



Council Report

Report Number: CORP2025-003
Meeting Date: March 18, 2025
Title: High Water Bill Relief – 12 Moynes Crt - Lindsay
Author and Title: Linda Liotti, Manager, Revenue and Taxation

Recommendation(s):

That Report CORP2025-003, **High Water Bill Relief – 12 Moynes Crt, Lindsay**, be received.

Department Head: _____

Financial/Legal/HR/Other: _____

Chief Administrative Officer: _____

Background:

At the Committee of the Whole meeting on January 14, 2025, a deputation seeking financial relief from a high water bill was presented by Ms. Peggy Brooks, property owner of 12 Moynes Court in Lindsay.

Further, at the Council Meeting on January 28, 2025, the following resolution was carried:

CR2025-015

Moved By Deputy Mayor McDonald

Seconded By Councillor Richardson

That the deputation of Peggy Brooks, **regarding a Request for a Water Bill Reduction for 12 Moynes Court, Lindsay**, be received and referred to Staff for review and report back to Council by the end of Q1, 2025.

Carried

This report addresses this direction.

On March 11, 2025, Ms. Brooks advised City Staff that she has withdrawn her request for relief of the high water bill for 12 Moynes Crt. Lindsay.

Rationale:

The scenario presented does not qualify for relief under the High Bill Adjustment Policy, as per Section 11, which states:

11. Obvious or Hidden Leaks

11.1 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.

Where Section 2.9 reads:

2.9 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:

- o Plumbing fixtures (taps, toilets, etc)
- o Water softeners
- o Irrigation system
- o Icemakers
- o Water powered sump pumps
- Water loss due to theft, vandalism or construction damage, as the responsibility to resolve these issues lies with the customer
- A leak was caused by a third party from whom the customer is able to recover their costs
- A dwelling and/or building is Unoccupied and/or Vacant for 72 hours or More
- Costs can be recovered through an insurance claim

The Utility Billing division fully investigated the water meter at 12 Moynes Crt and concluded that the water meter register was not functioning appropriately.

On November 21, 2024, a new water meter and outside reader was installed.

Subsequent to the new meter being installed, Ms. Brooks contacted the Manager, Revenue & Taxation expressing she was not prepared to pay the bill as she felt the high consumption was a result of a malfunctioning meter. In an effort to resolve this matter, City staff advised Ms. Brooks that the removed water meter would be sent away to a third party testing, kindly see Appendix B - 12 Moynes Crt-Atlantic Liquid Meters Ontario-Meter Test Report.

Ms. Brooks was provided a copy of the above noted report. The report states the meter removed from 12 Moynes Crt was functioning at an overall all accuracy of 99.35%, well within the acceptable accuracy range.*

* In North America, the American WaterWorks Association (AWWA) is the governing body for the water industry and sets standards and recommendations for all types of water meter accuracy. The AWWA's accuracy standards reference two types of flow rates to define accuracy, "Normal Flow" and "Minimum Low Flow", which vary depending on the size and type of the meter.

The AWWA's allowable accuracy for water meters is as follows:

Normal Flow: 98.5% - 101.5% (or 100% @ +/- 1.5%)

Minimum Low Flow: Positive Displacement Meters: 95% - 101%

With consideration given to the outcome of the water meter accuracy test, Ms. Brooks, withdrew her request for relief of the high water bill for 12 Moynes Crt, Lindsay.

Other Alternatives Considered:

Not applicable as relief request has been withdrawn

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 with no recovery revenue. This cost is then borne by the remaining user rate contributors throughout the City.

Consultations:

Director, Public Works

Attachments:

Appendix A – CP2017-006-High-Bill-Adjustment-Policy (v. Sept-24-2019)



CP2017-006-High-Bill-Adjustment-Policy (v. Sept-24-2019).pdf

Appendix B-CORP2025-003-High Water Bill Relief-12 Moynes Crt-Lindsay



Appendix B-CORP2025-003-High Water Bill Relief-12 Moynes Crt-Lindsay.pdf

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