

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

## **Committee of the Whole Report**

**Report Number CORP2019-019**

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**Date:** June 4, 2019  
**Time:** 1:00 p.m.  
**Place:** Bobcaygeon Service Centre

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**Ward Community Identifier: 02**

**Title:** High Water Bill Adjustment / Mandatory Service Connection  
79 Bolton St - Bobcaygeon

**Description:** This report presents Council with a recommendation from the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee for the above named subject property.

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

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

**That** Report CORP2019-019, **High Water Bill Adjustment / Mandatory Service Connection for 79 Bolton St, Bobcaygeon**, be received;

**That** Council approve the recommendation of the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee and provide a credit of \$1,896.26 as a one-time exemption for the same property owner; and

**That** this recommendation be brought forward to Council for consideration at the June 18, 2019 Regular Council Meeting.

**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** 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; and

At the Council Meeting of December 11, 2018, Council adopted the following resolution:

### **CR2018-647**

**That** Councillor Dunn, Councillor Ashmore and Councillor Yeo be appointed to the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee, in accordance with By-law 2018-039, for the entire term of Council ending December 2022, with a mid-term review of appointments in 2020.

## **Rationale:**

City records indicate this property is a commercial property operating as a restaurant / office.

In a typical billing cycle (+/- 90 days) this address consumes 50 to 150 cubic metres of water. During the period of November 2018 to January 2019, consumption totaled 983.30 cubic metres of water. The total bill for both water and wastewater was \$4,278.22.

On February 14, 2019, the property manager(s) contacted the utility department to advise that they had received a high water bill. City staff advised that documentation was required to confirm that the property manager(s) were authorized agents for the Ontario Limited company on title. City staff also recommended that leak tests be conducted (am/pm test and dye test for toilets).

On February 27, 2019, a check read was done by City staff which indicated consumption was still high.

On March 4, 2019, utility billing staff received an e-mail from the property manager(s) stating they were requesting the meter be tested for accuracy. On March 5, 2019, the property manager(s) contacted utility billing staff advising they had contacted a plumber and would await the findings of the plumber before sending the meter off for accuracy testing.

On March 25, 2019, utility billing staff were contacted by the property manager(s) and were informed that the meter had been self-read and it appeared consumption had normalized. The property manager(s) requested high water bill relief under the policy.

Section 8 of the High Water Bill Adjustment Policy provides one-time relief for instances similar to those that occurred at this property however, Section 8.3 states:

*This section does not apply to **commercial**, industrial, multi-residential (as identified by assessment property classification) and income producing residential properties or leaks as a result of irrigation systems.*

The Committee received the deputation of the property manager(s) and recommended that a credit be applied to the account, using the same methodology that would be applied had the property not been commercial.

The credit is calculated as 50% of the consumption billed that was above the average consumption for the previous five billing cycles. Specific to this property, the credit would be equal to 453.89 cubic metres or \$1,896.26.

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 79 Bolton St, Bobcaygeon for the billing period of November 2018 to January 2019.

### **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 / Mandatory Service Connection Appeal Committee

**Attachments:**

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**Department Head:** Jennifer Stover