



Municipality of the District of West Hants

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January 18, 2010

To: Three Mile Plains and Falmouth Water Utility Customers

Notice of changes to be in compliance with the Nova Scotia Utility and Review Board Rules and Regulations and Municipal policy:

1. Bills shall be rendered to each customer at intervals of approximately three months and are due and payable when rendered – **the invoice date is the date the bills are now due and payable**
2. Bills not paid within 30 days of the date rendered (invoice date), shall incur an interest charge of 1.25% per each month or part thereof – **interest shall be applied on the next business day**
3. Within five business days after the 30 day period , a suspension of service letter indicating if the total amount is not paid on or before a specific date (10 business days from the date of the notice), the Utility shall have the right to suspend service
4. The Utility shall have the right to enter onto the customers' premises within reasonable hours to suspend service to customers whose bills remain unpaid for more than 40 calendar days after the date rendered (invoice date). The customer shall pay the sum of \$ 25.00 plus HST (\$3.25) **for reconnecting** after each suspension. **If reconnection** is made after regular working hours, the charge shall be \$ 75.00 plus HST (\$9.75)

EXTENSION OF SUSPENSION OF SERVICE DATE:

Extension of the suspension of service/shut off date as specified in the suspension of service letter shall only be granted under the following terms:

1. Request for extension must be made to the Head Cashier/Utility Clerk or Director of Finance **prior to the suspension of service date**
2. Payment arrangements must include full payment of the outstanding amount within 10 business days of the suspension of service date
3. Payment shall be made by debit, cash, money order, MasterCard and/or Visa; payment must be received before the approved extension date. Telpay/online banking payments must be received prior to the approved extension date (**allow 4 to 5 business days for receipt by the municipality**)
4. Requests for extension will be denied on or after the suspension of service/shut off date.

Jerry Wood
Director of Finance