

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

Report Number CORP2020-001

Meeting Date: February 4, 2020

Title: High Water Bill Adjustment
60 King St – Woodville

Ward Number: 04

Author and Title: Linda Liotti, Manager, Revenue and Taxation

Recommendation(s):

That Report CORP2020-001, **High Water Bill Adjustment - 60 King St - Woodville**, be received.

Department Head:_____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

At the Council Meeting of September 24, 2019, Council adopted the following resolution:

CW2019-169

That Report CORP2019-017, **Proposed Amendments to High Water Bill Adjustment Policy**, be received; and

That these proposed amendments to the High Water Bill Adjustment Policy (CP2017-006), attached as Appendix A to this report be brought forward for Council for approval at the September 24, 2019 Regular Council Meeting.

This report addresses providing relief under Section 11.0 Obvious or Hidden Leaks of the stated policy, specifically, 11.1 which states

This policy applies to all property types where an obvious or hidden leak has occurred, causing high consumption, due to circumstances beyond the control of the property owner and do not include circumstances identified in Section 2.9 of this policy.

Rationale:

City records indicate this property is a converted church, being used as a single family detached home since 2014.

On June 12, 2019, Mr. Henry purchased this property.

On August 22, 2019, the utility billing division received a service request from Mr. Henry, citing high water bill.

Utility billing staff attended the property on August 23, 2019. It was discovered that the meter at 60 King St was not operational. Upon further investigation it was determined that the adjacent property, previously the church manse, had two water meters, both operational, one of which was registering consumption for Mr. Henry's property. Utility billing staff continued investigating using historical City records and found that there was a major leak in the water supply line that was trenched from the rear of the adjacent property (previously the manse) to Mr. Henry's property. This major leak was the cause of the high consumption.

Utility billing and Water Distribution staff collaborated to provide Mr. Henry temporary water which by-passed the leak. As it had been determined that any repair to correct the leak was the property owner's responsibility, Mr. Henry was advised to contract a plumber to complete the necessary repair work and ensure his property had independent service.

Mr. Henry's plumber completed the installation of a new meter at the subject property on October 23, 2019. The \$320.00 fee for the 5/8" by 3/4" residential water meter was waived.

For the billing period of June 13th to August 31st, 2019, Mr. Henry's water consumption was 2,542.20 cubic metres, approximately fifteen (15) times the average residential annual consumption. This high consumption resulted in a \$7,027.39 bill (includes \$40 new account fee).

In accordance with the High Bill Adjustment Policy, staff provided relief in the amount of \$1,500.00 as this situation met the criteria of Section 13.1.

Mr. Henry is requesting further relief in the amount of **\$5,838.76** *(which includes \$351.37 penalty) as a one-time exemption.

Other Alternatives Considered:

Council could provide additional relief of up to **\$5,838.76** and resolve:

That Council approves relief in the amount of "x" as a one-time exemption.

That this recommendation be brought forward to Council for consideration at the February 18, 2020 Regular Council Meeting.

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 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

Attachments:

Department Head E-Mail: jstover@kawarthalakes.ca

Department Head: Jennifer Stover