



# TOWN POLICY

## ADMINISTRATION POLICY:

# Water Filling Station Policy

**DEPARTMENT:** Public Works

**POLICY NUMBER:** PW-068

**APPROVAL:**  APPROVED BY CAO  
Jeff Shaw

**EFFECTIVE DATE:** December 14, 2010

**SUPERSEDES:** Policy #W-5

**UP FOR REVIEW:** December 20, 2021

### The purpose of this policy is to:

Provide uniform guidelines for the purchase of water, use of the water filling station, and payment for same.

### Prior to use

- The user must come to the Town of Cardston office and register his/her request for use.
  - The user will be given an ID number and a pin number to activate the system.
  - The user must give the appropriate billing information.
  - The user will need to arrange for purchase of a pipe extension for top-fill tanks at the Town Office and this will be billed with the first invoice.
    - The pipe extension assists with the prevention of contamination of other user's water
  - The user must have a 2" hose with a cam-lock attachment for bottom-fill tanks
- All Filling devices must meet the Town of Cardston's specifications.
- If the user resides in the Cardston County, or if the user will be applying for water to use in the Cardston County's jurisdiction, they must make application at the County Office and the said application must be approved by both the County Administration and the Town Administration prior to registering an account.

Any violation of the above policy guidelines will result in a permanent deactivation of the account.

### Billing

- Usage will be billed on a monthly basis.
- The following procedures will take effect for users that let their billing go in arrears:
- For first offence users:





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- If 2 invoices are in arrears, when the 3rd invoice is sent, a letter will be enclosed with the invoice stating that the user has 2 weeks to pay the full amount owing on their account. After 2 weeks the account will be deactivated until the amount owing is paid in full.
- For second or more offence users:
- If a user's account has been previously deactivated, and their account goes into arrears, the account will not be reactivated until it is paid in full and a prepayment is added onto the account.
- If an account is in arrears for 6 months or more from the date of the original invoice (all previous steps have been taken) and the user has not contacted the office to make payment arrangements, a Final Notice letter will be sent informing the user that, unless they contact the office within 2 weeks, the account will be forwarded to a collections agency.
- Once an account is sent to collections, the account will be permanently deactivated from the water filling station. If the user wishes to use the water filling station in the future, he or she will have to make application again and, upon approval, will only be set-up on a pay-as-you-go basis. This would require a prepayment at the Town Office for the volume of water needed each time they use the station.

