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**Date:** 2021-07-14

**From:** Brian Anderson, Operations & IT Coordinator

**Subject:** Water Billing Relief Request – 515 Princess Street

**Report:** OPS2021-32

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### Recommendation

That the Committee of the Whole receive staff report OPS2021-32 entitled “Water Billing Relief Request – 515 Princess Street”, and

That Staff be directed to apply a credit of \$1,306.65 to the account of 515 Princess Street as per Policy ENV-008-16 – Water Billing Relief.

### Background

In January 2016, Council approved Policy ENV-008-16 – Water Billing Relief, to be used when considering applications from residents requesting financial relief from their water bill on a **onetime only** basis, where a plumbing malfunction had occurred.

### Analysis

Following notification that the Pre-Authorized Payments (PAP) withdrawal for the full installment of the May 24<sup>th</sup> water invoice was unsuccessful, the resident and aide contacted the Finance Department for clarification on the bill. Upon investigation, excess usage was discovered.

The resident had enrolled in the PAP program to simplify her bill payments to ensure payments were not missed. As the sole resident in the dwelling, all utility bills remain constant and are not regularly reviewed by her aide.

Upon contacting the Township regarding an unusually high bill, the Utility Coordinator attended the property on June 16<sup>th</sup> and completed a Data Log with the Neptune Data Logger. The Data Log confirms that there had been a steady leak originating prior to March 12<sup>th</sup>, the last date retrievable from the meter. While on site, the Utility

Coordinator checked the toilet and was able to quickly confirm that there was a faulty toilet flapper.

As it was not feasible for the resident to turn the toilet shut off on and off as required, her aide was able to contact a plumber to replace the flapper and filler. The plumber also changed out a faucet cartridge that was dripping and insured that the meter was no longer registering any flow.

Given the resident's situation, this matter was addressed in as timely a manner as possible once the problem was identified. This is the property's first occurrence.

### Financial Impact

Should Committee of the Whole approve the recommendation, as included in this the report, the Shallow Lake Water System would not collect revenue of \$1,306.65.

### Strategic Priorities

3.3 Manage drinking and storm water.

- (a) Operate drinking water systems to maintain a high standard of public health and safety, protect the environment and ensure long term sustainability.

### Conclusion

Issuing of a credit to the property owner would be consistent with past practices where a resident suffered a plumbing malfunction that was not identified and caused excess water use and charges.

### Supporting Documentation

Appendix 1 – E-Mail from Nancy DeVries authorized Aide for Rensina Bakema  
Appendix 2 – Plumbing repair invoice for 515 Princess Street  
Appendix 3 – Original Water Invoice May 24, 2021  
Appendix 4 – Original Water Invoice July 5, 2021  
Appendix 5 – Neptune Data Log for 515 Princess Street  
Appendix 6 – 515 Princess Street Water Relief Calculations  
Appendix 7 – Policy ENV-008-16 – Water Billing Relief

Original signed by: Brian Anderson, Operations & IT Coordinator

## Report Approval Details

Document Title:	OPS 2021-32 Water Billing Relief Request - 515 Princess Street.docx
Attachments:	<ul style="list-style-type: none"><li>- OPS 2021-32 Appendix 1 – E-Mail from Nancy DeVries authorized Aide for Rensina Bakema_Redacted.pdf</li><li>- Appendix 2 – Plumbing repair invoice for 515 Princess Street_Redacted.pdf</li><li>- OPS 2021-32 Appendix 3 – Original Water Invoice May 24, 2021_Redacted.pdf</li><li>- OPS 2021-32 Appendix 4 – Original Water Invoice July 5, 2021_Redacted.pdf</li><li>- OPS 2021-32 Appendix 5 – Neptune Data Log for 515 Princess Street_Redacted.pdf</li><li>- OPS 2021-32 Appendix 6 – 515 Princess Street Water Relief Calculations.pdf</li><li>- 8-2016 Water Billing Relief Policy.pdf</li></ul>
Final Approval Date:	Jul 8, 2021

This report and all of its attachments were approved and signed as outlined below:

Jenn Burnett, Senior Planner

Tim Lewis, Chief Building Official

Kassandra Rocca, Director of Finance

Brittany Drury, Clerk

Al Meneses, Chief Administrative Officer