

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

## **Council Report**

**Report Number CORP2018-014**

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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 18 Francis St, Fenelon Falls

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

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

**That** Report CORP2018-014, **High Bill Adjustment 18 Francis St Fenelon Falls**, be received; and

**That** Council approve the recommendation of the High Water Bill Appeal Committee and provide a credit of \$1,298.56, plus applicable penalty, to the account at 18 Francis St Fenelon Falls as a one-time exemption to section 8.0 of the High Bill Adjustment Policy.

**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 18 Francis Street in Fenelon Falls. This property is a multi-tenanted commercial and residential unit.

In a typical billing cycle (+/- 90 days) this address consumes approximately 20 cubic metres of water. During the period of January to March 2018, consumption totaled 641.7 cubic metres of water.

The owner of the property was out of the country during the winter months and claims that a vandal turned on the tap in the basement resulting in the high water bill.

Section 2.9 of the High Water Bill Adjustment Policy states that no adjustment will be made where water loss is due to theft, vandalism or construction damage.

Ignoring the vandalism issue, Section 8 of the High Water Bill Adjustment Policy also exempts 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 the property not been vandalized, and 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 114.58 cubic metres, or \$1,298.56.

### **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 18 Francis Street, Fenelon Falls for the billing period from January to March 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