

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

## **Council Report**

**Report Number CORP2019-002**

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**Date:** January 15, 2019  
**Time:** 1:00 pm  
**Place:** Council Chambers

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**Ward Community Identifier:** 2

**Title:** High Bill Adjustment – 4071 County Rd 121, Kinmount

**Author and Title:** Linda Liotti, Manager, Revenue and Taxation

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

**That** Report CORP2019-002, **High Bill Adjustment – 4071 County Rd 121, Kinmount**, be received; and

**That** Council approve the recommendation of the High Water Bill Appeal Committee and provide a credit of \$1,067.49, plus waive penalty and interest from the date of this meeting, to the account at 4071 County Rd 121, Kinmount as a one-time exemption.

**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 a meeting on September 18, 2018 to hear the concerns of the owner of 4071 County Rd 121, Kinmount. This property is a vacant commercial building.

The property was purchased in 2015 and has remained vacant with zero to minimal (.10 cubic metres) water usage in each billing cycle. From the owners account, abnormally high water usage for the December 2017 to February 2018 period resulted from a burst water line after the meter connection. The property owner discovered the water leak after their return from holidays. A repair was completed by a plumber. Staff subsequently attended the property to move the water meter to a heated portion of the basement.

Section 8 of the High Water Bill Adjustment Policy provides one-time relief for obvious or hidden leaks, however, Section 8.3 states that the policy does not apply to commercial 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 a commercial property.

The credit is calculated as 50% of the consumption billed for the above noted period, namely, December 2017 to February 2018. Specific to this property, the credit would be equal to 392.90 cubic metres, or \$1,067.59. It is important to note that the High Bill Adjustment Policy does not provide for relief to commercial 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 deny the request for financial relief of the high water bill incurred at 4071 County Rd 121, Kinmount for the billing period from December 2017 to February 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.

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