

# Letter of Authorization Application – Tenant Billing Designate

## SECTION 1 – Key Dates

Occupancy Date	
Letter of Authorization Request Date	

## SECTION 2 – Property Information

Utility Account Number (if known)	
Service Address	

## SECTION 3 – Property Owner Information

Legal Owner Name(s) (all owners of the property must be listed)	
Email address for e-billing enrollment	
Phone number	

## SECTION 4 – Tenant Billing Designate Information

Legal name of Tenant Billing Designate	
Email address for e-billing enrollment	
Phone number	

## SECTION 4 – Policy Terms & Conditions Acknowledgement

### For the Property Owner:

By signing this form, the Property Owner(s) listed above acknowledges and agrees to the following as outlined in Policy AF018 and the *Municipal Act, 2001*:

1. The property owner at the service address noted above shall be the person signing this authorization or must have legal authority to act on behalf of the owner(s).
2. The property owner remains the legal account holder and is financially responsible for all water/wastewater charges. Utility accounts will not be placed in a tenant's name.
3. Pursuant to Section 398(2) of the *Municipal Act, 2001*, any unpaid utility charges may be added to the property's tax roll and collected in the same manner as property taxes.

4. This Letter of Authorization application must be approved by the City to be considered in effect. If approved, it authorizes access to account information on a go-forward basis only; no historical account information will be provided.
5. This letter of authorization is not active until the application has been approved, all required signatures are received, and the City has completed the required updates within the billing system. Processing time may vary.
6. **This Letter of Authorization allows the Tenant Billing Designate to receive account information, copies of bills and make payments on the account.**
7. The property owner, as the account holder, has full access to the account and may monitor account balances and activity at any time.
8. It is the property owner's responsibility to update or revoke this form when the tenant vacates the property.
9. If a Tenant Billing Designate is authorized, billing information will be provided by electronic means only to both the property owner and the Tenant Billing Designate. Therefore, the property owner must also enroll for e-billing to receive electronic copies of utility bills.
10. Responsibility for water and wastewater charges during the tenancy is a private arrangement between the property owner and the Tenant Billing Designate. Property owners are encouraged to clearly outline utility payment responsibilities and enforcement provisions within their lease agreements.
11. The City will not intervene in private landlord-tenant disputes related to utility billing. Any disputes regarding unpaid utility charges must be resolved through the Landlord and Tenant Board or through other financial or legal channels.
12. Any unpaid arrears, regardless of whether a Letter of Authorization is in place, will be transferred to the property owner's tax roll if they meet the criteria outlined in Policy AF018, in accordance with the City's established collections procedure. Please note that disconnection of water service at the curb is no longer permitted as a collections mechanism for tenant-held accounts.
13. The City reserves the right to revoke this Letter of Authorization designation at any time, at its sole discretion.
14. The property owner must comply with all other terms outlined in the Utility Billing Policy (AF018).

### **For the Tenant Billing Designate:**

By signing this form, the Tenant Billing Designate listed above acknowledges and agrees to the following as outlined in Policy AF018 and the *Municipal Act, 2001*:

1. This designation does not make the Tenant Billing Designate the account holder.
2. The Letter of Authorization application must be approved by the City to be considered in effect. If approved, it authorizes access to account information on a go-forward basis only; no historical account information will be provided.
3. This letter of authorization is not active until the application has been approved, all required signatures are received, and the City has completed the required updates within the billing system. Processing time may vary.

- 4. The Letter of Authorization allows the Tenant Billing Designate to receive account information, copies of bills and make payments on the account.**
5. Billing information provided will be by electronic means only and therefore the tenant billing designate must enroll for e-billing to receive copies of bills.
  6. The property owner, as the legal account owner, retains full access to the utility account and may monitor account balances and activity at any time.
  7. Responsibility for water and wastewater charges during the tenancy is a private arrangement between the property owner and the Tenant Billing Designate. Tenant Billing Designates are encouraged to clearly outline utility payment responsibilities and enforcement provisions within their lease agreements.
  8. The City will not intervene in private landlord-tenant disputes related to utility billing. Any disputes regarding unpaid utility charges must be resolved through the Landlord and Tenant Board or through other financial or legal channels.
  9. Payment arrangements for arrears cannot be made without the property owner's expressed written agreement. Significant arrears constitute an immediate termination of the authorization provided.
  10. Any unpaid arrears, regardless of whether a Letter of Authorization is in place, will be transferred to the property owner's tax roll if they meet the criteria outlined in Policy AF018, in accordance with the City's established collections procedure. While disconnection of water service at the curb is no longer permitted as a collections mechanism for tenant accounts, the Tenant Billing Designate may still be subject to legal or financial recourse by the property owner in the event of non-payment.
  11. The Tenant Billing Designate is responsible for updating contact information or advising of a change in occupancy, as soon as possible.
  12. The Tenant Billing Designate must provide access to the premises during regular business hours to allow authorized employees to read, repair, remove and replace meters.
  13. The City reserves the right to revoke this Letter of Authorization designation at any time, at its sole discretion.
  14. The property owner must comply with all other terms outlined in the Utility Billing Policy (AF018).

## SECTION 5 – Signatures

### For the Property Owner:

Property Owner's Name(s)	Signature	Date

### For the Tenant Billing Designate:

Tenant Billing Designate(s) Name	Signature	Date

## SECTION 6 – Key Information

Personal information collected is pursuant to the Municipal Freedom of Information and Protection of Privacy Act, as amended, under the authority of Part XII of the Municipal Act, as amended, and will be used for the purposes of administration of the municipal water and sewer services. Questions about this collection should be directed to the City Clerk's Division, City of Owen Sound 808 2nd Ave E. Owen Sound, ON. N4K 2H4

Submit completed applications (with all required signatures) via one of the following methods:

Email: [waterbilling@owensound.ca](mailto:waterbilling@owensound.ca)

Mail or In Person: City Hall – 808 2nd Ave East, Owen Sound, ON N4K 2H4

**SECTION 7 – City Internal Administration (this section to be completed by City Staff)**

Date Application Received	
Utility Account Number	
Letter of Authorization Acceptance Date	
Employee Name & Signature	
Internal Processing Checklist	<input type="checkbox"/> Supporting documentation uploaded <input type="checkbox"/> Application attached to utility account <input type="checkbox"/> Account flag added <input type="checkbox"/> E-billing enrollment Property Owner <input type="checkbox"/> E-billing enrollment Tenant Billing Designate
Notes (if applicable)	