

High Bill Adjustment Policy

Committee of the Whole Presentation
July 16, 2019



Agenda

- Overview of High Bill Adjustment Policy
- Summary of processed adjustments
- Changes for Council consideration

Overview of High Bill Adjustment Policy

- Approved by Council in April 2017
- Established the expectations of Council as it related to high bill inquiry
- High Bill was defined as 2x the normal consumption for the same period in the previous year

Overview of High Bill Adjustment Policy

Key Policy Principles:

- Provided relief under specific circumstances:
 - A reading error
 - Period of increased consumption
 - Estimated Bill Higher than Actual Consumption
 - Catch up Bill
 - Final Meter Reading from Replaced Water Meter
 - Obvious or Hidden Leaks (Section 8)
 - Malfunctioning Water Meter
 - Installation of a New Water Meter
 - Mismatching of Registers and Water Meter
 - Unexplained Sudden Large Increase (Section 12)

Summary of processed adjustments

Adjustments Processed By Staff

Year	# of Adjustments	Total Relief	Type of Property Adjusted		
			Residential	Multi Residential	Commercial / Industrial
2017	23	\$14,080.53	21	1	1
2018	19	\$9,352.30	17	2	-
2019	17	\$10,838.42	14	2	1
Total	59	\$34,271.25	52	5	2

Summary of processed adjustments

High Water Bill Committee Recommendations

Year	# of Applicants	# of Approved Adjustments	Total Relief	Type of Property Adjusted		
				Residential	Multi Residential	Commercial / Industrial
2017	-	-	\$ -	-	-	-
2018	4	3	\$3,659.21	1	1	1
2019	8	-	\$ -			
Total	12	3	\$3,659.21	1	1	1

Policy Sections under review

Section 8.0 - Obvious or Hidden Leaks

- Examples of Obvious or Hidden Leaks include: dripping taps; water softeners; toilet tanks; irrigation systems; icemakers; water powered sump pumps (8.1 & 8.2)
- Does not apply to commercial, industrial multi-residential and income producing residential or leaks from irrigation systems (8.3)
- Property Owner must locate and initiate repairs within 30 days and provide documentation of repair
- Credit calculated as 50% of the amount above the average consumption

Policy Sections under review

Section 12.0 - Unexplained Sudden Large Increase

- Increased consumption that cannot be explained, and cannot be attributed to: an act or omission of the customer; an occupant of the property or person within the customer's or occupant's control; or a leak or other defect in the private plumbing system of the customer's property.
- Water meter has been tested and found to be free from defects.
- Director of Public Works, or designate, is satisfied that the increased consumption cannot be explained.
- Credit calculated in the same manner as Section 8.0

Policy Sections under review

Section 14.0 - Adjustment Cap

- Adjustments for not-for-profits and institutional customers capped at \$5,000
- No adjustment cap for residential customers
- Minimum amount of adjustment to qualify for processing \$50

Changes for Council Consideration

Section 8.0 - Obvious or Hidden Leaks

Suggested Revisions:

- Adjustments ONLY be considered for instances where high consumption results from a circumstance beyond the property owner's control
- All Property Types will be considered
- Written notification within 30 days of bill date
- Maximum period adjusted – one billing cycle (3 months)

Changes for Council Consideration

Section 12.0 - Unexplained Sudden Large Increase

Suggested to Remove this section

Section 14.0 - Adjustment Cap

Suggested Revisions:

- Limit adjustment for ALL property types to a maximum of \$1,500

Questions

