up due to lack of use, homeowner must install bleeder at their own cost and have it turned on during the winter months (November 15th – March 31st)

3. Disconnection/Reconnection of Utility Account

Property owners are responsible for the utility account associated with their residences. If the residence is sold, account holders must let the Village office know the final date to which they are still owners, and therefore responsible for the utility bill. If the residence is being rented out, it is still the property owner's responsibility to ensure the office is aware of any changes to the account. New property owners are responsible for setting up their account, prior to owning the residence. Failure to do so may result in an administrative fee.

Unoccupied residences are eligible for a reduced rate; however, the property owner will still be responsible for the billing, whether the water is connected or not. A water disconnection may be requested but a reconnection fee will be charged when the water is turned back on.

4. Sewer Services

The Public Works department is responsible for the installation, maintenance, and repairs of all main sewer lines in the Village of Berwyn. If there is a sewer problem, the Public Works department will check to ensure the main sewer lines are intact and flowing. The Village will supply material from the property line to the sewer main. They may also supply some labour to assist in this part of the repair.

The Village Public Works staff will do locates if requested.

Before backfilling takes place, connection and lines must be inspected by Public Works staff. Failure to do so may result in having to re-dig the repair at the cost of the property owner in addition to an administrative fee.

Village property owners shall be responsible for their sewage lines from their connection right to the sewer main. This includes, but is not limited to, any sewer backups, clogged lines, leaks, and general maintenance and upkeep. If any major repairs are required, because of a Village Project, from the main sewer line up to the property line, the Village will be responsible for those repairs.

The Public Works department shall be authorized to assist in sewage line problems when it is deemed the line is frozen. A Public Works labour fee may apply.

5. Garbage Services

The Village of Berwyn is a member of the Long Lake Regional Waste Services Commission. The Long Lake Regional Waste Management Services Commission was incorporated under the Municipal Government Act, R.S.A. 2000. The Commission is comprised of the municipalities of the Town of Grimshaw, the Town of Manning, the County of Northern Lights, and the Village of Berwyn. The municipalities pay an annual requisition to Long Lake for garbage collection, use of a designated transfer station, and for the landfill. The residents then pay a portion of this on their monthly utility bill. This fee is determined by the annual requisition and is reviewed prior to the passing of the annual budget.

5. Garbage Services cont.

The regional landfill is located in a forested area on LSD 10 and LSD 15 of the NW 03-86-24-W5, which is approximately twenty-seven kilometres north of Grimshaw. Access to the site is gained along the Daishowa logging road, which leads to the west from Highway #35.

The Village of Berwyn's designated transfer station is located in the Town of Grimshaw.

Garbage collection services are contracted out to Prairie Disposal Ltd. Garbage collection is every Thursday in the Village of Berwyn.

For more rules and regulations regarding garbage collection in the Village of Berwyn, please see Schedule B: **Village of Berwyn Residential Garbage Pickup Guideline (copy attached)**

Schedule A



Village of Berwyn
Box 250
Berwyn, AB T0H 0E0
P: 780-338-3922
F: 780-338-2224
Email: vberwyn@serbernet.com

Village of Berwyn – Request for Duplicate Copy of Utility Bill Waiver Form

UTILITY ACCOUNT # _____

UTILITY SERVICE STREET ADDRESS: _____

OWNER'S NAME: _____

MAILING ADDRESS: _____

SEND DUPLICATE BILL TO:

NAME: _____

MAILING ADDRESS: _____

I, _____ being the owner of the property described above, hereby request the Village of Berwyn administration department to issue a duplicate copy of my bill to the person(s) named above beginning _____, 20__.

ACKNOWLEDGEMENT:

1. Regardless of the agreement to mail a duplicate bill, the undersigned shall continue to be directly responsible to the Village of Berwyn for all rates, charges, and other costs connected with providing water, sewer, and garbage services to the street address named above.
2. The undersigned understands that if the utility account remains unpaid, the outstanding charges may be transferred to the property tax account respective of the service address described above and/or services will be discontinued.
3. The undersigned agrees to notify our office promptly when there are changes to the information provided herein.

Dated this _____ day of _____, 20_____.

OWNER

Village of Berwyn Representative



Schedule B

Village of Berwyn Residential Garbage Pickup Guidelines

To better serve the residents of the Village of Berwyn and the Garbage Collector.

Collection:

1. The village provides service once a week to be collected from each residential premise where a **five-bag limit - 25kg (55lbs)** per bag shall be readily accessible by **7:00 a.m. on Thursdays**.
2. The Collector shall not remove from the premises:
 - Construction & Demolition materials
 - Dead animals
 - Discarded furniture, automobile parts, private vehicles, and household appliances
 - Fences, gates, other permanent and semi-permanent fixtures
 - Tree limbs, whole shrubs or bushes and portions of hedges
3. Place solid waste in securely sealed plastic garbage bags that may be placed **curbside** only at prescribed times to eliminate the interference from dogs or other animals.
4. On any day except garbage pickup day, bagged garbage must be stored in a secured garbage area that is sanitary, odor free and inaccessible to animals or birds.
5. Metal and plastic garbage containers used for bagged garbage storage shall have a weather/animal proof lid and be kept in a sanitary condition at all times to prevent obnoxious odors and potential health problems. Full garbage containers cannot exceed 34kgs (75lbs). Containers are to be equipped with handles in good repair, not more than 76cm (30inches) in height and 51cm (1.7ft.) in diameter.
6. Any material situated within one meter of the collection point, which appears to be a collectable waste, may be removed, and disposed of by the collectors as if such material is in fact collectable waste.
7. All owners or occupants are encouraged to **recycle** any acceptable recyclable waste materials. Recycle bins are located on the east side of the arena for your convenience.
8. No person shall put out waste material or garbage unless:
 - Grass clippings are in an appropriate garbage bag not to exceed 25kg and securely tied.
 - Garbage and waste from domestic establishments is thoroughly drained and placed in securely tied garbage bags.
 - Wastepaper, cardboard, and other inoffensive refuse is to be placed within a securely tied garbage bag.
 - The collector shall not collect ashes that are not properly quenched and appear to be hot or likely to cause a fire.
9. Disposal of all waste unacceptable for removal by the collector shall be the responsibility of the occupant or property owner and any excess waste must be taken to the transfer stations.
10. **Any garbage that has met the above requirements and did not get picked up on the designated day is asked to please call Prairie Disposal at 780-624-3388 to report it.**

Schedule C



Village of Berwyn Utility Fees

- Administrative fee \$25
- Administrative penalty \$100
- Reconnection fee \$25
- After-hours emergency call-out fee \$75
- Public Works Labour fee \$50/hour
- Tampering with Village property – fines up to \$1000

Water – Base Rate

- residential \$12
- Guaranteed Income Supplement \$6
- Commercial/Industrial \$16
- Institutional \$20
- Non-metered \$71
- Unoccupied \$12

Water – Consumption

- residential \$2.00/m³
- Guaranteed Income Supplement \$2.00/m³
- Commercial/Industrial \$2.00/m³
- Institutional \$2.00/m³
- Non-metered \$2.00/m³

Sewer

- residential \$13
- Guaranteed Income Supplement \$7
- Commercial/Industrial \$17
- Institutional \$65
- Unoccupied \$9

Garbage

- residential \$18
- Guaranteed Income Supplement \$14
- Institutional \$21
- Unoccupied \$17

Recycling

- residential \$3.25
- non-residential \$3.25