

The Corporation of the City of Kawartha Lakes

Committee of the Whole Report

Report Number CORP2019-018

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
34 Sussex 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 CORP2019-018, **High Water Bill Adjustment / Mandatory Service Connection for 34 Sussex St S - Lindsay**, be received;

That Council approve the recommendation of the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee and provide a credit of \$368.02 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 34 Sussex Street South, Lindsay.

City records indicate this property is residential multi-tenanted property (duplex).

In a typical billing cycle (+/- 90 days) this address consumes 60 to 110 cubic metres of water. During the period of December 2018 to February 2019, consumption totaled 246.20 cubic metres of water. The total bill for both water and wastewater was \$1,198.76.

The utility department staff received the high water bill enquiry from the property owners on March 14, 2019. City staff recommended that leak tests be conducted (am/pm test and dye test for toilets).

On March 15, 2019, the property owners indicated that there had been an issue with a leaking toilet which was now being repaired and the property owners were seeking relief.

The property owners were advised that since the property was tenanted, it did not meet the criteria for the High Bill Adjustment Policy and that a submission for review via the High Water Bill Adjustment / Mandatory Service Connection Appeals Committee could be made for consideration.

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 written 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.

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 88.09 cubic metres or \$368.02.

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 34 Sussex 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