

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

Report Number CORP2019-015

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

Ward Community Identifier: 07

Title: High Water Bill Adjustment / Mandatory Service Connection
229 Angeline St S - 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

Recommendation(s):

That Report CORP2019-015, **High Water Bill Adjustment / Mandatory Service Connection for 229 Angeline St S - Lindsay**, be received;

That Council approve the recommendation of the High Water Bill Adjustment / Mandatory Service Connection Appeal Committee and provide a credit once three billing cycles have been billed to determine the average normalized consumption as a one-time exemption for the same property owners; 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 owners of 229 Angeline Street South, Lindsay.

City records indicate this property is a single family detached home. Based on information provided by the property owners, it is understood that this property is tenanted.

It is difficult to ascertain usage of a typical billing cycle (+/- 90 days) for this address as this property was purchased in September 2018 by the current owners, hence, there is no historical data. The first billing period was for consumption during October to November 2018 where 170 cubic feet of water was consumed.

During the period of December 2018 to February 2019, consumption totaled 9,840 cubic feet of water. The total bill for both water and wastewater was \$1,334.66.

On March 14, 2019, the property owners contacted the utility department to advise that there was unexplained high consumption and advised that the property was tenanted. The property owners were advised that the High Bill Policy does not extend to a tenanted property, however, a written request could be made to have the matter come before the Committee.

On April 4, 2019, a second contact was made by the property owners with the utility department. The property owners called to advise that leaky toilets were fixed but were concerned that consumption was high again. The property owners had called a plumber to attend to the property as it was discovered that the water powered sump pump had been incorrectly installed and was the cause of the continued high consumption.

The check read was completed on April 4, 2019 which indicated consumption had normalized.

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 owners and recommended that a credit be applied to the account, using the same methodology that would be applied had the property not been income producing once three billing cycles have been billed to determine the average normalized consumption.

The credit will be calculated as 50% of the consumption billed that was above the average consumption for the previous three billing cycles. There is no specific adjustment amount at this time.

It is important to note that the High Bill Adjustment Policy does not provide for relief to income producing 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 229 Angeline St S, Lindsay 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 Owners

Director, Public Works

High Water Bill Adjustment / Mandatory Service Connection Appeal Committee

Attachments:

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Department Head: Jennifer Stover