



Water Wastewater Billing Request for Consideration of Water Shut Off

The request for water shut off can only be made for a property that is occupied by a Tenant whose water wastewater account is in arrears.

Tenant's Water Account Number

Service Address (where the water meter is located) *

Tenant's Contact Information:

*Fields Marked With * Are Required*

Owner/Designate Contact Information:

Are you the * Owner or Designate?

Name(s) (1) *

(2)

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 City of Barrie
5. I (We) understand that the City 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 and agree that the charge for turning the water off and then back on will be the fees as listed in the City of Barrie current Fees By-Law, which will be billed to my attention. If these fees are not paid, they will be added to the property tax roll of the service address listed above.

Signature (1) *

Date *

Please complete the form and return to the City of Barrie, Revenue Branch, Finance Dept
Email Financeadmin@barrie.ca **In Person** 70 Collier St, Barrie: 1st Floor - Service Barrie **Website** www.barrie.ca
Phone 705-726-4242 **Mail** City of Barrie, Finance Dept, PO Box 400, Barrie ON, L4M 4T5

City of Barrie Use Only

Tax Roll # _____

Verified Owner or Designate described above is correct? Y or N

Verified Tenant is in arrears for at list 63 days from date of bill? Y or N

Registered Letter issued with scheduled shut off date of _____

Service Order # generated _____

Administrative Fees added to Tenant's account Y or N Date: _____

Copy of form forwarded to Accounts Receivable for billing Owner/Designate? Y or N

Completed By _____ Verified By _____

Date _____

Information for Owner and or Designate

- 1) The only reasons the City of Barrie will turn off the water supply at a property are:
 - A) Tenant water wastewater account is in arrears
 - B) Renovations to the building(s)
 - C) Seasonal shut down for extended period of time
 - D) Demolition of the building(s)
 - E) Fire destroyed part or all of the building(s)
- 2) As part of the initial process for the shut off of water, the City will be scheduling all the water shut offs on Tuesdays of every other week. This date will change to Wednesday if there is a holiday Monday. The City reserves the right to change the schedule based on workload, emergencies and/or staff availability. The shut off of the water will not occur prior to 63 days after the bill date.
- 3) The Owner or Designate will be contacted by the City to advise when the water is scheduled to be turned off, in case the Tenant contacts the Owner. It is recommended that the Owner or Designate attend the shut off appointment to speak to the Tenant but it is not a requirement.
- 4) The City of Barrie accepts no responsibility or liability for damages or leaks that may be caused by shutting off or turning the water back on.
- 5) There may be instances where the City cannot completely turn the water off, however, it should be a substantial enough decrease in flow to cause an inconvenience to the occupants.
- 6) There are also locations where the City cannot turn off the water from the outside of the premises due to the location of the curb box (under pavement or sidewalk, car parked over it, located on private property etc). If the City cannot turn the water off at the road, the Owner or Designate will be contacted to determine the next best course of action.
- 7) The City requires a minimum of 48 hours notice to turn the water back on. While other emergencies and priorities will take precedence, the City will endeavor to schedule it as quickly as possible. A specific request to turn the water on in less than the 48 hours, whom ever is requesting the speedier service will be responsible for the additional fees for the afterhours service rates.
- 8) The City requires that the Owner, Designate or Tenant must be in attendance when the water is turned back on. The City must have access to the inside of the building to ensure the water is properly flowing, and that there is no broken equipment or leaks. 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 'missed appointment' fee.
- 9) 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 City will make the necessary repairs and the Owner is liable for these specific costs.
- 10) The City will not accept payments for arrears while staff is on site, turning the water off. The customer will be directed to City Hall Finance Department and the water shut off will continue.
- 11) If any City staff feel that their safety is at risk (hostile Tenant or Occupant) during this process of shutting off the water, City 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 Manager of Revenue. At this point in time, the City will cease all attempts to shut off the water and the arrears will be added to the Owner's property tax account. It will then be responsibility of the Owner or Designate to work with the Tenant for all future payments of the water wastewater account.