

The Corporation of the City of Kawartha Lakes
Committee of the Whole Report

Report Number CORP2019-014

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

Ward Community Identifier: 04

Title: High Water Bill Adjustment / Mandatory Service Connection
58 Verna Dr – Little Britain

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

Recommendation(s):

That Report CORP2019-014, **High Water Bill Adjustment / Mandatory Service Connection for 58 Verna Dr, Little Britain**, be received;

That Council approve the recommendation of the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee and provide a credit of \$58.02 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:

The High Water Bill Adjustment Appeals Committee held a meeting on May 14, 2019 to hear the concerns of the property owner of 58 Verna Drive, Little Britain.

City records indicate this property is a single family detached home.

In a typical billing cycle (+/- 90 days) this address consumes 300 to 450 cubic feet of water.

During the period of December 2018 to February 2019, consumption totaled 1,150 cubic feet of water. The total bill for both water and wastewater was \$175.78.

The utility department staff received the high water bill enquiry from the property owner on March 14, 2019. The property owner indicated that there had been an issue with the washing machine tap and that it had been repaired. The property owner was advised that, as per the policy, the high water bill complaint would need to be submitted in writing along with the submission of the plumber's invoice for the repair.

Upon receipt of the supporting documentation from the property owner, utility billing staff undertook a review of the account and completed the calculation to determine if the high consumption met policy criteria. The resultant was that consumption was 200% higher than previous reads, however, the adjustment amount being \$29.01 was below the threshold as per Section 14.3 of the policy

The City will not process leak adjustment where the adjustment amount is calculated to be less than \$50.00.

The property owner was advised that the adjustment was denied as the adjustment did not meet the threshold set out in the policy.

The Committee received the deputation of the property owner and recommended that a credit be applied to the account using a different methodology that would normally is applied to properties that have had a similar instance.

The credit, in this case, as per directed by the Committee is calculated as 100% 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 754.00 cubic feet or \$58.02.

It is important to note that the High Bill Adjustment Policy does not provide for processing high water bill adjustments where the adjustment amount is calculated to be less than \$50.00.

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 58 Verna Dr, Little Britain for the billing period of December 2018 to February 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