

The Corporation of the City of Kawartha Lakes
Council Report

Report Number CORP2019-008

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

Ward Community Identifier: 5

Title: High Bill Adjustment – 56 King St, Lindsay

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

Recommendation(s):

That Report CORP2019-006, **High Bill Adjustment – 56 King St, Lindsay**, be received;

That Council approve the recommendation of the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee and provide a credit of \$379.43, to the account of 56 King Street, Lindsay as a one-time exemption.

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 representative for 56 King St., Lindsay.

Rationale:

In a typical billing cycle (+/- 90 days) this address consumes 30 to 60 cubic metres of water.

During the period of October to December 2018, consumption totaled 226.3 cubic metres of water. The total bill for both water and wastewater was \$1,115.62.

The property owner came to City Hall on January 3rd, 2019 to advise that they had received a high water bill. He informed City staff that he could not gain access to the unit with the water meter as the tenant would not provide access. Once the property owner was able to gain access, they discovered there was a leaking toilet in one of the units. This leaking toilet was fixed subsequent to the high water bill being received.

City Staff conducted a check read on January 3, 2019, post the repair, which confirmed that the consumption appeared to have normalized.

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 a submission for review via the High Water Bill Adjustment and Mandatory Service Connection Appeals Committee could be made.

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 written deputation of the property 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 90.82 cubic metres, or \$379.43.

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 **56 King St, Lindsay**, for the billing period from October 2018 to December 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