



**Meeting Date:** April 14, 2021  
**Submitted by:** Tiffany Farrell, Director of Corporate Services  
**Report No:** CPS-13-2021  
**Subject:** Request for adjustment of water usage

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**Recommendation:**

THAT no action be taken on the request to adjust the water usage on the corporation's water account.

**Purpose:**

A business owner, Matt Hoogenboom, owner and operator of the Tim Horton's in Komoka, has requested that the Municipality adjust the water usage that was reported on the February and March 2021 water bill. Mr. Hoogenboom has spoken with staff at the Municipal office and in the Water Department and would like to escalate the issue to Council. The Municipal staff do not have authority to write off water usage when it is not a mistake done by the Municipality.

**Background:**

The Municipality of Middlesex Centre provides water services to the residents and businesses within our community.

As indicated by By-law 2018-028 as amended, all water passing through a water meter must be charged for whether used or wasted. It is the Municipality's responsibility to bill as per the read on the water meter and we rely heavily on the meter's technology because of this. It is not the Municipality's responsibility to verify water usage or be responsible for water leaks past the water meter.

The Municipality offers physical meter checks by our Water Technicians for a fee set out in our Fees and Charges By-law. If the water meter is found to measure incorrectly, the cost is assumed by the Municipality and is refunded to the resident.

If the resident requests further action after our physical meter check, the water meter can be taken out and sent back to the manufacturer for testing at the home owners cost. If the water meter is found to measure incorrectly, the cost is assumed by the Municipality and is refunded to the resident.

If a water meter is found to be not working properly, the Municipality can adjust the usage based on an estimated average readings from the previous months.

**Analysis:**

Refer to Delegation request from Mr. Hoogenboom.

The Municipality assisted the resident to the best of their ability to determine the high usage in a set time period and with the assistance of plumbers Mr. Hoogenboom hired, the issues was discovered and fixed. The water meter was not at fault and the water did pass through the water meter.

Any refund would contravene the Municipality's water By-Law 2018-028 as amended and may cause other residents/businesses to bring forward their high water bills and expect refunds.

**Financial Implications:**

A reduction in the usage for February and March 2021 to an average monthly usage (89 cubic meters) would result in loss revenue of \$3,210.12.

February usage cost would decrease from \$2,737.26 to \$592.74, a loss of 2,144.52.

March usage cost would decrease from \$1,658.34 to \$592.74, a loss of \$1,065.60.

Monthly readings:

March usage – 249 cubic meters

February usage – 411 cubic meters

January usage – 151 cubic meters

December usage – 87 cubic meters

November usage – 92 cubic meters

October usage – 88 cubic meters

NOTE: average monthly usage of 89 cubic meters was based on the usage in October to December 2020.

There is also risk of loss revenue of other residents that would come forward if a reduction is given in this case.

**Strategic Plans:**

This matter aligns with following strategic priorities:

- Sustainable Infrastructure and Services

This report is prepared to provide the request from a local business owner to Council with respect to a write off of part of their water bill, therefore it responds to Objective

4.3– Continue with our asset management plan and apply a financial sustainability lens to all municipal assets and infrastructure. This request would impact the municipal water revenue accounts.

**Attachments:**

A1 Request for adjustment of water usage