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THE CITY OF CALGARY
CITY CLERK'S

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