

**Title: Disclosure of Utility  
Information**

**Policy No: 4120**

**Approval: Town Council**  
**Effective Date: November 15, 2010**  
**Revised:**  
**Supersedes Policy No:**



**Policy Statement:** The Town of Hardisty believes it is necessary to provide policy guidelines and operational procedures for administering the disclosure of utility information to prospective purchasers, realtors, and other individuals with an interest in a property.

### **1.0 Purpose:**

The Town will provide disclosure of utility information to someone other than an owner, if they prove to have a vested interest in a property. This will not include personal information of owners current or in the past or any information in regards to payment history. This will pertain to conditions or issues with the utility services. ie: history of freeze ups, sewer backups, metering requirements, past procedures for ratification, etc.

### **2.0 Definitions:**

Utility – a utility shall be considered a water, waste water, or storm water service to a property or properties.

Letter of disclosure – is a letter identifying any and all known issues or concerns with a Town owned utility servicing a property.

Regular service delivery – this will be considered the normal reasonable time to provide the information in written form to the applicant. This shall be defined as 5 working days or less.

Non conforming utility services – any service or services which do not meet current regulatory or Town policies, codes or bylaws.

### **3.0 Procedure:**

- 3.1 Upon receipt of the following:
  - a) Written request from applicant on utility application/information disclosure form and applicable fee if not the current property owner.
- 3.2 An office clerk may compile the information and a written response will be provided to the applicant by the CAO or CFO only.
- 3.3 If no history of utility concerns are evident on Town record then the applicant will be informed in writing that no information is available, however this will not

constitute a guarantee or warranty that the utility services have been installed or are operating properly.

3.4 If Town records indicates a history with the utility services then the history shall be stated as follows:

- a) Utility of issue or concern
- b) Date of issue or concern
- c) Nature of issue or concern
- d) Remedy or action required or identified by the Town of Hardisty
- e) Remedy or action taken if known
- f) Remedy or action completed if known