

# Management Directive

Management Directive No.:	MD2018-XXX
Management Directive Name:	High Water Bill Adjustment Appeals Committee
Date Approved by CAO or Designated Person:	May 22,2018
Date revision approved by CAO or Designated Person:	
Related SOP, Management Directive, Council Policy, Forms	CP2017-006 High Bill Adjustment Policy

## Directive Statement and Rationale:

To establish a management framework for the High Water Bill Adjustment Appeals Committee

## Scope:

Applies to all members of the City of Kawartha Lakes High Water Bill Adjustment Appeals Committee. This policy shall not be taken to alter the terms or any Collective Agreement.

## Management Directive:

### Meeting Frequency and Purpose:

- Meetings will occur once per quarter.
- The purpose of the meeting will be:
  - To provide a venue for property owner's to appeal for relief on their water/wastewater bill beyond the High Water Bill Policy;
  - For staff to update the Committee on any water/wastewater billing matters.

### Property Owner:

- The property owner shall notify the City, in writing, that they wish to have their water/wastewater bill reviewed by the Committee.
- The property owner may make a written deputation or verbal deputation to the Committee.
- It is the responsibility of the property owner to maintain their account in good standing.
- Interest will continue to accrue on any outstanding balances.
- Property owner's may only make one appeal per property.

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## Meeting Process:

- Staff will notify the property owner of the meeting date and advise them of the process, including their obligation to maintain their account in good standing.
- Agenda for the meeting will be available the Wednesday prior to the meeting.
- Property Owner's will have the opportunity to make a deputation at the meeting.
- Staff will provide the Committee with a report for each appeal providing an explanation of the matter from staff perspective
- The Committee has the authority to deny a request for relief.
- The Committee may make a recommendation to Council to provide relief.
- In recommending relief, the Committee shall refer to the High Bill Adjustment Policy for guidance.
- The amount of relief recommended by the Committee shall not exceed the level of relief that would otherwise be provided under the High Bill Adjustment Policy.

## Notification of Decision:

- Staff will notify the property owner of the Committee and/or Council's decision.
- In the event that relief is provided, a credit will be applied to the account.
- The credit will also include the interest that accrued on the amount of the relief only.

## Revision History:

Proposed Date of Review:

Revision	Date	Description of changes	Requested By
0.0	[Date]	Initial Release	