



Hamilton

## **Who is Responsible for Water and Sewer Charges?**

The enactment of the Municipal Act, 2001 in January 2003, allows unpaid water and sewer fees and charges to be placed on the tax roll for the property to which the public service was supplied regardless of who the consumer is. Section 398 (2) of that Act provides that a municipality may add unpaid public utility fees and charges which include water and/or sewer arrears to the respective property's tax roll.

As a customer service, the City through its billing agent, Horizon Utilities Corporation, has provided property owners the opportunity to have their water and sewer bills mailed to another person, such as a tenant or property manager. Please be advised that although billing and payment notifications will/have been forwarded to the account holder, Section 398 (2) of the Municipal Act, 2001 permits the City of Hamilton to add unpaid water and sewer fees and charges to the respective property's tax roll. In such circumstances, the outstanding fees and charges will have priority lien status under the Municipal Act, 2001.

Water and sewer charges appear on your Horizon Utilities bill.

If you have any questions regarding your bill contact Horizon Utilities at **905-522-9200**.

## **TRANSFER OF PROPERTY OWNERSHIP**

- When ownership of property is transferred, the buyer's Real Estate lawyer must contact Horizon Utilities to provide the relevant property transfer information and to request a final water meter read be completed.
- Ensure the final read is an actual read and not an estimate.
- By completing above, it ensures all parties are aware of any outstanding water and wastewater balances, and compliance issues regarding the Water Works By-law R84-026, such as the replacement of obsolete equipment.
- Failing which, all past outstanding balances and property Water Works By-law compliance issues are transferred with the property and become the responsibility of the buyer.

## **GOING AWAY FOR A VACATION?**

- If you plan to be away for an extended period, consider shutting off the water to the house (with the exception where water is used for heating purposes) by closing the shutoff valve and opening faucets to relieve pressure in the lines.
- In the absence of a shutoff valve, at least close the water supply to toilets, sinks, tubs and washing machines that often have individual shutoff valves.
- Should a plumbing problem occur in your absence, these simple measures could protect your property from damage and high costs associated with a water leak.
- To arrange for account payments during your extended absence, contact Horizon Utilities' Customer Service office at (905) 522-9200 between 8:30 am and 4:30 pm Monday through Friday.