

The Corporation of the City of Kawartha Lakes

Additional Agenda

Committee of the Whole Meeting

COW2025-01

Tuesday, January 14, 2025

Open Session Commencing at 1:00 p.m.

Council Chambers

City Hall

26 Francis Street, Lindsay, Ontario K9V 5R8

Members:

Mayor Doug Elmslie

Deputy Mayor Charlie McDonald

Councillor Ron Ashmore

Councillor Dan Joyce

Councillor Mike Perry

Councillor Tracy Richardson

Councillor Pat Warren

Councillor Emmett Yeo

**Please visit the City of Kawartha Lakes YouTube Channel at
<https://www.youtube.com/c/CityofKawarthaLakes> to view the proceedings electronically.**

**Video and/or audio recording is not permitted during Council or Committee of the Whole Meetings,
pursuant to Trespass to Property Act, R.S.O. 1990, c.T.21.**

**To speak to an Item on this Agenda you must submit a completed Deputation Request Form by
Friday, January 10, 2025 at 12:00 p.m.**

**Accessible formats and communication supports are available upon request. The City of Kawartha
Lakes is committed to accessibility for persons with disabilities. Please contact
AgendaItems@kawarthalakes.ca if you have an accessible accommodation request.**

4. **Deputations**

*4.3 COW2025-01.4.3 3 - 5

In-Town By-Pass Route for Fenelon Falls

Christopher Handley

Marylee Boston, Fenelon Falls and District Chamber of Commerce

That the deputation of Christopher Handley and Marylee Boston, **regarding an In-Town By-Pass Route for Fenelon Falls**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

*4.6 COW2025-01.4.6 6 - 21

Request for Water Bill Reduction for 12 Moynes Court, Lindsay

Peggy Brooks

That the deputation of Peggy Brooks, **regarding a Request for a Water Bill Reduction for 12 Moynes Court, Lindsay**, be received; and

That this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.



Request to Speak before Council

Request to Make a Deputation/Presentation to
Council/Committee
City of Kawartha Lakes
City Clerk's Office
26 Francis Street, PO Box 9000
Lindsay, ON K9V 5R8
705-324-9411

Name: *

Christopher Handley

Address: *

[REDACTED]

City/Town/Village:

[REDACTED]

Province: *

[REDACTED]

Postal Code:

[REDACTED]

Telephone: *

[REDACTED]

Email: *

[REDACTED]

There can be a maximum of two speakers for each deputation. Please list the name(s) of the individual(s) who will be speaking. The names that are listed here will be included on the Council Meeting Agenda.

Deputant One:

Christopher Handley

Deputant Two:

First Name, Last Name

Please provide details of the matter to which you wish to speak: *

I wish to address Mayor and Council during this week's open sessions regarding public input on the proposed budget. In particular I seek to advocate for the inclusion of budget to begin research and planning toward defining an in-town bypass route for Fenelon Falls.

Please attach any additional supporting documents you wish to provide and submit with this completed form.

Have you discussed this matter with City Staff?

- ☐ Yes
- ☒ No

If yes, Which department and staff member(s) have you spoken to?

What action are you hoping will result from your presentation/deputation? *

Hopefully Mayor and Council will agree about the importance of this consideration and allocate some incremental funding to permit staff to continue the results of the Second Crossing Study from 2022 and research next best steps in defining an in-town second crossing bypass route.

How would you like to complete your deputation? *

In Person in Council Chambers

By signing this form you are acknowledging that all of the information you are providing on this form is true, and giving the City permission to collect your personal information for the principal purpose of a request to make a deputation to Committee or Council as outlined below.

Signature:

C HANDLEY

Date:

11/25/2024



The personal information is being collected by the City of Kawartha Lakes for the principal purpose of a request to make a deputation to Committee or Council pursuant to the City's procedural by-law. This information, including all attachments submitted may be circulated to members of Council, staff, the general public and posted on the City website. Questions about the collection of this information should be directed to the City Clerk or Deputy Clerk at clerks@kawarthalakes.ca.

Do you agree to the publication of your contact information (including your address, telephone number and email) on the City's website as part of a meeting agenda? *

Please complete this form and return to the City Clerk's Office by submitting it online or:
Fax: 705-324-8110 Email: agendaitems@kawarthalakes.ca



Request to Speak before Council

Request to Make a Deputation/Presentation to
Council/Committee
City of Kawartha Lakes
City Clerk's Office
26 Francis Street, PO Box 9000
Lindsay, ON K9V 5R8
705-324-9411

Name: *

Peggy Brooks

Address: *

[REDACTED]

City/Town/Village:

[REDACTED]

Province: *

[REDACTED]

Postal Code:

[REDACTED]

Telephone: *

[REDACTED]

Email: *

[REDACTED]

There can be a maximum of two speakers for each deputation. Please list the name(s) of the individual(s) who will be speaking. The names that are listed here will be included on the Council Meeting Agenda.

Deputant One:

Peggy Brooks

Deputant Two:

First Name, Last Name

Please provide details of the matter to which you wish to speak: *

Our water bill for the period July 1st/2024 to Sept 30th/2024 was way over any previous bill we have had. We have checked for leaks etc and there are none. I would appreciate this bill being adjusted. I will bring all emails between myself and staff at the water dept. we believe there was an issue with our meter which has now been removed and a new one installed

Please attach any additional supporting documents you wish to provide and submit with this completed form.

Have you discussed this matter with City Staff?

- ☒ Yes
- ☐ No

If yes, Which department and staff member(s) have you spoken to?

What action are you hoping will result from your presentation/deputation? *

Reduction in this bill

How would you like to complete your deputation? *

Electronically Using Zoom

By signing this form you are acknowledging that all of the information you are providing on this form is true, and giving the City permission to collect your personal information for the principal purpose of a request to make a deputation to Committee or Council as outlined below.

Signature:

Peggy Brooks

Date:

12/9/2024 

The personal information is being collected by the City of Kawartha Lakes for the principal purpose of a request to make a deputation to Committee or Council pursuant to the City's procedural by-law. This information, including all attachments submitted may be circulated to members of Council, staff, the general public and posted on the City website. Questions about the collection of this information should be directed to the City Clerk or Deputy Clerk at clerks@kawarthalakes.ca.

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Fax: 705-324-8110 Email: agendaitems@kawarthalakes.ca



UTILITY INVOICE

City of Kawartha Lakes P.O. Box 696
Lindsay, Ontario K9V 4W9
Tel: 705-324-9411
Toll Free: 1-888-822-2225
utilitybilling@kawarthalakes.ca
www.kawarthalakes.ca

Account Number: [REDACTED]
Billing Date: Sep 30 2024
Bill Start Date: Jul 01 2024
Bill End Date: Sep 30 2024

003040

[REDACTED] BROOKS, PEGGY ANNE
[REDACTED]

Service Address
12 MOYNES CRT

Meter No.	Reading Date	Current Reading	Previous Reading	Consumption	Avg. Daily Consumption
[REDACTED]	Sep 26 2024	1662.70	1498.30	164.40 Cubic Meter	1.36 Cubic Meter

METERED-WATER	1.00	501.42
SEWER	1.00	279.48
FIXED-WATER	1.00	99.06
FIXED-SEWER	1.00	103.14
Current Levy		983.10
Amount Past Due		0.00
Balance Due by Oct 31 2024		983.10
Balance Due After Oct 31 2024		1032.26

IMPORTANT NOTES:

FIXED RATE CHARGE COVERS FROM JULY 1, 2024 TO SEPTEMBER 30, 2024
YOU CAN NOW RECEIVE YOUR BILLS ELECTRONICALLY THROUGH WWW.PAYREQ.COM

Please see reverse for important information.

Please detach and return bottom portion with payment. Retain top portion for your records.



City of Kawartha Lakes
P.O. Box 696
Lindsay, Ontario K9V 4W9

UTILITY INVOICE

Account Number: [REDACTED]
Billing Date: Sep 30 2024

Service Address
12 MOYNES CRT

Account Number

Amount Due



983.10

[REDACTED] BROOKS,
PEGGY ANNE
[REDACTED]

Balance Due by Oct 31 2024	983.10
Balance Due After Oct 31 2024	1032.26
Enter Amount Enclosed	

UB0910012300120013110202400098310001032262

From: Colin McGee CMcGee@kawarthalakes.ca
Subject: 12 Moynes Crt
Date: Oct 30, 2024 at 4:17:08 PM
To: [REDACTED]



Good afternoon Peggy,

Apologies on the lateness of my reply, but we are doing late monthly billing reports and it is all we can do to get bills out before month end.

As far as your account goes- here is a screen shot of your usage:

26-Sep-2024	1,498.30	1,662.70	164.40	121
28-May-2024	1,470.40	1,498.30	27.90	90
28-Feb-2024	1,444.70	1,470.40	25.70	91
29-Nov-2023	1,410.50	1,444.70	34.20	90
31-Aug-2023	1,333.90	1,410.50	76.60	92
31-May-2023	1,289.00	1,333.90	44.90	91

It does look like a higher than normal usage, so we generally get you to get an actual reading from inside, but I saw that you are unable to get a reading. We also recommend getting a reading before bed and then one first thing in the morning when no one has used the water overnight to see if there was water going through the meter, indicating a leak. So both those options seem negated.

What you can do is check all your water appliances- mainly toilets (check the backs to make sure the stopper is seated properly, as the majority of high water usage is toilets, with water running constantly down the back, and you often can't see a leak or even hear it. I would check sinks, toilets, water heaters, water softeners, ice makers, laundry tubs, even water powered sump pumps.

This usage period is Summer though, and it is **121 days** which is roughly an extra month of usage compared to other billings, so that is part of the equation, so any lawn/sod or garden watering from May to end of September would be included, and any hot tub or pool filling if you have those.

I will see if I can get one of our meter reading technicians to come and get a check read from the outside and get back to you with those results. If the reading is higher than the one in September and it is much higher, then you would need to continue to look for leaks, or possibly get a plumber to check for you. Our technician when he came out on September 26th got an actual reading from your meter and that was what we used to bill you by, here is what he stated: "Everything was in working order when I arrived, Checked and verified before leaving" and he left the reading of 1662.70 on that day.

I will advise at some point tomorrow or Friday when I am able to obtain a reading from them. I put a penalty hold on the account, so even if it is past the due date when we receive

payment, no penalty will be charged.

Thanks!

Colin McGee
Accounts Clerk
Utility Billing, City of Kawartha Lakes
705-324-9411 ext. 1219
www.kawarthalakes.ca



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From: **Peggy Brooks** peggybrooks070@gmail.com
Subject: **Re: 12 Moynes Crt**
Date: **Oct 31, 2024 at 9:54:16 AM**
To: **McGee Colin** CMcGee@kawarthalakes.ca

Good morning Colin. As a follow up to my message left on your voicemail yesterday , when the repairman came to put on the new water meter outside , it took him three meters before he got one that would work. I have originals of all my bills and your numbers are correct. My question is, if the inside meter is not working , then how did he get a reading at all! Did he manually just type in a number! This is not acceptable! This also makes no sense. As I mentioned we have no leaks and we believe this is faulty equipment on your end. Please get this issue fixed asap. We have never had a water bill this high even when we moved into this new house and were watering our new sod ! Thankyou. Peggy [REDACTED] Brooks.
Sent from my iPhone

On Oct 30, 2024, at 4:17 PM, Colin McGee
<CMcGee@kawarthalakes.ca> wrote:

Good afternoon Peggy,

Apologies on the lateness of my reply, but we are doing late monthly billing reports and it is all we can do to get bills out before month end.

As far as your account goes- here is a screen shot of your usage:

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29-Nov-2023	1,410.50	1,444.70	34.20	90
31-Aug-2023	1,333.90	1,410.50	76.60	92
31-May-2023	1,289.00	1,333.90	44.90	91

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From: Peggy Brooks peggybrooks070@gmail.com
Subject: Re: 12 Moynes Crt
Date: Nov 4, 2024 at 4:38:03 PM
To: McGee Colin CMcGee@kawarthlakes.ca

Hi Colin. A gentleman came by last Thursday to look at our meter in the house. He determined that we needed a new one. He said he would be back on Friday. I stayed home all day waiting. He never showed and I still have not heard anything. Can you give me an update please. Also we have to discuss our last bill which is outrageous and in no way way correct. This has to be adjusted. Please let me know your findings. Thankyou. Peggy [REDACTED] Brooks
Sent from my iPhone

On Oct 31, 2024, at 9:54 AM, Peggy Brooks
<[REDACTED]> wrote:

Good morning Colin. As a follow up to my message left on your voicemail yesterday , when the repairman came to put on the new water meter outside , it took him three meters before he got one that would work. I have originals of all my bills and your numbers are correct. My question is, if the inside meter is not working , then how did he get a reading at all! Did he manually just type in a number! This is not acceptable! This also makes no sense. As I mentioned we have no leaks and we believe this is faulty equipment on your end. Please get this issue fixed asap. We have never had a water bill this high even when we moved into this new house and were watering our new sod ! Thankyou. Peggy [REDACTED] Brooks.
Sent from my iPhone

(4)

On Nov 4, 2024, at 4:38 PM, Colin McGee <CMcGee@kawarthalakes.ca> wrote:

I am presently out of the office.

For urgent matters, kindly contact the following:

Utility Billing:

email to Utilitybilling@kawarthalakes.ca.

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From: Colin McGee CMcGee@kawarthalakes.ca
Subject: RE: Automatic reply: 12 Moynes Crt
Date: Nov 11, 2024 at 9:04:51AM
To: Peggy Brooks peggybrooks070@gmail.com

Hello Peggy,

I am working remotely from home today.

I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

1274, for follow up.

I am not authorized to do any type of adjustment to your billing if it is required, so she will follow up with you.

She will also determine if a new register or full water meter replacement is required, as it seems that your meter may have

stopped.

I have sent her notification that you may be calling today, or if she can reach out to you asap to try and get a resolution.

Colin McGee
Accounts Clerk
Utility Billing, City of Kawartha Lakes
705-324-9411 ext. 1219
www.kawarthalakes.ca



From: Peggy Brooks [REDACTED]
Sent: Monday, November 11, 2024 8:49 AM
To: Colin McGee <CMcGee@kawarthalakes.ca>
Subject: Re: Automatic reply: 12 Moynes Crt

Hi Colin. Are you back in office yet? Please call me at [REDACTED] Thankyou. Peggy Brooks
Sent from my iPhone

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From: Peggy Brooks peggybrooks070@gmail.com
Subject: Re: Automatic reply: 12 Moynes Crt
Date: Nov 18, 2024 at 6:13:05 PM
To: McGee Colin CMcGee@kawarthalakes.ca

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her machine. We still have not had anyone at the house to fix the broken meter either. It has now been one month and no one has contacted us. Very poor communication from your department! Peggy [REDACTED]
Brooks
Sent from my iPhone

On Nov 11, 2024, at 9:04 AM, Colin McGee
<CMcGee@kawarthalakes.ca> wrote:

Hello Peggy,

I am working remotely from home today.

I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

1274, for follow up.

I am not authorized to do any type of adjustment to your billing if it is required, so she will follow up with you.

She will also determine if a new register or full water meter replacement is required, as it seems that your meter may have stopped.

I have sent her notification that you may be calling today, or if she can reach out to you asap to try and get a resolution.

Colin McGee

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From: **Colin McGee** CMcGee@kawarthalakes.ca
Subject: **RE: Automatic reply: 12 Moynes Crt**
Date: **Nov 19, 2024 at 8:35:56 AM**
To: **Peggy Brooks** peggybrooks070@gmail.com

Good morning Peggy,

I believe Linda is in the office today after noon, after dealing with outside meetings. I will pass along your email though I am sure she has your messages and hopefully can return a call today to you.

I will arrange an appointment for the meter once it is authorized, and we will make sure it is done before month end.

Colin McGee
Accounts Clerk
Utility Billing, City of Kawartha Lakes
705-324-9411 ext. 1219
www.kawarthalakes.ca



From: Peggy Brooks [REDACTED]
Sent: Monday, November 18, 2024 6:13 PM
To: Colin McGee <CMcGee@kawarthalakes.ca>
Subject: Re: Automatic reply: 12 Moynes Crt

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her machine. We still have not had anyone at the house to fix the broken meter either. It has now been one month and no one has contacted us. Very poor communication from your department! Peggy [REDACTED] Brooks
Sent from my iPhone

On Nov 11, 2024, at 9:04 AM, Colin McGee <CMcGee@kawarthalakes.ca> wrote:

Hello Peggy,

I am working remotely from home today.

I have previously passed along your situation and contact information to my Manager Linda Liotti (705) 324-9411- extension

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From: Peggy Brooks peggybrooks070@gmail.com
Subject: Re: Automatic reply: 12 Moynes Crt
Date: Nov 19, 2024 at 8:38:52 AM
To: McGee Colin CMcGee@kawarthalakes.ca

Thankyou Colin. We still have the issue of the outrageous last water bill that needs to be resolved. We have confirmed that we have no water leaks anywhere in the house. Hopefully she can adjust our last bill. Peggy.

Sent from my iPhone

On Nov 19, 2024, at 8:35 AM, Colin McGee
<CMcGee@kawarthalakes.ca> wrote:

Good morning Peggy,

I believe Linda is in the office today after noon, after dealing with outside meetings. I will pass along your email though I am sure she has your messages and hopefully can return a call today to you.

I will arrange an appointment for the meter once it is authorized, and we will make sure it is done before month end.

Colin McGee
Accounts Clerk
Utility Billing, City of Kawartha Lakes
705-324-9411 ext. 1219
www.kawarthalakes.ca
<image001.png>

From: Peggy Brooks [REDACTED]
Sent: Monday, November 18, 2024 6:13 PM
To: Colin McGee <CMcGee@kawarthalakes.ca>
Subject: Re: Automatic reply: 12 Moynes Crt

Hi Colin. I have still not heard from your manager Linda. I have left three messages on her

✓ I never received this email until Nov 27/24 (9)

by anyone else is unauthorized.

From: Linda Liotti

Sent: Thursday, November 21, 2024 6:41 AM

To: Peggy Brooks [REDACTED]

Subject: Follow-up - 12 Moynes Crt - [REDACTED]

[REDACTED] BROOKS, PEGGY ANNE

KINDLY CONFIRM RECEIPT VIA EMAIL RESPONSE

Good morning Ms. Brooks,

As a follow-up to our telephone conversation yesterday, please be advised of the following:

- Contact was made with our vendor and an appointment has been arranged for 1 pm today to inspect the meter and outside reader.

In our discussion yesterday afternoon, the following was explained regarding the City's High Bill Adjustment policy:

1. Determination of the cause of the high consumption and whether it qualifies for relief within the policy
2. Is the high consumption at least two (2) times the "normal consumption" based on same period or historical consumption
3. If the above are met, then an adjustment will be calculated as fifty percent (50%) of the difference between the high water bill and the average consumption, to a maximum of \$1,500 (Section 13.1).

You advised there was no leak, hence, the High Bill Adjustment policy would not be applicable to provide financial relief.

In our discussion, you requested how one would proceed to seek financial relief for

this bill. As discussed, that could only be done at the direction of Council. Please review the process of how to make a Deputation to Council for the utility bill in question should you wish to proceed with this option.

Regards,

Linda

Linda J. Liotti, (she/her)
M.I.M.A., Licensed Paralegal
Manager, Revenue and Taxation
City of Kawartha Lakes
705-324-9411 ext. 1274



You can now receive your tax/utility bills electronically, visit <https://www.payreq.ca>

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From: Linda Liotti lliotti@kawarthalakes.ca
Subject: FW: Follow-up - 12 Moynes Crt - UB#

[REDACTED]
BROOKS, PEGGY ANNE

Date: **Nov 27, 2024 at 9:48:54 AM**

To: [REDACTED]

Cc: **Utility Billing** utilitybilling@kawarthalakes.ca

KINDLY CONFIRM RECEIPT VIA EMAIL RESPONSE

Hello Ms. Brooks,

Responding to your voice mail from Monday, November 25th @9:31 am advising that you did not receive the below email – I'm forwarding along for your convenience, see below sent on Thursday, November 21st at 6:41 am.

The vendor advised that a new meter and outside reader were installed on Thursday, November 21st and the removed meter has been returned to the Utility Billing division. As discussed in our call on Wednesday, November 20th, the meter will be sent to a third party for testing to confirm whether the measuring mechanism within the meter was functioning within standard.

Regards,

Linda

Linda J. Liotti, (she/her)
M.I.M.A., Licensed Paralegal
Manager, Revenue and Taxation
City of Kawartha Lakes
705-324-9411 ext. 1274

Kawartha Lakes   **Payreq**

You can now receive your tax/utility bills electronically, visit <https://www.payreq.ca>

This message, including any attachments, is privileged and intended only for the addressee(s) named above. If you are not the intended recipient, you must not read, use or disseminate the information contained in this e-mail. If you have received this e-mail in error, please notify the sender immediately by telephone, fax, or e-mail and shred this confidential e-mail, including any attachments, without making a copy. Access to this e-mail