

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

## **Committee of the Whole Report**

**Report Number CORP2019-013**

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

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**Ward Community Identifier: 05**

**Title:** High Water Bill Adjustment / Mandatory Service Connection  
330 Kent St W - Lindsay

**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 CORP2019-013, **High Water Bill Adjustment / Mandatory Service Connection for 330 Kent St W, Lindsay**, be received;

**That** Council approve the recommendation of the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee and provide a credit of \$3,310.91 as a one-time exemption for the same commercial tenant; 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:**

The High Water Bill Adjustment Appeals Committee held a meeting on May 14, 2019 to hear the concerns of the commercial tenant at 330 Kent Street West, Lindsay.

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

In a typical billing cycle (+/- 90 days) this address consumes 900 to 1,200 cubic metres of water. During the period of October to December 2018, consumption totaled 2,635 cubic metres of water. The total bill for both water and wastewater was \$11,478.24.

On February 28, 2019, the restaurant manager contacted the utility department to advise that in November 2018 the hot water tank was replaced. At that time the plumber discovered that there was a split in an underground pipe causing a continuous flow of water to the hot water tank. The repair was completed by the installation of a new pipe.

The restaurant manager was unaware of the existing split pipe until the October to December bill was received in January 2019, which prompted the enquiry.

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 owner 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 792.50 cubic metres or \$3,310.91.

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 330 Kent St W, Lindsay for the billing period of October 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 / Mandatory Service Connection Appeal Committee

**Attachments:**

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**Department Head:** Jennifer Stover