

## Request for Decision



To: Regular Meeting

From: Chief Financial Officer

Date: 2018-05-22

Subject: Utility charges for flooded properties

Recommendation: **THAT Council waives the requirement for a written application for disconnection of services, and authorizes staff, effective the next billing cycle, to cease issuing utility bills for residential properties which have been rendered uninhabitable by flooding, until such time as those properties are either reoccupied or redeveloped.**

**THAT Council authorizes staff to issue utility credits to the affected commercial customers in evacuation zones for the period of time during which they could not operate due to the threats posed by flooding.**

**THAT Council authorizes staff, at its discretion, to waive certain administrative fees including, but not limited to, disconnection/reconnection fees, NSF charges and late penalties and interest on utility bills until June 30, 2018.**

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### Background

Our existing water, sewer, and electrical bylaws contain provisions which require us to continue billing utilities and to impose certain charges such as disconnection and reconnection fees without consideration for emergency situations such the one we are currently experiencing. In order to provide some financial relief for proper owners impacted by flooding, staff requires a resolution of Council to waive these fees.

Staff will take into consideration the underlying circumstances and will obtain management approval for any requests to waive administrative fees and late penalties or interest charges.

At this time staff is unable to estimate the loss of revenue as we do not know the actual number of households and businesses affected, or the time it will take for those properties to become reoccupied. The residential areas hardest hit are primarily water and solid waste pickup customers, with relatively few also having sewer and electrical services. Customers in the downtown core generally have all services other than solid waste collection.

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## Benefits or Impacts

### General

Residents of the City who have experienced devastating losses during the recent flooding will not be further burdened by being required to pay for services which they are not using.

### Strategic Impact

 Unknown at this time.

### Policy/Legislation

Water Regulations Bylaw No. 1973-A1  
Sewer Regulations Bylaw No. 1974  
Electrical Utilities Regulations Bylaw No. 1975  
Fees and Charges Bylaw No. 1958-A2 and A3

### Attachments

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## Recommendation

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**and late penalties and interest on utility bills until June 30, 2018.**

### **Options**

1. RESOLVED THAT Council accepts the recommendation.
2. RESOLVED THAT Council does not accept the recommendation.
3. RESOLVED THAT Council refers the matter back to staff for further information.