



Management Directive

Management Directive No.:	MD2018-013
Management Directive Name:	High Water Bill Adjustment <u>and Mandatory Service Connection</u> Appeals Committee Management Directive
Date Approved by CAO or Designated Person:	March 6, 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 and Mandatory Service Connection Appeals Committee.

Scope:

Applies to all members of the City of Kawartha Lakes High Water Bill Adjustment and Mandatory Service Connection 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;
 - To provide a venue for property owner's to appeal the requirements for connection to municipal water and wastewater infrastructure as per By-Law 2014-255 "A By-Law to Require Owners of Buildings to Connect Such Buildings to Drinking Water Systems and/or Wastewater Collection Systems in The City of Kawartha Lakes, as amended; and
 - For staff to update the Committee on any water/wastewater matters.

Property Owner Responsibility:

- The property owner shall notify the City, in writing, that they wish to have their water/wastewater bill, or the servicing requirements as outlined in By-Law 2014-255 (as amended) reviewed by the Committee.



Management Directive

- The property owner may make a written deputation or verbal deputation to the Committee with supporting documentation justifying the reason for the appeal.
- It is the responsibility of the property owner to maintain their account in good standing at all times.
- Interest will continue to accrue on any outstanding balances.
- Property owner's may only make one high water bill appeal per property.
- Property owners may only make one mandatory service connection appeal per property.

Formatted: Font: Bold

Kawartha Lakes Staff Responsibility:

- The Director of Corporate Services, or designate, will be responsible for all matters relating to high water/wastewater appeals.
- The Director of Public Works, or designate, will be responsible for all matters relating to mandatory service connection appeals.
- Corporate Services will be responsible for providing a secretary for the meeting.

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 and/or exemption.
- The Committee may make a recommendation to Council to provide relief and/or an exemption.
- In recommending relief of a high water/wastewater bill, 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.
- In recommending relief/exemption of a mandatory service connection, the Committee shall refer to By-Law 2014-255 as amended, being "A By-Law to Require Owners of Buildings to Connect Such Buildings to Drinking Water Systems and/or Wastewater Collection Systems in The City of Kawartha Lakes" for guidance.



Management Directive

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 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	Mar. 6, 2018	Initial Release	