



09/11/2017

NOTICE OF MOTION

CC 661 (R2009-05)

WATER AND WASTEWATER CONSUMER BILLING IRREGULARITIES

Councillor Diane Colley-Urquhart

WHEREAS the City of Calgary Waters Services is responsible for the delivery of water and wastewater services with ENMAX being the bill collector;

WHEREAS there have been numerous consumer complaints in 2017 regarding skyrocketing water and wastewater billings with these being the City of Calgary customers and not ENMAX;

WHEREAS these excessive unsubstantiated billings are having a significant social and financial impact on residents who in turn have no recourse;

WHEREAS there is no formal appeal mechanism for citizen complaints to be personally heard, with consumers being punted around from 311 to ENMAX and City Water Services with no remedy;

WHEREAS ENMAX bills the water charge to residential consumers at a rate of \$1.74774000/m³ and also charges a sewer charge of \$1.3956000/m³, and the sewer charge assumes that all water entering the residence through the compulsory water metre intake is then returned as wastewater into the drainage system;

WHEREAS the water consumed by persons in private dwellings when multiplied by the charge for sewer appears to result in a potential \$1.5M annual windfall for The City.

NOW THEREFORE BE IT RESOLVED THAT Administration be directed to:

1. Forgive these exorbitant consumer bills immediately, and only require affected consumers to pay the average monthly amount they have previously been incurring.
2. Conduct a detailed analysis of past trends on billing irregularities to:
 - a. Understand how often this occurs;
 - b. Factors related to why this occurs;
 - c. Examine the technological aspects of the billing process to identify potential issues with water meters;
 - d. Pre-emptive options to alert consumers of billing irregularities.
3. Bring forward consumer appeal mechanisms and governance oversight approaches for Council consideration.
4. Bring forward cost estimates for providing free City inspection services for consumers.
5. Review the actual cost of Wastewater and Drainage to more accurately reflect that not all m³ of water entering a residence is exactly the same as the m³ of water entering the sewer system.
6. Report back to Council through the Standing Policy on Utilities and Corporate Services no later than Q1 2018 with recommendations and options.

Signature of Member(s) of Council

NOTICES OF MOTION

Sections 119 and 50(2) and (3), of the Procedure Bylaw 44M2006 states as follows:

- 119(1) A Member, wishing to introduce a new matter for consideration, shall submit the motion in writing to the City Clerk in accordance with section 50(2) of this Bylaw. A Notice of Motion must stand on its own and cannot have attachments. Supporting documents may be distributed at the meeting with approval of the Mayor
- (2) On a Two-Thirds (10) Vote, the requirement for Notice contained in subsection (1) may be waived. However, the matter would then be considered as Urgent Business.
- (3) Subject to subsection 50(2), all Notices of Motion received by the City Clerk shall be added to the Agenda of the next Regular Business Meeting.

SUBMISSION DEADLINE - See City Clerk's website for deadline dates.

- 50(2) all submissions in response to advertised Public Hearing matters, the titles and report numbers of all administrative reports **and the signed Notices of Motion from Members for the Agenda of a Regular Business Meeting shall be in the Office of the City Clerk no later than 10:00 a.m. on the Thursday, two (2) Thursdays before the Meeting.** No late submissions from the public shall be accepted and Reports or **Notices of Motion not received by the stated deadline can only be added to the Agenda as Urgent Business.**
- (3) when the date for receipt of submissions falls on a statutory holiday, the date for receipt shall be the following business day.

LATE NOTICES OF MOTION (URGENT BUSINESS - GREEN SHEET)

Late Notices of Motion are distributed to Council the Friday before the Council meeting as a "Green Sheet" Urgent Business item for information only, and require Two-Thirds affirmative vote to be added to the Agenda.

PROCEDURE AND FORMAT

Notices of Motion received by the deadline will be numbered and forwarded in the Agenda to the next Regular Business Meeting of Council.

The format for Notices of Motion is as follows:

- TITLE OF NOTICE OF MOTION
- SPONSORING ALDERMAN/MEN NAME(S)
- WHEREAS
- AND WHEREAS
- NOW THEREFORE BE IT RESOLVED
- AND FURTHER BE IT RESOLVED

- e-mail copy to City Clerk's, Secretariat Clerk
- no justification to right-hand margin
- font Arial 11 pt.
- no attachments