



**FINANCE DEPARTMENT,
MEMORANDUM**

Page: 1
File: F29
Pending #:

TO: MAYOR J. LEHMAN AND MEMBERS OF COUNCIL

FROM: C. SMITH, SENIOR MANAGER, ACCOUNTING AND REVENUE

NOTED: C. MILLAR, DIRECTOR OF FINANCE AND TREASURER

D. MCALPINE, GENERAL MANAGER OF COMMUNITY AND CORPORATE SERVICES

M. PROWSE, CHIEF ADMINISTRATIVE OFFICER

RE: WATER BILL SUPPORT PROGRAM FOR LOW-INCOME HOUSEHOLDS - THUNDER BAY HIGH WATER BILL CREDIT PROGRAM FOR LOW-INCOME SENIORS

DATE: May 3, 2021

The purpose of this Memorandum is to provide members of Council with additional information regarding the Report to Finance and Corporate Services Committee dated April 20, 2021, concerning a Water Bill Support Program for Low-Income Households and Small Businesses, specifically related to a Program provided by Thunder Bay for a high water bill credit for low-income seniors.

The eligibility criteria for Thunder Bay's bill credit program are as follows:

- Applicant must be 65 or older;
- Applicant must be in receipt of the Guaranteed Income Supplement (GIS);
- Total household income must be \$39,415 or less (as defined by the combined gross income on the previous year's personal income tax Notice of Assessment for all property owners and spouses);
- Property must be occupied for the period to which the high bill relates, with occupants not absent for more than 96 consecutive hours during the billing period;
- Previous water bill must have been based on an actual meter reading;
- Cause of the high water bill is the result of a leak, and the leak must be corrected within 30 days of the billing date;
- Application for credit must be submitted within 120 days of the billing date of the high water bill;
- The high water bill must exceed two times the previous bill;
- Eligible amount of the credit is 50% of the amount that the high water bill exceeds the previous bill;
- Only one high bill credit allowed within a 12 month period;
- Applicants must be owners of the residential property for one or more years preceding the application;
- Property must be the principal residence.

The credit program is application based, and must be accompanied by appropriate proof and/or certification of the above eligibility criteria.

The City of Thunder Bay has indicated that only one application has been received in each of the years of 2016, 2017, 2018, and 2020. Three applications pertained to a toilet leak, and one to an underground sprinkler leak. The total cost of the program to date is \$658.93, or an average of \$164.73 per year.

The City of Barrie offers the option to log in to the Water Meter Readings application using your account number and smart meter number. This service is available to all City water customers and allows individuals to see their daily usage by week, month, or by custom date ranges as far back as thirteen months.