



Policy Number	A2026-01
Policy Type	Administrative
Policy Name	Utility Billing Responsibility – Rental Properties
Original Approval Date	February 25, 2026
Motion #	2026.91

Version 1

Purpose

The purpose of this policy is to clarify responsibility for utility accounts of rental properties within the Town of Eston and to ensure accurate billing, accountability, and timely payment of utility charges.

Responsibility for Utility Accounts

- The property owner remains fully responsible for any unpaid utility invoices associated with their property, including those incurred by a tenant.
- Any outstanding balances may be transferred to the property owner's account or the property tax account in accordance with *The Municipalities Act*, section 369.
- This policy is to be read in conjunction with the Town of Eston Water and Sewer Services Bylaw.

This Policy is in alignment with ***The Municipality Act***, section 369: adding amounts to tax roll 369(1) A council may add the following amounts to the tax roll of a parcel of land:

- 1) unpaid costs related to service connections of a public utility that are owing with respect to the parcel.
- 2) unpaid charges for a utility service provided to the parcel by a public utility that are owing with respect to the parcel, whether the service was supplied to the owner or a tenant of the land or building, if the municipality has:
 - a. provided prior notice to each of the owner and tenant that the charges for the utility service to the parcel are in arrears.
 - b. sent a registered letter to each of the owner and tenant respecting the unpaid charges and the consequences of the unpaid charges at least 30 days before the amounts are added to the tax roll;
- 3) in the case of any deposit provided to the public utility with respect to the parcel:
 - a. by the owner, applied the owner's deposit to the unpaid charges; or
 - b. by the tenant, applied the tenant's deposit to the unpaid charges; and
 - c. discontinued the utility service to the parcel if it is not possible and reasonable, in the opinion of the municipality, to do so;

Tenant Registration Requirement

- When a tenant moves into a property, **both the tenant and the property owner must attend the Town of Eston office** to complete and sign the required utility registration form.
- This form will be used to:
 - Obtain and confirm Owner billing information
 - Review utility billing procedures
 - Establish the Tenant utility account details
 - Obtain a meter read from the property the date the tenant moves in
- If this is not possible, this information can be sent via email or mail. The property owner will sign and have a witness sign. UB will remain in property owner's name until returned.

Utility Deposit

- A **\$50 utility deposit** is required from the tenant at the time of registration
- The deposit will be held by the Town of Eston and may be applied to unpaid utility charges upon termination of the tenant's account, as per Bylaw 2026-01 Water and Sewer
- Any remaining balance of the deposit will be refunded in accordance with Town procedures once the account is settled and a final meter read is obtained from the tenant.

Enforcement

- Failure to comply with this policy may result in utility charges being billed directly to the property owner and may affect future utility account arrangements.

CAO

Mayor



Owner/Tenant Utility Agreement

Tenant: _____

Civic Address: _____

Mailing Address: _____

Phone: _____

Email: _____

Do you wish to receive your utility notice by email: Y N

I understand that if I wish to receive by utility notice by mail that I will be charged a mailing fee of \$1.35 per month for this service. This fee could increase should postage charges increase.

I understand that I must call in a meter read to the Town of Eston Office on my move in and move out date.

Meter Read: _____ Move in Date: _____

I understand that there is a \$50 deposit fee due today and this will be returned to me should there be no outstanding balance on my utility account and I have submitted the final meter read on my move out date.

It has been explained to me that I can keep track of consumption on the on the Eye on Water app (see information on this app below) and I will be receiving monthly utility notices for information.

The bylaw has been provided and/or explained.

Signature

Date

Owner : _____

Civic Address: _____

Mailing Address: _____

Phone: _____

Email: _____

Do you wish to receive your utility notice by email: Y N

I understand that if I wish to receive by utility notice via mail that I will be charged a mailing fee of \$1.35 per month for this service. This fee could increase should postage charges increase.

I understand that as the property owner it is my responsibility should there be an unpaid balance on the utility account associated with my home from a tenant, as per Water Service Bylaw 2026-01.

I understand that a meter read is required for the move in day for the renter and the move out date and a meter deposit is required.

It has been explained to me that I can keep track of consumption on the on the Eye on Water app (see information on this app below) and I will be receiving monthly utility notices for information.

The bylaw has been provided and/or explained.

Owner Signature: _____

Eston Staff/Witness: _____

Date: _____

Below are instructions on how to install an app on your phone to keep track of your water consumption. This will make you aware of a leaky faucet or a running toilet.

Eye On Water Account Set up

- Go to eyeonwater.ca (Note it must be the .ca site not the .com site)
- Click create account
- Enter the postal code your bill is sent to without any spaces
- Enter your full 8-digit account number with a space between the 4th and 5th digits
- Hit the button at the bottom
- Fill in your contact information
- Hit the button at the bottom
- Your account should now be set up
- Go back to the beginning and log in to your account
- Ensure your email is in the box on the left
- Click the arrow
- Exit the Box
- Your eye on water is now set up. You can view your usage in the central box and change its time frame above it. To extend or shrink the view you are receiving.



Bylaw 2026-01

Water and Sewer Services Bylaw

A bylaw of the Town of Eston, in the province of Saskatchewan, under the authority of The Municipalities Act, SS 2005, c M-36.1, including sections 8, 23, 27, 28, 290, and 291, for the purposes of establishing rates for water and sewer services in the Town of Eston.

The Council of the Town of Eston in the Province of Saskatchewan enacts as follows:

1) Short Title

- a) This bylaw may be cited as the Water and Sewer Services Bylaw.

2) Definitions

- a) Dwelling means any residential, commercial, industrial, or institutional building or structure located within the Town. Where a parcel of land or a building contains one or more portions or units that may be occupied separately and are each connected to the water supply or are separately metered, each such portion or unit shall be deemed to be a separate dwelling for the purposes of this bylaw.
- b) Resident (Occupant) means the assessed property owner or any person authorized by the property owner to occupy the dwelling, as recorded in the Town's records.
- c) Property Owner means the assessed property owner.
- d) Town means the Town of Eston in the province of Saskatchewan
- e) Tamper means to intentionally alter, remove, or destroy
- f) Deposit, means a refundable amount collected by the Town as security for utility services, as set out in Schedule A
- g) Connect and Reconnect means the activation or restoration of water and sewer services to a dwelling by the Town.
- h) Utility Account means the account maintained by the Town for billing and collecting charges related to water and sewer services for a specific property

3) Service Connections

- a) Residents may apply in writing to the Town of Eston to request water and sewer service pipes be connected to their dwelling within the Town of Eston.
- b) The Town is responsible for costs related to the installation and maintenance of the water and sewer lines to the property line. The property owner is responsible for costs related to the installation and maintenance of the water and sewer lines past the property line.
- c) In accordance with section 27 of *The Municipalities Act*, Town employees shall be allowed access to service connections and water meters for servicing, replacing, reading, or removing the meter. The Town will give the Owner sufficient notice of a minimum of 24 hours.
- d) In emergency situations, the Town may access service connections or meters without notice where necessary to protect public safety, municipal infrastructure, or prevent property damage

4) Water Meters

- a) The Town shall install a water meter on the service pipe connected to each dwelling that receives water from the Town of Eston.
- b) Water meters are property of the Town of Eston and may not be tampered with. This includes having a bypass and a fine may apply. Maintenance of the water meter is the responsibility of the Town.
- c) Any person found to have tampered with a water meter, bypassed a meter, or interfered with water service may be subject to service disconnection, repair costs, fines as set by Council, and any other remedies available under this bylaw or The Municipalities Act.
- d) The Town shall collect a refundable deposit from the owner of each dwelling where a meter has been installed, according to the rate set out in Schedule A attached to and forming part of this bylaw.
- e) Any owner who has a previously unpaid water meter account shall pay that amount in full before service is reactivated or provided at another location.
- f) The Town may request a larger deposit as advance payment for water service where accounts are outstanding.

5) Service Charges

- a) The Town shall periodically charge the owner or occupant of all properties where there is an active water connection a monthly fee for infrastructure repair and maintenance and for water consumption according to the rates set out in Schedule A attached to and forming part of this bylaw.
- b) The property owner remains responsible for all utility charges associated with the property, regardless of tenant arrangements.

6) Penalties

- a) Electronic payments are considered received by the Town on the date and time that notice is provided to the Town and the payment is deposited in the Town bank account.
- b) Charges remaining unpaid thirty (30) days after the billing period shall be assessed a penalty of two percent (2%) per month shall be applied and compounded monthly on overdue balances until paid in full.

7) Delinquent Accounts

- a) In accordance with Section 291 of *The Municipalities Act*, unpaid utility charges may be transferred to the property tax account.
- b) Council or the CAO may approve alternative arrangements in cases of demonstrated financial hardship.
- c) When an account remains unpaid and the arrears exceed \$200 for a period greater than 60 days, the delinquent account process will commence.
- d) Once triggered, a 30-day notice shall be sent by registered mail to the property owner and any tenants who are set up to receive a copy of the utility bills. Any costs associated with registered letters will be added to the utility account

This letter shall contain:

- (1) Property owner's name,
- (2) Utility account number,
- (3) Civic address attached to the account,
- (4) Amount of arrears as of the date of the letter,
- (5) Deadline by which payment or arrangements must be made; and
- (6) Consequence if no action is taken

We recommend that you attend the Town office to make payment arrangements.

- e) A final 15-day notice shall be sent by registered mail if:
 - (1) No action is taken by the Resident, or
 - (2) If the Resident fails to comply with payment agreement
 - (3) Any costs associated with registered letters will be added to the utility account
 - (4) Notice may also be provided by regular mail, email (if on file), or in person where practicable.
 - f) If no action is taken by the due date stated in the 15-day notice, utility service may be disconnected and the deposit applied to the outstanding balance.
 - g) Where the Town is unable to confirm that notice has been received, or where service disconnection is not feasible, the outstanding balance may be transferred to the property tax account associated with the civic address in accordance with Section 291 of The Municipalities Act.
 - h) To reconnect services:
 - (1) The Town must receive full payment of the outstanding balance
 - (2) The Resident will pay twice the meter deposit and the reconnection fee before services are connected.
 - (3) The Town may waive or modify reconnection deposit requirements in exceptional circumstances at the discretion of Council or the CAO.
- 8) Any person aggrieved by a decision made under this bylaw may submit a written appeal to Council within fourteen (14) days of the decision.
- 9) Failure by the Town to strictly follow any step in the delinquent process does not invalidate the debt owing.

The Delinquent Utility Account Procedure Flow Chart found in Appendix A, attached to and forming part of this bylaw, details the process and will be utilized for each account to which a 30-day notice was sent.

10) Repeal and Coming into Force

- a) Bylaw 2025-01 Water and Sewer Services Bylaw is hereby repealed.
- b) THE rates, charges, tolls or rents contained in this bylaw shall come into force and take effect on the day of approval being issued by the Local Government Committee.

Mayor

[SEAL]

Chief Administrative Officer

