


Calgary

Appeal Mechanism - Water Utility Billing

UCS2018-1437
ISC: Unrestricted

Standing Policy Committee on Utilities & Corporate Services
12/12/2018



Previous Council Direction

On 2018, February 26 Council directed Administration to:

Further investigate options for appeal mechanisms and report back to Council through the SPC on Utilities & Corporate Services with a recommendation by Q4 2018.

December 12, 2018

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Background

- I. New bill adjustment process implemented in 2017 October 1
 - i. ENMAX processes eligible accounts
 - ii. All ineligible referred to Director, Water Resources for review
 - iii. Appeal mechanism for further review
- II. Review undertaken to determine options and need for additional appeal mechanism

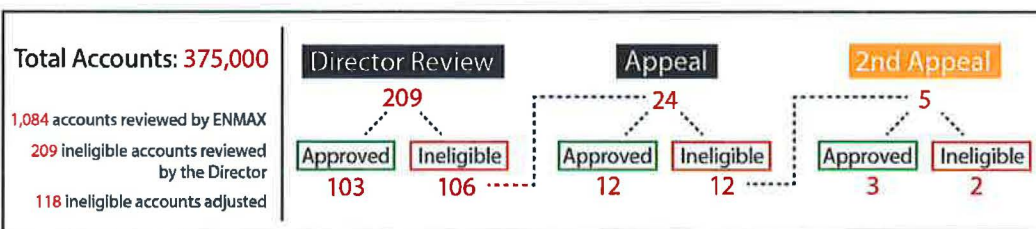
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Current Appeal Mechanism: 2018 results



Number of customers seeking 2nd appeal, best indicator of demand for an additional appeal mechanism

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Additional Appeal Options

- I. Mediation available through Government of Alberta, Utilities Consumer Advocate as of Dec. 1
 - i. Further information on processes and implementation required to build alignment with City processes
- II. Current appeal mechanism to Director timely and effective in addressing customer concerns
- III. Limited value in creating additional appeal body



Recommendation

That the Standing Policy Committee on Utilities and Corporate Services recommend that Council direct Administration to:

Continue to use the appeal mechanism of escalation to the Director, Water Resources for customers with abnormally high water consumption, who are not satisfied with the initial bill adjustment decision.

