



## Things you should know about your NEW OR EXISTING UTILITY ACCOUNT



*On January 9, 2017, Moose Jaw's City Council passed a new policy outlining the Terms and Conditions of Service affecting current and new Utility Account holders.*

*Below is an outline of what the new policy contains.*

*Please review the information and visit the Utility Department at City Hall with any questions, email [reception@moosejaw.ca](mailto:reception@moosejaw.ca) or phone (306)694-4410.*

### **City of Moose Jaw Department of Financial Services - Utility Department Terms and Conditions of Service**

1. The City of Moose Jaw provides services to applicants in accordance with Terms and Conditions of Service provided in this document and any conditions set out in Bylaw 5152, The Sewer and Water Utility Bylaw. Applicants are required to comply with all sections of Bylaw 5152, The Sewer and Water Utility Bylaw and the Term and Conditions of Service Policy.
2. Section 4 of Bylaw 5152 requires each applicant to apply for services with the City of Moose Jaw. Each applicant must complete and sign a Utility Customer Application form. The applicant is required to produce a minimum of one piece of identification preferably a signed piece of identification (i.e. Heath Card, Driver's License, Social Insurance Card, SGI Identification Card, Pass port).
3. Applicants are to provide the required deposits and applications fee indicated in the Schedules attached to Bylaw 5152, The Sewer and Water Utility Bylaw.
4. Applicants renting properties will consent to the release of information to the property owner regarding the collection and status of their account as required under Section 24 of The Cities Act.
5. An applicant shall not transfer or assign a utility service account without the consent of the Utility Department.
6. All account holders must inform the Utility Department of any and all changes to their mailing address and telephone number.
7. Any material misrepresentation of the information supplied by the applicant on their application for service will be considered sufficient grounds for refusal to provide service to the applicant or if they have already been connected grounds to discontinue service with 48 hours' notice.



**City of Moose Jaw**  
**Department of Financial Services - Utility Department**  
**Terms and Conditions of Service**

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8. Once disconnected, no service will be reconnected without the payment of the required fees indicated in Schedule "A" of Bylaw 5152, The Sewer and Water Utility Bylaw.
9. The Utility Department has the right to deny service to an applicant if a credit history review indicates that an applicant has a balance owing on a utility account, until such time as that balance is paid in full.
10. The applicant may terminate service provided the Utility Department is given a minimum of 48 hours' prior notice. The applicant must pay for all services provided to them until the termination date. *The applicant is not released from any previous balances outstanding on the account by the termination of the application.*
11. The applicant shall provide City of Moose Jaw staff reasonable access to their service address for the purpose of reading the meter. Reasonable access is defined as allowing for the water meter to be read at least once in a period of twelve (12) consecutive months.
12. If a meter reading has not been obtained as subject to subsection (10), the property owner or consumer will be responsible for all consumption as calculated by the City Treasurer, regardless of the time period involved.
13. Applicants must adhere to the City of Moose Jaw's Respectful Workplace Policy when dealing with City of Moose Jaw staff.
14. For remote recording devices that may require a reconciliation, the City will compare the readings from the remote recording devices to the property meter once every five years.
15. Applicants having a complaint or dispute regarding the application of the City of Moose Jaw Sewer and Water Utility Bylaw, Bylaw No. 5152 or the policies of the Utility Department, shall bring the concerns to the Office of the Administrative Review pursuant to the Administrative Review Bylaw, No. 5200.
16. Terms and conditions will be available in print at the time of application or on the City of Moose Jaw website at [www.moosejaw.ca](http://www.moosejaw.ca). The Terms and Conditions are subject to change at any time without prior notification to the applicant.