



FAQS for Property Owners with Tenant Water Accounts

What can I do to avoid having water arrears added to my taxes?

- Register with EPCOR as the account holder and ensure payment is made on time. As the account holder, all bills and notices will only be sent to you.
- If the account holder is your tenant, you may register with EPCOR for third party notification for the purpose of accessing arrears information only. Your tenant must provide consent in order for you to be added for third party notification. When a tenant's account is in arrears, you will be notified and may have an opportunity to follow up with your tenant before arrears are transferred to your property tax account.

How do I register to be notified when my tenant's water and wastewater account is in arrears and will potentially be transferred to my tax account?

Obtain consent from your tenant to be added to the account at EPCOR for third party notification using the form called "TENANT AUTHORIZATION FORM TO RELEASE UTILITY ACCOUNT INFORMATION TO LANDLORD" found attached in this letter or on the Town of Collingwood's website <https://www.collingwood.ca/town-services/water-sewer-services>.

Forward the completed consent form to EPCOR by email or mail:

- customercare.ontario@epcor.com
- **EPCOR Electricity Distribution Ontario Inc.**, 43 Stewart Rd, Collingwood, ON L9Y 4M7

Once you have been added to the account, both you and your tenant will be notified when the account is 60 days overdue.

What information may be shared with a landlord in the past due notices?

Only the service address and amount outstanding will be provided.

How do I obtain information if my tenant has not provided consent?

If the tenant's account is overdue, after 60 days you will receive a past due notice. After 90 days, the outstanding balance is transferred to the Town of Collingwood and added to the property tax account for the service address. The landlord will receive a letter from the Town of Collingwood advising that water and wastewater arrears have been added to the property tax account.

Payment of the arrears must be made to the Town of Collingwood.

Property owners/landlords requiring information can obtain limited information on their tenant's account balances and bill dates. When contacting the Town of Collingwood, property owners will be required to provide the following information:



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- The property tax roll number related to the service address/account you are calling about
- The tenant's name
- The amount of arrears that was tax rolled to your property tax account per the letter you were sent by the Town of Collingwood
- Before any information may be released, the Town of Collingwood will confirm that the information provided by the property owner is accurate
- Once confirmed, the property owner will be entitled to the following information only:
 - The bill dates and due dates of the unpaid invoices
 - The date of the next billing for the account
 - The breakdown of the tax rolled amount between water, wastewater, and interest

Will I be held responsible for my tenant's arrears accumulated prior to February 2022?

No. Tenants will be held responsible to pay arrears accumulated prior to February 2022.

What is the schedule for notification of past due accounts?

30 days after due date	EPCOR mails reminder letter to primary account holder
60 days past due date	Town of Collingwood mails notice to primary account holder & property owner warning of pending transfer to the property tax account for the service address
90 days past due date	Town of Collingwood sends notice to primary account holder & property owner confirming transfer to property tax account of amounts 90 days or more past due date

FAQ For Tenants

My account is currently in arrears and I have a payment arrangement to clear the arrears. Will my pre-February 2022 arrears be transferred to my landlord after February 2022?

No. Tenants will be held responsible for any account arrears prior to February 2022 billings and are encouraged to settle their arrears before February 2022. If you have a payment arrangement to pay the arrears it may continue after February 2022; however, if a payment is missed the account will be transferred to a collection agency.

If my account is transferred to the collection agency will my credit report be affected?

The collection agency may report your debt to a consumer reporting agency which may negatively affect your credit report. Consumer reporting agencies create and maintain credit reports. They collect



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information from various sources like banks, credit card companies, mortgage companies, and other creditors. Having a good credit record may make it easier to access goods and services (e.g., loans, credit cards, rent an apartment).

Does the collection agency accept payment arrangements?

Yes. Please contact the collection agency directly to make payment arrangements.

If I have a previous outstanding account for water and wastewater at EPCOR, or at the collection agency, can I register for an account at my new location?

No. All former debts must be settled before a new account will be set up.

If I am the primary account holder and my landlord set up for third party notification, what information will be shared with the landlord?

Your landlord can make inquiries at any time with EPCOR with respect to any water and wastewater arrears.

If the account remains outstanding at 60 days, both you and the property owner will be notified of the water arrears by the Town of Collingwood. If the arrears are not paid before 90 days past the due date, all overdue amounts at the date of transfer will be moved from EPCOR to the property owner's tax account at the Town of Collingwood.

Notices to landlords will only disclose service address and amount overdue. EPCOR will not disclose account or personal details to the landlord.