



ENVIRONMENT AND INFRASTRUCTURE SERVICES DEPARTMENT – CITY OF ORILLIA
CREDIT APPLICATION – BULK WATER

Legal Name of Firm: _____

Trade Name, if different: _____

Address: _____ City/Province: _____

Postal Code: _____ Telephone: _____ Fax: _____

Email: _____

BUSINESS STRUCTURE: Corporation: () Public () Private () Partnership () Proprietor

Start Date/Date of Incorporation: _____ Type of Business: _____

Name of Principal(s): _____ Estimated Monthly Charges: _____

Name: _____ Title: _____

Name: _____ Title: _____

CREDIT REFERENCES: (Major Suppliers) Please supply email addresses as references checked electronically. A minimum of two reference responses required for consideration of application.

1. Name: _____ Phone: _____

Email: _____ Address: _____

2. Name: _____ Phone: _____

Email: _____ Address: _____

3. Name: _____ Phone: _____

Email: _____ Address: _____

FINANCIAL INFORMATION:

Business Banking Account (Name & Address): _____

Acct. #: _____ Telephone: _____ Contact: _____ # yrs. with bank: _____

TERMS AND CONDITIONS:

The undersigned hereby declares:

- 1) The City of Orillia has the authorization to conduct an investigation for the purpose of determining credit worthiness.
- 2) Accounts are due upon receipt.
- 3) The City of Orillia will withdraw credit privileges and deny access to the West Orillia Well to any account which is 30 days past due. After the account has been paid in full, access will be on a drawdown basis only.
- 4) A \$50.00 per card fee applies to all new or replacement cards.

DATED: _____ SIGNATURE: _____

For City of Orillia Credit Use Only:

Customer #: _____ Comments: _____

Application reviewed by: _____ Date: _____ Approved Not Approved

**CITY OF ORILLIA
ENVIRONMENT AND INFRASTRUCTURE SERVICES DEPARTMENT
BULK WATER CARD ACCESS FORM**

Company Name: _____

Telephone: _____ **Email:** _____

Signature: _____

I, _____ on _____
Print Name

accept the following rules and procedures associated with receiving bulk water from the City of Orillia.

City of Orillia Policy 2.3.6.3: Bulk Water Dispensing

- 1) Bulk water may be dispensed from the truck dispensing system located at the West Orillia Well, 25 Mulcahy Cres., subject to approval in advance by the City.

The Bulk Water Dispensing System provides self-service convenience in the dispensing of water through the use of smart cards.

- 2) Rates shall be set on an annual basis by City Council. Payment shall be based on metered volumes dispensed. Metered volumes shall act as the final payable amount required. It is the responsibility of the card holder to provide proof in the case where they feel a discrepancy exists.

- 2) Access cards will be assigned to pre-approved haulers (customer). A \$50.00 per card fee applies to all new or replacement cards.

- 4) Credit

Credit will be extended upon approval of a Credit Application Form. A customer account will be set-up upon completion of successful credit reference checks. Account approvals can take at least 5 business days. Quarterly invoices will be issued for all accounts regardless of the balance. Payment is due upon receipt of invoice. All invoices are subject to an additional 15% administration fee. Card fees are generally applied to the applicable quarterly invoice and do not incur the 15% administration fee.

Credit may be withdrawn from customers who are delinquent in payment of their accounts, or have inactive or low volume accounts. For accounts that are 30 days past due, dispensing privileges will be withdrawn if 100% of the outstanding balance has not been paid.

Once the account has been paid in full, dispensing privileges may resume on a drawdown basis only. It will be at the discretion of the General Manager of

Environment and Infrastructure Services or his designate to remove the drawdown and reinstate charge account privileges.

It is the responsibility of the City of Orillia Treasury Department to inform the Environment and Infrastructure Services Department when an account is past due.

5) Drawdown Accounts

For drawdown accounts:

- a) Payment must be made prior to providing the dispensing of water.
- b) Payment shall be based on the truck's full metered capacity.
- c) Payments will only be accepted at the WWTC, located at 40 Kitchener Street.
- d) Payment must be in the form of a certified cheque or cash. The amount tendered must be exact as change will not be provided.

For drawdown accounts, all requests for dispensing of water must be received during regular operating hours and at a pre-arranged time with City staff. City staff will be required to attend during the dispensing and must be provided a minimum of four (4) hours notice prior to the customer arrival. A minimum fee of \$55 will be charged to the customer for staff's attendance. Customers should contact Environment and Infrastructure Services at 705-326-1502 to arrange an appointment.

- 10) The General Manager of Environment and Infrastructure Services or his/her designate shall have the authority to waive charges.

FOR OFFICE USE ONLY

Temporary User Permanent User

Card (s) #: _____ Customer #: _____

**CITY OF ORILLIA
ENVIRONMENT AND INFRASTRUCTURE SERVICES
DEPARTMENT**

BULK WATER DISPENSING OPERATION

LOCATION: West Orillia Well – 25 Mulcahy Court

The Bulk Water Dispensing System provides self-service convenience in the dispensing of water through the use of smart cards.

A card reader transaction station is installed at the Well Site, which will authenticate the cardholder-purchaser for authorization. If the card is authorized, the dispensing system is then enabled.

A flowmeter upstream of the dispensing valve measures the flow and volume of water dispensed. The dispensing system controller logs each transaction, recording the date, time, card ID number, and volume of water dispensed. These records will be retrieved monthly for billing purposes. Bills will be sent out on a quarterly basis.

The dispensing system is equipped with a backflow preventer, installed downstream of the dispensing valve, to safeguard any reverse flow into the water system that might cause contamination.

Step By Step Operating Procedure

1. Driver removes cap and hooks up the truck hose securely to the dispensing hose bib. The connection is a 3" Camlock M.I.P.
2. Once the hose is securely connected and ready to receive water, place the access card on the card reader. Access cards are obtained from the Waste Diversion Site, 100 Kitchener St., Orillia, ON.
3. If the card is authorized, a GREEN LED at the top of the card reader will turn on for 2 seconds. If not authorized, it will remain off.
4. After authentication, the PROCEED FILLING indicator below the card reader will start flashing.
5. Push the START/PAUSE/RESUME pushbutton to start dispensing (filling the tank). The PROCEED FILLING light will stay on steady.
6. The driver decides when truck is full and pushes the STOP pushbutton to end filling.

IMPORTANT: *The driver must monitor the progress of the filling operation. The dispenser will not automatically stop when the tank is full. The driver must push the STOP button to stop dispensing operation.*

7. The PROCEED FILLING indicator turns off signaling the completion and termination of the dispensing operation.
8. The driver unhooks the hose, replaces cap and dispensing is complete.

Pausing the Dispensing Operation

If for any reason the driver wishes to temporarily stop the dispensing operation, he may push the START/PAUSE/RESUME pushbutton once. The dispenser will go into PAUSE state for a predetermined length of time (set at 2 minutes). The PROCEED FILLING indicator will be flashing to indicate the dispenser is in the PAUSE state.

The driver must push the START/PAUSE/RESUME pushbutton again to resume dispensing operation. The PROCEED FILLING light will return to the steady state. If while in the PAUSE state the timer expires, the dispenser will automatically terminate the operation. The PROCEED FILLING indicator turns off to signal termination. The card will be required again to complete filling cycle.

