



POLICY AND DIRECTIVES		
Unpaid Tenant Bills		
ADM-UT12.0	Date Approved/ Resolution # May 31, 2011/Res. #2011 106	Date Revised:

**Policy**

From time to time, the Utility Billing has difficulty collecting payment for water and wastewater services from account holders. Where the delinquent account holder is a tenant, and the Utility Billing is unable to collect amounts owing, the City of Thompson will, under the authority granted in Section 252 of The Municipal Act, transfer those amounts to the property taxes of the owner.

**Procedures**

- Tenants that under their lease contracts are required to pay for water, can make application to the City of Thompson for a water account.
- For maximum protection, property owners should advise the City of Thompson Water Utility of the properties that are being rented.
- The owner will receive notice of penalty upon the tenant’s account being 30 days in arrears
- Property owners may, when a tenant’s utility bill is more than 30 days in arrears request, in writing, disconnection of the service.
- When requested in writing, and during the months of June – October, the Utility Billing will arrange for disconnection of water services to a rental property. This does not represent a standing order. The owner will be required to submit a written request for each tenant. There is a charge for disconnection and reconnection of the service which will be added to the tenant’s account. If the charges remain unpaid, the account will be added to the property taxes of the owner.
- If a bill is 90 days overdue at October 15th of any year, a letter is sent to the owner advising that, unless the account is paid by a prescribed date, the account will be transferred to the owner's property taxes for the related property prior to the end of December.
- Landlords should advise Utility Billing when a tenant is vacating the rented premises so that the City can take a final meter reading on the property. With a final read, Utility Billing can calculate the amount outstanding so the owner knows what to collect before the tenant departs. If you need this information faster, Utility Billing can provide an estimate of the amount owing for the information of the owner, if the owner attains a meter reading and provides it to the City. When issued, a final bill will be sent to both the tenant and the owner.

- If no new tenant is moving into the building, or Utility Billing is unaware of the tenant, the cost of utility service will be transferred to the owner's name.
- Utility Billing will not negotiate payment extensions or alternative payment arrangements with tenants. Tenants are responsible for obtaining the owner's consent for alternate payment arrangements.
- If Utility Billing becomes aware of a resident who is receiving service at a new address while still owing for service provided at a previous address, we will forward any unpaid bills to the former tenant's current address.

### **Recommendations for Landlords**

- BEFORE you rent out any type of housing unit, the City of Thompson asks that you consider the following:

If in doubt about issue relating to the tenant and the owner contact the Province of Manitoba Residential Tenancies Branch.

- The Residential Tenancies Branch provides valuable information to landlords and tenants on their rights and responsibilities under the Residential Tenancies Act.
- Fact sheets are available on various topics of interest to landlords and tenants.
- The Residential Tenancies Branch investigates possible breaches of the Residential Tenancies Act and provides background information to resolve disputes; attempts to mediate disputes between landlords and tenants, including claims for compensation; adjudicates all matters which previously were referred to Court of Queen's Bench and Small Claims Court.

Contact the Residential Tenancies Branch Winnipeg Office at  
 302-254 Edmonton Street,  
 Winnipeg, MB R3C 3Y4  
 Phone toll-free: 1-800-656-8481

- It is further recommended, that any arrangements with the tenant regarding the payment of water and wastewater services be recorded in the Tenancy Agreement
- If you need an update on the status of payment for a property, call Utility Billing and request the update.
- Please provide Utility Billing with the name and pertinent information of the new account holder, even in those situations where a property is to remain vacant for a period of time. If the name of a new tenant is not provided, the account will be transferred into the owner's name.

**City of Thompson  
Resolution  
May 16, 2011 - Regular Meeting**

**A resolution to approve the Unpaid Tenant Water Bills Policy**

Resolution Number: 2011 106

Moved by Councillor

*[Signature]* BEVENSON

Seconded by Councillor

*[Signature]*

BE IT RESOLVED THAT Council approve the Unpaid Tenant Water Bills Policy attached hereto as Appendix "A".

Chair: \_\_\_\_\_  
*[Signature]*

*MOVED* ROBINSON  
*LOCKER*

*Motion to lift Title*

*CARRIED* *[Signature]*  
*CARRIED* *[Signature]*

Date: May 16, 2011