

# **The Corporation of the City of Kawartha Lakes**

## **Council Report**

**Report Number CORP2018-013**

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**Date:** July 17, 2018  
**Time:** 2:00 p.m.  
**Place:** Council Chambers

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**Ward Community Identifier:** 12

**Title:** High Bill Adjustment 5 Sussex St N

**Author and Title:** Jennifer Stover, Director of Corporate Services

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### **Recommendation(s):**

**That** Report CORP2018-013, **High Bill Adjustment 5 Sussex St N**, be received;

**That** Council approve the recommendation of the High Water Bill Appeal Committee and provide a credit of \$1,293.24, plus applicable penalty, to the account at 5 Sussex St N, Lindsay as a one-time exemption to the Section 8.0 of the High Bill Adjustment Policy; and

**That** staff review and report back to Council on the High Water Bill Adjustment Policy with consideration to removing the restriction on income producing properties.

**Department Head:**\_\_\_\_\_

**Financial/Legal/HR/Other:**\_\_\_\_\_

**Chief Administrative Officer:**\_\_\_\_\_

## **Background:**

At the Council Meeting of May 22, 2018, Council adopted the following resolution:

### **CR2018-340**

**That** Report CORP2018-009, **High Water Bill Adjustment Appeals Committee**, be received; and

**That** Councillor James, Councillor Veale and Councillor Breadner be appointed to the High Water Bill Adjustment Appeals Committee, in accordance with By-law 2018-039, for the remainder of this term of Council;

**That** the Terms of Reference for the Committee be amended to include both High Water Bill Adjustment and Mandatory Connection Appeals; and

**That** the necessary by-law amendments and revised terms of reference be brought forward to Council.

This report addresses the outcome of the High Water Bill Adjustment Appeals Committee meeting.

## **Rationale:**

The High Water Bill Adjustment Appeals Committee held its first meeting on June 26, 2018 to hear the concerns of the owner of 5 Sussex St North, Lindsay. This property is a multi-tenanted residential dwelling unit.

In a typical billing cycle (+/- 90 days) this address consumes 50 to 80 cubic metres of water. During the period of November 2017 to January 2018, the consumption of water totaled 492.7 cubic metres. Due to the timing between the first bill, and the leaking toilet being fixed, the next billing cycle was also higher than normal with consumption of 249.2 cubic metres.

Section 8 of the High Water Bill Adjustment Policy provides one-time relief for instances similar to those that occurred at this property however, it does not apply to income producing properties.

The Committee received the deputation of the owner and recommended that a credit be applied to the account, using the same methodology that would be applied had this not been an income producing property.

The credit is calculated as 50% of the consumption billed that was above the average consumption. Specific to this property, the credit would be equal to 309.55 cubic metres, or \$1,293.94.

The Committee also made the recommendation that staff review the policy with consideration to removing the restriction on income producing properties.

### **Other Alternatives Considered:**

If Council wishes to uphold the High Water Bill Adjustment Policy, and not provide relief, then the following resolution should be passed:

That Council not approve any financial relief of the high water bill incurred at 5 Sussex St N, Lindsay for the billing period from November 2017 to January 2018.

### **Financial/Operation Impacts:**

The Water and Wastewater rates are established to recover the cost of producing and delivering safe drinking water to property owners, and the collection and treatment of wastewater.

Although the water was not knowingly consumed by the property owner, the City still bears the cost providing the service. Providing relief to residents for high water bills results in the City incurring a cost for which there isn't a direct revenue for recovery. This cost is then borne by the remaining user rate contributors throughout the City.

### **Relationship of Recommendation(s) To The 2016-2019 Strategic Plan:**

Strategic Enabler – Responsible Fiscal Resource

### **Consultations:**

Property Owner  
Director, Public Works  
High Water Bill Appeal Committee

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**Department Head:** Jennifer Stover