

STAFF REPORT: Financial Services



REPORT TO: Finance and Administration Committee
MEETING DATE: October 23, 2007
REPORT NO.: FS.07.38
SUBJECT: Water Consumption Appeal Process – Clarification
PREPARED BY: Teresa Oakley, Manager of Revenue

A. Recommendations

THAT Council does receive Staff Report FS.07.38, “Water Consumption Appeal Process – Clarification” and does endorse the recommended commencement date for implementation of the policy, being the “start” meter reading date for residential billing purposes (ranges from late December, 2006 to early January, 2007).

B. Background

A Water Consumption Appeal Process was presented to the Finance and Administration Committee on July 24, 2007. The intent of the appeal process was to assist those residential water users previously on flat rate billing, that were either unaware of the fact that they had leaking plumbing, or were unaware of the impact the leaking plumbing would have on their utility bill now based in part on consumption flow. The adjustment would assist the property owner through the early days of understanding the relationship between the volume of water used and the resulting cost.

A request for an adjustment to a business account covering the period August 1, 2005 through October 31, 2005 has been received. A break in a water pipe resulted in a larger than usual water flow during this period of time. The water has been metered at this location for many years. The property owner presents the argument that there was no specific start date mentioned in the July 24th Water Consumption Appeal Process Policy, therefore the one-time adjustment should apply to their situation experienced two years ago.

C. The Blue Mountains’ Strategic Plan (Statement(s) identifying how actions further the goals of the Strategic Plan)

Providing a strong, well managed municipal government by developing clear and effective policies.

D. Budget Impact (cc: Treasury if required)

E. Attached (Relevant documentation not personal information about an identifiable person)

Respectfully submitted,

Teresa Oakley, Manager of Revenue

Robert Cummings, Director of Finance