

CHERRY CREEK WATERWORKS DISTRICT  
Overdue Water Tolls Policy

Approved by: Board of Trustees  
Date: March 24, 2026  
Policy Number: 2026-02

**PURPOSE:**

To establish the Cherry Creek Waterworks District policy and conditions relating to the shut-off of water on overdue water accounts.

**POLICY:**

The Cherry Creek Waterworks District (CCWW) recognizes that there are water accounts that are in arrears. Water service disconnections will be executed for customers that meet the criteria below:

1. Any property where any toll or other charge remains owing 180 days after the due date.
2. The amount in arrears is not part of a leak investigation or pending board approval for forgiveness.

CCWW staff are authorized to administer and enforce this policy without requiring individual Board resolutions for each account. Accounts meeting the above criteria may be disconnected without further notice 10 business days after delivery of the notice. Delivery is deemed to occur on the date the notice is posted at the property. All overdue water will be charged a 10% penalty each quarter.

**NOTICE PROCEDURE:**

A quarterly review of overdue accounts will be conducted.

- Final notices will be sent via door-hanger and regular letter mail through Canada Post to the property owner of record.
- The notice will include:
  - Amount owing
  - Deadline for payment
  - Date eligible for disconnection

Non-receipt of a utility bill will not be recognized as a valid excuse for failure to pay the rates when due.

**Service Reconnection**

Water connection cannot be resumed unless all outstanding invoices, penalties, interest, and water disconnection/reconnection charges are paid in full. Service will be reinstated on the same business day as confirmation of payment Monday to Thursday 8:30 a.m. to 4:30 p.m. If disconnection falls on a Friday, Saturday, Sunday, or statutory holiday or one day prior, the reconnection will be subject to emergency call-out rate and proof of payment. All applicable fees will be set by the Board of Trustees.

I HEREBY CERTIFY THAT the foregoing is a true copy of Policy Cherry Creek Waterworks District 2026-02 adopted by the District and sealed with the District seal on the 1st day of April, 2026.

  
Wesley Kovacs-Flood, Administrator

  
Dana Forrester, Chair