



Policy Code: PW - 001

Service Agreement Policy

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REVISION RECORD

| Date | Version | Revision description |
|------------------------------|----------------|--|
| March 30 th 2010 | 1 | Original Service Agreement Policy |
| August 16 th 2011 | 2 | Revised Service Agreement Policy |
| March 19 th 2013 | 3 | Revised Service Agreement Policy |
| August 5 th 2014 | 4 | Revised Service Agreement Policy Sections 6.2.1, 6.3, 6.5 and 10.2 |
| August 8, 2016 | 5 | Reviewed Service Agreement Policy – added Service Request form |
| December 17, 2020 | 6 | Policy PW – 001 replaces Policy No. 1208 |

1. TITLE:

1.1 Service Agreement Policy

2. POLICY STATEMENT:

- 2.1 In order to provide fair and equal service to all ratepayers, a ratepayer requesting aid to remove snow, cut grass or any other service provided by Public Works or Administration, must sign a SERVICE REQUEST FORM.**

3. PURPOSE:

- 3.1 To ensure that every ratepayer is treated equally when the Village of Heisler staff or Councillors are asked about the possibility of performing services in the manner of grass cutting, snow removal, etc.; every ratepayer requesting services must sign a SERVICE REQUEST FORM.**

4. SCOPE:

- 4.1 The scope of this policy includes all ratepayers, the general public requesting services from the Village of Heisler, and the staff and Councillors within the Village of Heisler.**

5. OBJECTIVES:

- 5.1 The Objective of this policy is to ensure that the ideas presented in the Purpose of this Policy will be upheld.**

6. POLICY DETAILS:

- 6.1 If a ratepayer requests any services; snow removal, grass cutting or any other services provided by the Public Works or Administration Department of the Village of Heisler, the ratepayer must fill out a SERVICE REQUEST FORM.**

6.1.1 The ratepayer must include their name, civic and mailing address, and their phone number.

- 6.2 The ratepayer will advise which service they would like to obtain from the Village and sign the SERVICE REQUEST FORM with the effective date.**

6.2.1 The rate they will be charged will be written on the

aforementioned form before the service is completed; and it will charged be in accordance with the current Fees and Charges Bylaw.

- 6.3 Net bills will be payable thirty-(30) days from the date of the invoice. Accounts not paid on or before this date will incur a penalty of 2.5%.
- 6.4 The Village will not be responsible for incidental damages incurred to a property during the course of providing a service.
- 6.5 No services requested by a ratepayer will be provided electronically (email, facsimile) until the completed SERVICE REQUEST FORM is received by administration along with the fee payable for the requested service as per the current Fees and Charges Bylaw.

7. ROLES AND RESPONSIBILITIES

- 7.1 It is the role of the Administration Department of the Village of Heisler to uphold this policy.
- 7.2 It is the role of the Administration Department of the Village of Heisler to administer the SERVICE REQUEST FORM when a ratepayer inquires about the Village of Heisler performing services for the ratepayer.
- 7.3 It is the responsibility of the ratepayer to return the signed SERVICE REQUEST FORM and pay the required amount for the agreed services.
- 7.4 It is the role of the Department of the Village of Heisler asked to do the service to do the service in a professional and courteous manner.

8. MONITORING, EVALUATION AND REVIEW

- 8.1 The monitoring, evaluation and review of this policy is the responsibility of the Administration Department of the Village of Heisler.

9. DEFINITIONS AND ABBREVIATIONS

- 9.1 All Definitions are subject to those found within the Municipal Government Act Revised Statutes of Alberta 2000 Chapter M-26.



10. ASSOCIATED DOCUMENTS

- 10.1 Attached to this document is the **SERVICE REQUEST FORM**, which must be signed before any service is done on a ratepayer's property.



POLICY CODE: PW - 001

Council Approved: December 17, 2020

Responsibility: Administration

Next Review Date: December 17, 2023

Motion # _____



P.O. Box 60
Heisler AB, T0B 2A0

Phone: 780-889-3774
Fax: 780-889-2280

Email: administration@villageofheisler.ca

SERVICE REQUEST FORM

Name: _____ Utility Acct No.: _____

Street Address: _____

Phone Number: _____

Mailing Address: _____

Name of Renter (if applicable): _____

Name of New Owner (if applicable): _____

NOTE: In the case of a renter where the renter will be responsible for the utilities, the bills will remain in the owner's name. The owner remains responsible for any arrears. A copy of the utility bill may be sent to the renter, if requested.

| | | |
|------------------|-------|-----------------------|
| Type of Request: | _____ | Grass or Snow Removal |
| | _____ | Connect All Services |
| | _____ | Disconnect |
| | _____ | Other: _____ |

Price of services \$ _____

Net bills will be payable thirty-(30) days from the date of the invoice. Accounts not paid on or before this date shall incur a penalty of 2.5% as per Policy #1208. Payments may be made at the Village Office or by mail.

Request Authorized by: _____

Effective Date: _____

Signed on behalf of Village of Heisler: _____

By signing this document the above mentioned person or organization recognizes that the Village of Heisler will not be responsible for any damages, cost or losses incurred to the person or organization as a result of the above mentioned service. The person or organization, by signing this document agrees to pay the above mentioned price for services and gives the Village of Heisler the right to collect the amount by any legal means.