

Administrative Backgrounder

Public Presentation Request

Title	9:30 a.m. Request to Waive Water Charges – Utility Account 33046.001
Purpose of Report	To provide Council with information regarding Mr. Jasdeep Lail's request to waive water charges for Utility Account 33046.001.
Proposed Motion	That Council refer the request to waive water charges for Utility Account 33046.001 to Administration to present information and a recommendation at a future Council meeting.
Previous Council Direction	None.
Additional Background Information	<ul style="list-style-type: none">• On April 20, 2022, Administration contacted Mr. Jasdeep Lail regarding his high consumption water bill and a possible water leak at his property.• On April 20, 2022, Administration spoke with the customer and a work order was developed, and an appointment scheduled for the following day. During the call, the customer explained that he was not sure why consumption was so high.• On April 21, 2022, a Utility Technician arrived at the home to remove the existing meter and replace with a temporary meter until the flow test could be completed on the existing meter.• On May 25, 2022, a meter flow test was completed. The meter was within plus or minus 3% accuracy allowed by the County's Waterworks Bylaw.• Later that day, Administration attempted to contact Mr. Lail to inform him of the meter test results. Administration was unsuccessful at reaching him by phone, so an email was sent.• June 13, 2022, Administration was unsuccessful connecting with Mr. Lail to schedule an appointment to replace the temporary meter with his existing meter. The temporary meter remains at the residence to this day.

- August 4, 2022, Administration sent out a final notice due to the outstanding balance of \$6,255.80.
- August 19, 2022, Administration was unsuccessful at leaving a voicemail, as the customer's mailbox was full. An email was sent informing the customer of future water disconnect.
- August 23, 2022, Administration emailed and phoned the customer about payment arrears. No connection with the customer could be made.
- August 31, 2022, Water was shut off due to nonpayment.
- September 6, 2022, Administration emailed the customer informing that the utility bill would be transferred to property tax by end of September, as per the County's Waterworks Bylaw.
- September 6, 2022, Mr. Lail contacted Administration to request that the charges be waived.
- On September 14, 2022, the Utility & Waste Management Services Manager advised Mr. Lail that due to the meter being accurate, the department was unable to waive the charges of \$6,255.80 or the \$75 penalty for water disconnection.
- The discretion to waive water charges rests with Council.
- Mr. Lail will attend and present information regarding his request at the October 25, 2022 Regular Council Meeting.
- Once Mr. Lail has made his presentation, it is recommended that Council direct Administration to present information and a recommendation at a future Council meeting.

Bylaw 932/02 – Waterworks Bylaw

- Section 5(e) states that should any person claim that a meter supplied by Sturgeon County is over-reading, the County will remove the meter and test it for accuracy.
- Section 5(e) also states that if the customer's meter is found to over-read or under-read by more than three percent (3%) the rates for the previous two (2) meter reading periods shall be adjusted by the same percentage as the meter found to be in minimum rate normally charged.
- Section 12(a) states that any water rates in arrears for water supplied by Sturgeon County for services supplied to the customer may be added to the taxes against the premises to which the water services have been supplied.

Attachment(s)	1. Attachment 1: Water Consumption Graph 2. Attachment 2: Presentation Request
Report Reviewed by:	Jeffrey Yanew, Manager, Utility & Waste Management Services Scott MacDougall, Chief Operating Officer – COO Reegan McCullough, County Commissioner – CAO