



Subject: Water Billing Overages
Department: Infrastructure Services
Division: Transportation and Development
Report #: INS-2023-003
Meeting Date: 2023-01-09

Recommendations

That report INS-2023-003 Water Billing Overages be received;

And That the Water and Wastewater Bill Adjustment Policy be amended to include Industrial, Commercial, and Institutional properties.

Background and Analysis

This report was prepared to provide information on the Water and Wastewater Bill Adjustment Policy, which provides single family residential water supply customers the opportunity to request financial assistance in the form of a Leak Forgiveness Credit for unusually high water and/or wastewater fees for charges resulting in leaks in their plumbing system.

The policy allows staff to provide a credit up to 50% of the actual metered water usage in excess of the historical average monthly consumption, to a maximum of \$2,000.

The overages are usually due to malfunctioning water softeners or toilets which have issues with the internal flappers or are filling to high and overflowing the internal overflow pipe in the back of the toilet. This policy has worked well and staff process one or two residential claims per month.

Industrial, commercial and institutional properties are not included in the policy and staff do not have the authority to wave any portion of the water bills for these properties and any requests would need to be brought forward to Council for their consideration.

It is recommended that the policy be amended to include Industrial, Commercial and Institutional properties.

The Town will be replacing all the water meters in 2023 and 2024. These water meters will have technology that will notice consistent or high-water usage which may be the result of plumbing issues within a property. The Town would then be able to notify a property owner within days of an issue being noticed, which would allow the property owners to quickly rectify the issue. Currently the high water usage is found when the meter is read which can be a month or two after the high usage has occurred.

Strategic Alignment

Orangeville Forward – Strategic Plan

Priority Area: Municipal Services

Objective:

- Delivered with a focus on customer service
- Effective and efficient
- Respectful of cost and impact to the community

Sustainable Neighbourhood Action Plan

Theme: Protect and enhance the natural environment

Strategy: Enhance the culture of water conservation and efficiency

Notice Provisions

NA

Financial Impact

The Town implemented water meters in 2003 to monitor water usage and charge users based on the quantity of water that is used. Revenue that is generated through the sale of water is used to fund the Towns water and wastewater program and any waving of fees reduces the income for this program.

Respectfully submitted

Tim Kocialek, P.Eng
General Manager, Infrastructure Services

Prepared by

Tim Kocialek
General Manager, Infrastructure Services

Attachment(s): 1. Water and wastewater bill adjustment policy for residential properties