

To: Councillor Konnik
Cc: **FOIP 17(1)**, Council
From: Matthew Goudy, CAO
Date: October 24th, 2019

Reference: 11/154/2019-224

RE: Water Meter Charges

Thank you for inquiring about the “manual read charges” on the utility bill for **FOIP 17(1)**. The charges were applied due to need for a manual read of this meter arising from complications with the installation of a new smart remote read meter between 2014 and 2018. Unfortunately, the old water meter at this address was discovered to be encased in concrete making replacement impossible without destructive excavation. In June 2017, the City advised the resident of the issue and requested the resident make a new appointment to replace the meter when the concrete was removed.



Figure 1 The water meter and shutoff valves shown encased in concrete.

Due to the City’s inability to replace the water meter with a new radio read meter, the City began charging the utility account an additional fee to manually read the water meter.

On August 7th, 2019 the City was contacted by a relative of the resident requesting the City remove the concrete so that the meter could be replaced and extra charges discontinued. The relative explained that the concrete was poured by a previous owner and the resident has no concerns with the installation of the smart meter but simply can’t afford the extra costs. The City estimates removal of the concrete to cost approximately \$500. Administration considers requests such as this on case by case basis and in this circumstance has decided to accept the request and discontinue the additional charges and cover the concrete removal costs. Staff will be reaching out to the resident shortly to make the necessary arrangements.

We trust this letter satisfies your concerns at this time.

Sincerely,

Matthew Goudy, P.Eng
Chief Administrative Officer