



Memo

To: Mayor Letham & Members of Council
From: Councillor Breadner
Date: February 7, 2017
Subject: Water Billing Dispute Resolution Options

BACKGROUND

In the past there have been instances reported to Council from water users where they feel that there is not a sufficient appeal process for them when a dispute over charges cannot be resolved.

The current process is set by policy adopted by Council and is implemented by staff. There may be other resolution options available for situations where the ratepayer and the city staff member cannot resolve the billing issue.

RECOMMENDATION:

RESOLVED THAT the memorandum from Councillor Breadner regarding **Water Billing Dispute Resolution Options**, be received; and

THAT the Contested High Consumption Policy be reviewed through the ongoing Executive Committee policy review program, with recommendations to Council by the end of Q2, 2017.