



UTILITY SHUT-OFF, TURN-ON or DISCONNECTION APPLICATION

INSTRUCTIONS

If you have any questions or would like a preliminary discussion before applying, you may contact the City Engineering Department at 250-746-5321 or engineering@duncan.ca.

Please note, you must submit the application, applicable forms, and the application fee to City Hall or to finance@duncan.ca. **The Engineering Department cannot accept applications.**

Completing and Submitting the Application:

- The registered owner must complete and sign the application.
- If the registered owner would like an authorized agent to act on their behalf, they must fill out and sign the Declaration section of the application. If an Authorization of Agent/Declaration section is not within the application form, please fill out and submit the Authorization of Agent form located on the City's website at <https://duncan.ca/city-hall/forms-applications/> and submit it with the application.
- The complete application, and applicable forms must be emailed to finance@duncan.ca, or mailed, or dropped off to City Hall, 200 Craig street, Duncan, BC V9L 1W3. The Engineering Department cannot accept applications.
- The application fee must be made per the instructions below.

Application Fee Payment Options:

Payment cannot be processed until the City receives the completed application and applicable forms.

Payment can be made:

- At City Hall, 200 Craig Street, Monday – Friday (Statutory holidays exempt) between 8:30 a.m. and 4:00 p.m. by cash, cheque, or credit card.
- By mailing a cheque with the application and any applicable forms to City of Duncan, 200 Craig Street, Duncan, BC V9L 1W3.
- Online by credit card at www.duncan.ca/city-hall/online-payments/.

After the Application Fee is Paid:

The Finance Department will send the application to the Engineering Department to be processed.



UTILITY SHUT-OFF, TURN-ON or DISCONNECTION Application

APPLICANT INFORMATION:

Property Owner Name:	Company:	
Mailing Address:	City:	Postal Code:
Civic Address:		
Phone:	Fax:	Email:
Cell Phone:		

UTILITY SERVICE INFORMATION

Service Location Address:	
Date from:	Date to:
For the purpose of:	

NOTE: This request is valid for the above dates and locations only, is not transferable, and is subject to cancellation without notice. **Minimum 24 hours notice may be necessary to fulfill this request.**

Signature

Date

FEES

Unless precipitated by an emergency or unforeseen event, requests are subject to the following fees as per the Fees and Charges Bylaw

Shut Off/On During Regular Working Hours:

<i>Shut off/on for repairs</i>	No Charge	Paid Stamp
<i>Shut off/on for temporary disconnection of the water service</i>	\$50.00	

Shut Off/On After Hours:

<i>Shut off/on</i>	Actual cost incurred by the City of Duncan to perform the service
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Disconnections Associated with Demolition:

<i>A deposit is required based on an estimate prepared by Public Works upon receipt of this request</i>	Actual cost incurred by the City of Duncan to perform the service
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CONDITIONS OF APPROVAL:

The permission and approval granted herein is at all times subject to the following conditions:

1. The permittee shall at all times accept full responsibility for any accident that may occur or damage that may be done to any person or party whatsoever, whether caused directly or indirectly by these works, and shall save harmless and keep indemnified the City of Duncan from all claims and demands whatsoever in respect of these works and such works.
2. The curb stop, water meter or meter setter assembly is not to be tampered with, or operated by a person other than the City of Duncan Public Works employee or their designate.
3. This permit is granted subject to and without prejudice to the provisions of the *Transportation Act*, or any other acts governing City lands and public works or their use by the public, and subject to and without prejudice to any City Bylaws.

4. This permit is valid only for the specific works stated herein. Any alteration or addition to the scope of work shall be covered by a separate permit.
5. This permit may be cancelled at any time at the direction of the Public Works department, without recourse, should the permittee fail to comply with all the conditions of the permit.

OFFICE USE:

Approved by:

Print Name

Signature

Date

Copies to:

Director of Public Works &
Development Services

Operations
Manager

Utilities Foreman

Building Inspector (if in
the City)

Utility Billing Clerk

Personal information you provide on this form is collected pursuant to Section 26 of the *Freedom of Information and Protection of Privacy Act* and will only be used for the purpose of processing this application. Your personal information will not be released except in accordance with the *Freedom of Information and Protection of Privacy Act*. Questions about the collection of your personal information may be referred to the Corporate Services Coordinator by email: duncan@duncan.ca or phone: 250-746-6126.