

Meeting Date: April 15, 2024
Department: Engineering & Public Works
Report No.: EPW-2024-31
Submitted by: Paul Zuberbuhler, Manager of Environmental Services
Approved by: Trisha McKibbin, Chief Administrative Officer
SUBJECT: **Water Billing – 101 Deborah Drive**

RECOMMENDATION: THAT: Council receive for information Report EPW 2024-31 Water Billing 101 Deborah Drive, and further;

THAT: Council deny/approve the request from the property owners at 101 Deborah Drive for their water bill to be reimbursed in the amount of \$230.00.

BACKGROUND:

On March 18th, 2024 Regular Meeting of Council the property owners of 101 Deborah Drive submitted a letter requesting that their water bill be reduced for 50,751 excess usage in the amount of approximately \$230.00. A copy of this letter is attached to this report.

At the Council Meeting this item was referred to staff for a report and recommendation.

Moved: Deputy Mayor McGuire

Seconded: Councillor Pelkman

THAT: item 7.1 be referred to staff for a report and recommendation.

Carried

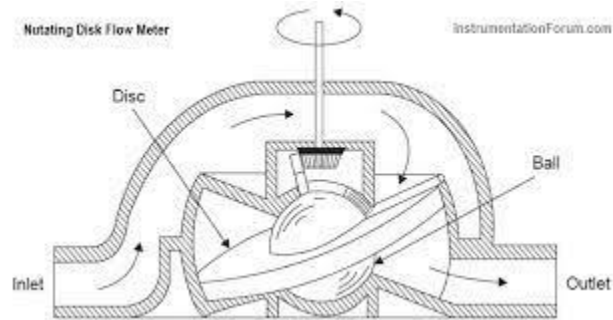
On February 16th and 20th, Staff spoke to the property owner with regards to their higher than normal water bill. Staff reviewed the daily water usage records to see if there were any anomalies. It was found that their usage was higher than normal on January 16th and 17th which would have attributed to the higher than normal water bill. The findings were:

Jan 14 - 580
Jan 15 - 419
Jan 16 - 23,365
Jan 17 - 28,486
Jan 18 - 670

Jan 19 – 554

These types of readings are typical when an Owner has an issue and then the issue is resolved, the readings return to normal. The Owner was provided the option of having their water meter tested, but the Owner did not see the need since they agreed the meter was reading correctly.

The types of water meters that are typically used in Strathroy-Caradoc residences require water to pass through to mechanically spin the nutating disc inside the meter. The meters typically fail by under registering the water used.



In the Water By-law, 3.2 states that *“All water used shall pass through a Meter. All Water passing through a Meter will be charged for, whether used or wasted.”*

COMMENTS:

Recommendation:

Following the Municipality’s Water By-law, and to ensure consistent and fair application of billings, it is staff’s recommendation that the request to reimburse fees in the amount of \$230.00 be denied.

CONSULTATION:

The preparation of this report and recommendation was completed in consultation with:

- Chief Administrative Officer
- Director of Financial Services

FINANCIAL IMPLICATIONS:

The requested reimbursement amount – approximately \$230.00

STRATEGIC PLAN ALIGNMENT:

This matter is in accord with the following strategic priorities:

- Local Infrastructure – Households and businesses in Strathroy-Caradoc are supported by reliable, financially responsible and well-maintained infrastructure networks

ATTACHMENTS:

- Letter to Council – Excessive Water Reading at 101 Deborah Drive, Strathroy