

**The Corporation of the City of Kawartha Lakes**  
**Council Report**

**Report Number CORP2019-007**

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**Date:** March 26, 2019  
**Time:** 2:00 pm  
**Place:** Council Chambers

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**Ward Community Identifier:** 3

**Title:** High Bill Adjustment – 22 Elliot St – Fenelon Falls

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

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**Recommendation(s):**

**That** Report CORP2019-007, **High Bill Adjustment – 22 Elliot St., Fenelon Falls**, be received;

**That** Council approve the recommendation of the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee and provide a credit of \$420.08, to the account at 22 Elliot St., Fenelon Falls, as a one-time exemption; 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 and consider adding an adjustment cap of \$1,500 on this group of properties.

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

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

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

## **Background:**

The High Water Bill Adjustment and Mandatory Service Connection Appeals Committee was established by Council on June 6, 2017 by adopting resolution **CR2017-497**.

At the Council Meeting of December 11, 2018, Council adopted resolution, **CR2018-647** which appointed Councillor Yeo, Councillor Dunn and Councillor Ashmore to the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee for the entire term of Council ending December 2022, with a mid-term review of appointments in 2020.

Further, at the Council Meeting of January 15, 2019, Council adopted resolution **CR2019-022**, that approved amended Terms of Reference for the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee.

The Committee is responsible for hearing and ruling on appeals pertaining to a high water bill adjustment or the mandatory requirement for service connection.

In accordance with the Terms of Reference for the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee, this report addresses the outcome of the Committee meeting to hear an appeal request submitted by the property owner for 22 Elliot St, Fenelon Falls.

## **Rationale:**

The High Water Bill Adjustment and Mandatory Service Connection Appeals Committee held a meeting on February 25, 2019, to hear the concerns of the owner of 22 Elliot Street in Fenelon Falls. City records indicate this property is a single family detached home. Based on a February 1<sup>st</sup>, 2018 telephone conversation with the property owner, it is understood that this property is tenanted (6 tenants).

In a typical billing cycle (+/- 90 days) this address consumes 80 to 110 cubic metres of water.

During the period of July 2018 to December 2018, consumption and water/wastewater billing were as follows:

- July 1 to September 30, 2018 - 294.50 cubic metres – billed \$1,400.56
- October 1 to December 31, 2018 - 205.50 cubic metres – billed \$1,028.72

The property owner contacted the City on February 1<sup>st</sup>, 2018, whereby she advised that there was high consumption. At that time consumption had increased from 70 cubic metres to 115 cubic metres. City staff recommended she conduct leak tests (am/pm test and dye test for toilets).

Further contact was made by the property owner on November 9, 2018, confirming that there were leaking toilets and she requested relief. The property owner was advised that since the property was tenanted, it did not meet the criteria for the High Bill Adjustment Policy and that she could make a submission for review via the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee.

Section 8 of the High Water Bill Adjustment Policy provides one-time relief for instances similar to that which occurred at this property, however, as per Section 8.3, the policy does not apply to income producing residential properties.

The Committee received the deputation of the owner and recommended that a credit be applied to the account for the high water consumption period of July 2018 to September 2018, 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 100.55 cubic metres, or \$420.08.

The Committee also made the recommendation 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 and consider adding an adjustment cap of \$1,500 on this group of 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 **22 Elliot Street, Fenelon Falls**, for the billing period from July 2018 to September 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 Adjustment and Mandatory Service Connection Appeals  
Committee

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**Department Head: Jennifer Stover**