



Council Report

Report Number: **CORP2021-004**

Meeting Date: March 23, 2021

Title: **High Water Bill Relief – 53 Gee Cres, Lindsay**

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

Recommendation(s):

That Report CORP2021-004, **High Water Bill Relief – 53 Gee Cres, Lindsay**, be received.

Department Head: _____

Financial/Legal/HR/Other:_____

Chief Administrative Officer:_____

Background:

At the Council Meeting of January 28, 2021 Council adopted the following resolution:

CW2021-003

That the deputation of Mikaela Holtzheimer, regarding the Water Bill for 53 Gee Crescent, Lindsay be received;

That the request for a water bill reduction for 53 Gee Crescent, Lindsay be referred to Staff for review and report back by the end of Q1, 2021.

This report addresses that direction.

Rationale:

This property received a high water bill for the period of May 5 to August 5, 2020 in the amount of \$1,159.44. Water usage was 233.7 cubic metres.

Normal water usage at this property is between 15 and 25 cubic metres. In the billing period immediately following the high water bill (August to October) water consumption had resumed to normal.

Although water usage had returned to normal, the water meter was replaced at the request of the owner on October 2. Water usage continued to be in the normal range.

The property owner is indicating that a plumber inspected the home for leaks and none were found. The water meter was sent for testing and the results indicate that the meter was functioning properly.

There are two relevant sections of the High Bill Adjustment Policy to consider.

Section 8 of the policy provides relief where the water meter is tested and is found to be malfunctioning and over registering water.

Section 11 of the policy provides relief "where an obvious or hidden leak has occurred, causing high consumption, due to circumstances beyond the control of the property owner."

As there were no leaks present in the home and the water meter was functioning properly, no relief was provided to the property owner in accordance with the Council approved policy.

Other Alternatives Considered:

If Council wishes to provide relief to this property owner, consideration could be given to waive the \$225 fee associated with testing the meter and/or provide relief from penalty to allow the owner additional time to pay the bill.

A resolution may be:

That staff waive the \$225 fee associated with testing the meter at 53 Gee Cres, Lindsay;

And/or

That the owner of 53 Gee Cres, Lindsay be granted relief from penalty on the high water bill of \$1,159.44 for a period of six months.

Alignment to Strategic Priorities

This report is in alignment with the 2020-2023 Kawartha Lakes Strategic Plan priority of good government.

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.

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Department Head: Jennifer Stover