



February 10, 2006

File: 0321207

Sunshine Valley Utilities Ltd.  
PO Box 88626  
Newton Town Centre  
Surrey BC V3W 0X1

Attention: Kerry Rawlick, President

**Re: Sunshine Valley Developments Ltd. –Billing Procedures**

Dear Mr. Rawlick:

I refer to an inquiry received from a customer of this Utility, who has brought to my attention some irregularities with respect to this Utility's billing procedures.

The Utility's January 1, 2006, invoices for water service for the first quarter of 2006 states that; "**Payment due in Surrey Office by 26<sup>th</sup> of the month following date of invoice, cheques dated after the 26<sup>th</sup> it will be delinquent.**" It further states that; "and the service charge of 2% per month (or part thereof) will apply **on overdue accounts –Minimum \$5.00 service charge per month.**" For your reference, I have enclosed a copy of a first bill sent out and a second bill showing a late payment charge.

Section 3 –Billing & Payment of the Utility's current water tariff states that; "All bills are issued semi-annually and are due and payable within ten (10) days of the date of issue. Flat rates are billed in advance of service."

While it is understandable that, after receiving approval for an Interim Rate increase to \$30.00 per month, the Utility may wish to bill quarterly rather than semi-annually, as this would be less onerous on its customers it should continue to adhere to the other terms of the tariff. That is, payment is due within 10 days of the date of issue. There is no provision for charging penalties on delinquent accounts. Section 4 of the tariff provides for the termination of service when an account becomes one month over due and after a written notice has been sent to the customer giving them 15 days to make the payment. At this time this is the Utility's only recourse to for collecting on delinquent accounts.

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Ministry of  
Environment

Water Stewardship Division  
Management & Standards Branch  
Water Utility Regulation

Mailing Address:  
PO Box 9340 Stn Prov Govt  
Victoria BC V8W 9M1  
Telephone: (250) 387-6341  
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Location:  
3rd Floor  
1175 Douglas Street  
Victoria BC V8W 2E1

While it is recognized that the Utility's application for a new water tariff, if approved, will provide for late payment charges, until these charges are approved the Utility cannot charge late payments.

That being said, any late payment penalties that were imposed by the Utility will need to be cancelled and if collected credited to the customer's account.

If you have any questions please contact the undersigned at 387-6355.

Yours truly,



Rick Couroux  
Secretary to the Comptroller

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Enclosures