

Request for Decision



To: Regular Meeting
From: **Chief Financial Officer**
Date: December 11, 2017
Subject: Waiver of fee for equal payment plan refunds on utility accounts
Recommendation: **RESOLVED that Council permits staff to waive the \$25 fee for utility customers on the equal payment plan who request a refund of their credit balances for 2017.**

Background

The Fees and Charges Bylaw currently in effect imposes a \$25.00 fee for issuing a refund on utility customers' accounts. Staff believes that application of this fee to refunds of overpayments on the equal payment plan is inappropriate, especially given that a significant number of customers are seniors on limited incomes.

An amendment to the Fees and Charges Bylaw which would allow one refund per year at no charge was introduced at the Committee of the Whole on December 11. The bylaw amendment, if adopted, would not come into effect until January 2018 at the earliest, whereas the equal payment plan accounts are reconciled for year end and refunds issued in December.

Thus, staff would like to request that Council considers waiving the \$25.00 fee for the refund payments to be issued in December 2017.

Benefits or Impacts

General

The City's staff estimates the bi-monthly equal payment amounts for utility customers which, after reconciliation against actual billings, may result in a credit balance at the end of the year. Issuing a full refund to the customer without deduction of a processing fee is a just and reasonable action under the circumstances.

Strategic Impact



Fiscal Responsibility

- It is estimated that the amount of potentially lost income from waiving this fee would be less than \$500.

Policy/Legislation

Fees and Charges Amendment Bylaw 1958-A1, 2015

Water Regulations Bylaw No. 1973-A1, 2015

Sewer Regulations Bylaw No. 1974, 2014

Electrical Utility Regulations Bylaw No. 1975, 2014

Attachments

None

Recommendation

RESOLVED that Council permits staff to waive the \$25 fee for utility customers on the equal payment plan who request a refund of their credit balances for 2017.

Options

1. RESOLVED THAT Committee of the Whole accepts the recommendation.
2. RESOLVED THAT Committee of the Whole does not accept the recommendation.

Report Approval Details

Document Title:	CFO-waiver of refund fee.docx
Attachments:	
Final Approval Date:	Dec 4, 2017

This report and all of its attachments were approved and signed as outlined below:

Diane Heinrich - Dec 4, 2017 - 9:59 AM