

The Corporation of the City of Kawartha Lakes
Council Report

Report Number CORP2019-006

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

Ward Community Identifier: 5

Title: High Water Bill Adjustment - 9 Dunsford Crt, Lindsay

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

Recommendation(s):

That Report CORP2019-006, **High Water Bill Adjustment – 9 Dunsford Crt, 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 \$871.51, to the account at 9 Dunsford Crt, 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 9 Dunsford Crt, Lindsay.

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 property owner representative of 9 Dunsford Crt, Lindsay. This property is a single family detached home.

In a typical billing cycle (+/- 90 days) this address consumes 20 to 40 cubic metres of water. During the period of May 2018 to July 2018, consumption totaled 779.10 cubic metres of water. The total bill for both water and wastewater was \$3,425.11.

The City received the high water bill enquiry from the property owner representative on August 9, 2018. A check read was completed on August 14, 2018, no leaks were found and consumption, at that point, appeared to have normalized. The water meter was upgraded on August 24, 2018 to ensure the accuracy of future readings. The removed water meter was sent away for testing. No operational deficiency was reported.

City Staff reviewed historical consumption data for this property and a one-time adjustment in the amount of \$1,584.26 was applied to the account on September 17, 2018. This adjustment was applied as per Section 12.1 of the High Bill Adjustment Policy - Unexplained Sudden Large Increase.

The Committee received the deputation of the owner/authorized representative and recommended that an additional credit of \$871.51 be given.

The additional credit is calculated as 50% of the adjusted billed consumption for the period in question (credit of \$712.75) plus a credit for penalty and interest accrued on the account due to nonpayment (\$158.76), a total credit of \$871.51.

Other Alternatives Considered:

If Council wishes to uphold the High Bill Adjustment Policy, and not provide relief, then the following resolution should be passed:

That Council deny the request for additional financial relief of the high water bill incurred at **9 Dunsford Crt, Lindsay** for the billing period from May 2018 to July 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 Management

Consultations:

Property Owner
Director, Public Works
High Water Bill Adjustment and Mandatory Service Connection Appeals
Committee

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Department Head: Jennifer Stover