

June 19, 2019

Report To: Administration and Finance Committee

From: Operations and Facilities Executive Committee

RE: Letter dated May 24, 2019 from the Rendezvous RE Water Charges

At the June 10 meeting of Council a letter was referred to the Administration and Finance Executive Committee with input from the Operations and Facilities Executive Committee. A few facts need to be outlined for the consideration of this matter.

1. The Town's water by-law states that:

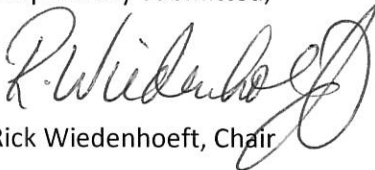
If, for any cause, any meter fails to register properly, then the quantity of water consumed during the period of such failure shall be estimated on the basis of recorded consumption for that same period in the previous year.

2. In this case the meter is of a battery-operated type and the meters battery died, at the time that this happened we had batteries on order and had been waiting for a over four months for them to arrive. Once we had batteries, we repaired the meter. The Town has now adopted the policy that all meters will be converted to hard wired type when due for replacement as battery replacement and issues arising, such as this, from estimating meters is not an effective use of resources.
3. The Rendezvous has two services with two meters. One service is at the south end of the building and the second is at the north end of the building. The two services are tied together somehow and somewhere within the building.

Upon close inspection of the consumption data provided by the Rendezvous a trend can be noted; when one meter reads high the other reads low. The services are tied together in the building, however there is no real explanation to this phenomenon. When the meter was out of service and the account was estimated, it was based only on that account's consumption in that period the year before, in that case the meter was the highest of the two. However, if you consider the total consumption of that building as a whole, as opposed to the consumption of one individual meter, it is apparent that there is a discrepancy in the estimated bill, the calculations are attached to this report.

It is the recommendation of the Operations and Facilities Executive Committee to consider both accounts in the calculation in the estimated months in question and provide a credit to the account in accordance with the spreadsheet attached.

Respectfully Submitted,



Rick Wiedenhoef, Chair

Operations and Facilities Executive Committee

[illegible]