

Utilities Guarantee Deposit Policy (Revised)**Report Purpose**

To seek Council approval of a revised policy, SER-001-031 Utilities Guarantee Deposit, which replaces Policy SER-002-005.

Recommendations

1. THAT Policy SER-001-031 Utilities Guarantee Deposit, as set out in Enclosure 1 of the July 3, 2018 Utilities report, be approved.
2. THAT Policy SER-002-005 be rescinded.

Council History

November 11, 2006 – Council approved Policy SER-002-005.

Strategic Plan Priority Areas

Economy: n/a

Governance: Ensuring that policies are updated and relevant is connected to a sound governance process, supports effective decision-making and increases public confidence.

Social: Affordability for disconnected customers wishing to reconnect to County utility services due to removal of residential deposit requirements (three months of average monthly customer bill).

Culture: n/a

Environment: n/a

Other Impacts

Policy: GOV-002-001 Mandatory Review of Bylaws and Policies require that policies are reviewed on a three-year cycle.

Legislative/Legal: The *Municipal Government Act (MGA)* s.5 sets out that a municipality has the duties that are imposed on it by enactments and those that the municipality imposes on itself as a matter of policy.

Interdepartmental: Corporate Finance, Legislative and Legal Services, Utilities

Summary

Policy SER-001-031 removes the requirement for disconnected residential customers to provide a deposit on utility accounts if they wish to reconnect to County utility services. This change in policy will reduce the financial burden on residents facing challenges in paying their utility bill.

To align with current corporate practices, minimal changes were made to the policy regarding calculating interest for deposits. The revised policy also removes the requirement for credit checks on commercial customer deposits to simplify the process for commercial customers connecting to utility services.

Communication Plan

Strathcona County's website will be updated with the revised policy and outstanding deposits will be refunded on residential accounts.

Enclosures

- 1 Revised policy: SER-001-031 Utilities Guarantee Deposit
- 2 Policy to rescind: SER-002-005 Utilities Guarantee Deposit