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 <u>Deputation Request Form</u> 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 Agendaltems@kawarthalakes.ca if you have an accessible accommodation request.

Pages

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*4.3 COW2025-01.4.3

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

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: *		
City/Town/Village:	Province: *	Postal Code:
Telephone: *	Email: *	

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:

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?

C 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.

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:

Date:

C HANDLEY	
	J

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: * City/Town/Village: Province: * Postal Code: Telephone: * Email: *

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:

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

C 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

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	#
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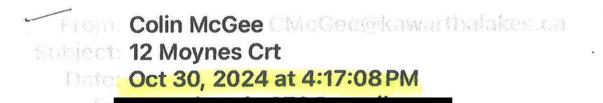
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Enter Amount Enclosed





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 an 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



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 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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31-Aug-2023	1,333.90	1,410.50	76.60	92
31-May-2023	1,289.00	1,333.90	44.90	91



Prom: Peggy Brooks peggybrooks070@gmail.com Subject: Re: 12 Moynes Crt

Date: Nov 4, 2024 at 4:38:03 PM

To: McGee Colin CMcGee@kawarthalakes.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

On Oct 31, 2024, at 9:54 AM, Peggy Brooks

> 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 Brooks. Sent from my iPhone



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.

From: Colin McGee CMcGoe@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

Kawartha Lakes

From: Peggy Brooks 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 Brooks Sent from my iPhone Thankyou. Peggy

Subject Re: Automatic reply: 12 Moynes Crt Date: Nov 18, 2024 at 6:13:05 PM

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

Sent from my iPhone

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

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Colin McGee

Stom: Colin McGee CMcGee@kawarthalakes.ca Multiplete RE: Automatic reply: 12 Moynes Crt 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

Kawartha Lakes lumpln

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

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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



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@kawarthatakes.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,

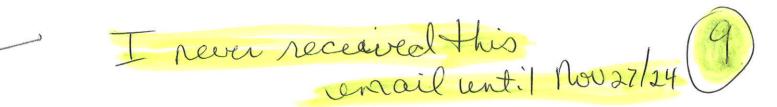
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Colin McGee Accounts Clerk Utility Billing, City of Kawartha Lakes 705-324-9411 ext. 1219 www.kawarthalakes.ca <image001.png>

From: Peggy Brooks 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



by anyone else is unauthorized.

From: Linda Liotti Sent: Thursday, November 21, 2024 6:41 AM To: Peggy Brooks Subject: Follow-up - 12 Moynes Crt -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 <u>Deputation to Council</u> for the utility bill in question should you wish to proceed with this option.

Regards,

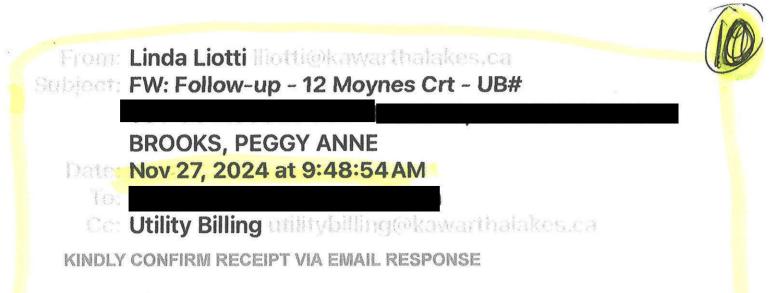
Linda

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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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



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

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