



## STAFF REPORT

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**Department/Function:** Public Works

**Chair:** Councillor Jim Crawford

**Meeting Date:** October 12, 2016

**Report No.:** PW-2016-84

**Report Title:** Water Fee Relief  
Grandview Beach and Paradise Point

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### **RECOMMENDATION:**

That report PW-2016-84 regarding water fee relief for Grandview Beach and Paradise Point residents be received;

And that the ratepayers of the seasonal water system, which has been subject to a boil water order in excess of one month, will be refunded/not charged for the period or 25 percent of the 2016 flat rate.

### **INTRODUCTION/BACKGROUND:**

This report reviews the Boil Water Order on the seasonal water system for Grandview Beach and Paradise Point and recommends fee relief.

In a typical summer the Township issues Boil Water Advisories in the area due to challenges in maintaining the chlorine residual. Chlorine residual is an indication that pathogens not be present in the water. Our objective is to maintain a free chlorine residual of 0.20 mg/L. When the free chlorine residual drops below 0.05 mg/L it is reported to the Health Unit and the Ministry of Environment and Climate Change. If there is a concern the Township in consultation with the Health Unit will issue a Boil Water Advisory or the Health Unit can issue a Boil Water Order. A Boil Water Order was issued on September 2 and will not be lifted prior to the system shut-down on Tuesday, October 11 following Thanksgiving.

The pipes for this part of the water distribution system are close to the surface and subject to freezing. This is why service is only available from May to October.

There are several factors which may contribute to the challenge of maintaining chlorine residual in this part of the system. These include the possibility of cross-connections for properties that have an additional source of water to the plumbing system, the age and condition of the pipes and the higher ground temperature than deeper buried pipes.

Further to Report PW-2016-64 a draft backflow prevention by-law is being provided to Committee at the October 12, 2016 meeting.

Some of the pipes close to First Avenue may date to the late 1940's while most of the system is believed to have been built in stages in the 1960's. The shallow, rear-yard, piecemeal installation makes maintenance difficult. Finally a combination of higher ground temperature and internal pipe condition appear to result in rapid deterioration of chlorine residual in this area (even with good residuals at the north end of First Avenue.

### **ANALYSIS:**

The Township does not generally offer rate-relief for issues with the water system. Most interruptions in service are brief and do not create a significant disruption or inconvenience to our users.

However, in this case the area has been under a Boil Water Order for a considerable period. Although residual chlorine levels show some recovery, the Health Unit was not comfortable lifting the Order. Although water was still available, our customers have not been getting the level of service that is expected.

In addition to taking steps to improve the situation, Council may wish to consider water fee relief. Options include: providing no relief; relief for the Boil Water Order period; and, relief for some fraction of the water bill.

The September 2 to October 11 period is 24 percent of our 2016 operating period (May 20 to October 11). Fee relief of 25 percent of the flat rate fee is suggested.

### **SUSTAINABILITY PLAN:**

This report recommendation is consistent with the Township's Sustainability Plan items related to public health and provision services.

**FINANCIAL/BUDGET IMPACT:**

Seasonal water system customers pay \$583.12 per year, in four payments over the entire year. This is 70 percent of the flat rate that year-round customers pay.

The direct financial impact associated with a 25 percent rebate is \$21,721.22 in lost revenue.

**CONCLUSION:**

The Township has not been able to deliver service at the expected level for residents of Grandview Beach and Paradise Point. Council may wish to offer water fee relief to these residents.

Date Prepared: October 3, 2016

Prepared and Recommended by:

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Reviewed by:

Date: October 5, 2016

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C.A.O.