



## Committee of the Whole Report

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**Report Number:** CORP2023-009  
**Meeting Date:** May 9, 2023  
**Title:** High Water Bill Relief – 115 Nappadale St., Woodville  
**Author and Title:** Linda Liotti, Manager, Revenue and Taxation

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### Recommendation(s):

**That** Report CORP2023-009 **High Water Bill Relief – 115 Nappadale St., Woodville**, be received; and

**That** Council approve the recommendation of providing relief under the High Water Bill Adjustment Policy of \$810.55, as a one-time exemption for the same property owners;

and

**That** this recommendation be brought forward to Council for consideration at the next regular Council Meeting.

**Department Head:** \_\_\_\_\_

**Financial/Legal/HR/Other:** \_\_\_\_\_

**Chief Administrative Officer:** \_\_\_\_\_

## **Background:**

At the Committee of the Whole Meeting on March 7, 2023, Council adopted the following resolution:

### **COW2023-03.4.3**

#### **Request for Relief for a High Water Bill for the Woodville Medical Centre**

Andrew Veale

Andrew Veale spoke on behalf of the Woodville Lion's Club to request that Council approve relief for the high water bills that have been experienced at the Woodville Medical Centre. Mr. Veale outlined the abnormally high water bills that had been received for the Woodville Medical Centre (totaling approximately \$1900.00) and the steps that were taken to remediate the high water usage.

### **CW2023-042**

**Moved By** Mayor Elmslie

**Seconded By** Councillor Ashmore

**That** the deputation of Andrew Veale, **regarding a Request for Relief for a High Water Bill for the Woodville Medical Centre**, be received and referred to Staff for review and report back with the options that are available with regard to relief; and

**That** this recommendation be brought forward to Council for consideration at the next Regular Council Meeting.

**Carried**

Further, at the Council Meeting on March 21, 2023, the following resolution was adopted:

### **CW2023-042**

**That** the deputation of Andrew Veale, **regarding a Request for Relief for a High Water Bill for the Woodville Medical Centre**, be received and referred to Staff for review and report back with the options that are available with regard to relief.

**Carried**

This report addresses that direction.

## **Rationale:**

Mr. Veale, Director of the Woodville Medical Centre, advised Council that the Centre had received two (2) high water bills for the periods noted below and was seeking relief under the High Water Bill Adjustment Policy.

- June 1 - August 31, 2022 - \$ 424.18
- September 1 – November 30, 2022 - \$1,409.43

A review of the account indicates that Ms. McCrae contacted the Utility Billing Division on September 12, 2022, after receiving a high consumption letter sent by City staff in August 2022. The purpose of the City letter was to alert the property owner(s) of the high water consumption at the subject property located at 115 Nappadale St, Woodville, which is described as commercial property, currently used as a medical office.

Staff advised Ms. McCrae to provide a current reading of the meter and check plumbing (toilets, taps, etc.,) for visible leaks. If no leaks were visible, further leak testing was suggested, such as morning and evening meter readings and dye testing for toilets.

On December 14, 2022, Ms. McCrae contacted the Utility Billing Division after receipt of a second-high consumption letter sent by City staff in November 2022. At that time, Ms. McCrae advised that a toilet had been leaking which had been replaced at the end of September. She further advised that a lock box was being installed on the outside water spigot, to prevent unauthorized water usage. City staff requested a current reading, which was provided during the call. Staff confirmed that consumption appeared to have normalized.

No request for high water bill relief was made in December 2022.

The table below provides the water consumption and utility bill details for the billing periods leading up to the high consumption periods and the following month.

| Read Date | Billing Period | Consumption (cubic meter) | # of Usage Days | Consumption/Day | Water Consumption Charges | Water Fixed Charges | Bill Amount        |                            |
|-----------|----------------|---------------------------|-----------------|-----------------|---------------------------|---------------------|--------------------|----------------------------|
| 27-Jan-23 | Dec 1-Feb 28   | 0.40                      | 88              | 0.0045          | \$ 1.15                   | \$ 96.15            | \$ 97.30           |                            |
| 31-Oct-22 | Sep 1-Nov 30   | 456.00                    | 90              | 5.07            | \$ 1,313.28               | \$ 96.15            | \$ 1,409.43        | Period of High Consumption |
| 2-Aug-22  | Jun 1- Aug 31  | 113.90                    | 91              | 1.25            | \$ 328.03                 | \$ 96.15            | \$ 424.18          |                            |
|           |                |                           |                 |                 |                           | <b>TOTAL</b>        | <b>\$ 1,833.61</b> |                            |
| 3-May-22  | Mar 1 - May 31 | 7.30                      | 88              | 0.08            | \$ 21.02                  | \$ 96.15            | \$ 117.17          |                            |
| 4-Feb-22  | Dec 1 - Feb 28 | 4.90                      | 93              | 0.05            | \$ 13.72                  | \$ 94.74            | \$ 108.46          |                            |
| 3-Nov-21  | Sep 1-Nov 30   | 4.40                      | 99              | 0.04            | \$ 12.32                  | \$ 94.74            | \$ 107.06          |                            |
| 27-Jul-21 | Jun 1- Aug 31  | 12.40                     | 85              | 0.15            | \$ 34.72                  | \$ 94.74            | \$ 129.46          |                            |
| 3-May-21  | Mar 1 - May 31 | 6.10                      | 91              | 0.07            | \$ 16.91                  | \$ 94.33            | \$ 111.24          |                            |
|           | Average        | 7.02                      |                 |                 |                           |                     |                    |                            |

**NOTE: WOODVILLE DOES NOT HAVE WASTEWATER (SEWER) CHARGES**

As the high water consumption was caused by a leaking toilet, the High Bill Adjustment Policy would not apply, citing *Section 2.9* which states:

*The following circumstances will not qualify for an adjustment to an account:*

*Water loss, resulting in high consumption, from circumstances within the control of the property owner. Examples of such circumstances are, but not limited to, obvious or hidden leaks in the following:*

- *Plumbing fixtures (taps, toilets, etc.)*
- *Water softeners*
- *Irrigation system*
- *Icemakers*
- *Water powered sump pumps*

In consideration that the two referenced consecutive high water bills will financially burden the Woodville Medical Centre, a non-profit trust that serves the Community, City staff’s recommendation is that relief be provided. This is a one-time adjustment, under the High Water Bill Adjustment Policy, as quoted below in subsection:

**11.13**

*The adjustment will be calculated as 50% of the difference between the high water bill and the average consumption, to a maximum of \$1,500 as per Section 13.1.*

Note this recommendation falls outside of Section 11.14 of the policy which limits relief to one billing cycle.

### *11.14*

*A maximum of one billing cycle (3 months) will be adjusted*

As provided in the table above, the average consumption from May 2021 to May 2022 is 7.02 m<sup>3</sup>. The high consumption periods are 113.90 m<sup>3</sup> and 456.00 m<sup>3</sup>, totalling 569.90 m<sup>3</sup>.

The High Water Bill Adjustment policy provides for 50% relief of the difference between the high consumption period and the average consumption, which is 281.44 m<sup>3</sup>. The water charge of \$2.88/m<sup>3</sup> is applied, resulting in an adjustment of \$810.55.

### **Other Alternatives Considered:**

If Council wishes to uphold Section 11.14 and limit the relief to one billing cycle, namely, 456.00 m<sup>3</sup>, the one-time adjustment amount would be \$646.53, and the following resolution should be passed:

**That** Council approves providing relief under the High Water Bill Adjustment Policy of \$646.53, as a one-time exemption for the same property owners;

and

**That** this recommendation be brought forward to Council for consideration at the next regular Council Meeting. 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 115 Nappadale St, Woodville, for the billing periods of June to November 2022;

and

**That** this recommendation be brought forward to Council for consideration at the next regular Council Meeting.

### **Alignment to Strategic Priorities**

This report is in alignment with the 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 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:** Sara Beukeboom, Director of Corporate Services