



## Treasury Report 2020/57

**TO:** Administration & Finance Executive Committee

**FROM:** Dawn Galusha, Treasurer

**DATE:** September 1, 2020

**SUBJECT:** Financial Assistance in Response to COVID-19

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### BACKGROUND

I brought a report through Council on April 13, 2020, at the beginning of the COVID-19 pandemic. At that time Council agreed to change the final tax billing due dates to August 31 and September 30. In addition, there was a recommendation to continue to bill Water & Sewer on schedule, but to amend By-law 16/06 to state that during the emergency declaration, Section 3.16- Notice of Disconnection will not be in force.

In reviewing the Water & Sewer Receivable amounts as of September 1, 2020, there are 58 residential customers that owe more than 2 billing cycles. This means that typically they would be sent letters of disconnection at some point up until now. The total amount owing from these customers is \$33,906.51.

The Utility Clerk has been calling those that she can find a phone number for, that were owed more than 2 billing cycles. As a result, these actions have assisted in collecting \$13,899.99 for residential customers and \$10,093.94 for commercial/industrial customers in August.

I am bringing this information forward to determine if the Committee wishes to continue with no disconnections during the state of emergency. We have not been working on payment arrangements because with no threat of disconnection, there is not an incentive for customers to honour their arrangements.