

## **Utilities Services Pandemic Policy**

### **Resolution #52**

Moved by Councillor Bernie Townsend

Seconded by Councillor Matt Gray

RESOLVED the Council of the Town of Carman approves the Utilities Service Pandemic Policy.

### **COVID-19 RESPONSE PLAN: UTILITY SERVICES FINANCIAL RELIEF & FLEXIBILITY**

To offer assistance and best service to citizens experiencing the effects of the economic impact due to the COVID-19 pandemic, the Town is committed to providing increased flexibility and immediate short-term relief for your utility payments through the following:

#### **Utility Services**

The Town will continue to bill for utility services as normal. However, to best serve the residence in these extraordinary times, the Town has made the following changes to current utility collections activities:

1. Utility disconnections due to arrears will be suspended until September 1, 2020;
2. Late payment charges will be suspended on all utility accounts until September 1, 2020; and
3. We will continue to generate utility bill reminders and other related notices for customers who are in arrears to keep them informed of their current situation.

By suspending late payment charges, utility customers will have the option to delay bill payments without putting themselves in additional financial hardship. However, staff will continue to work with the Town utility customers regarding payment arrangements so as not to leave them in a difficult financial situation in the future.

Delaying disconnections will help ensure that all homes have access to water, allowing for proper handwashing and personal hygiene. Carried

CERTIFIED to be a true and correct copy of resolution #52,  
Passed by the Council of the Town of Carman on the 9<sup>th</sup> day of  
April 2020.

*Cheryl Young*

Cheryl Young CMMA

Chief Administrative Officer

Town of Carman