

Municipality of Lakeshore – Report to Council

Finance & Technology

Accounting & Revenue



To: Mayor & Members of Council
From: Michelle Heslop, Team Leader-Revenue
Date: December 17, 2021
Subject: Changes to Regulation of Water Supply By-Law 97-2004

Recommendation

Direct the Clerk to read By-Law 5-2022, which amends Section 3.10 of By-Law 97-2004 being the Regulation of Water Supply in the Town of Lakeshore By-law; and

Repeal By-Law 37-2005, as presented in the February 15, 2022 Council report.

Background

On April 26, 2005, Council adopted By-Law 37-2005 amending section 3.10 of By-Law 97-2004. The removal of the phrase “at the time when the water service is connected to the municipal water system” and replace with, “90 days after the time when the water service is connected to the municipal water supply system”. This ninety (90) days were made to be a grace period so no water charges would be billed to the builder until the project was completed.

However, with the large amount of growth in Lakeshore, this procedure has caused complication and confusion for both the residents and administrative staff of Lakeshore.

Comments

The Water Distribution, Building and Revenue departments identified improvements to this process to define timelines, reduce resident confusion and increase administrative efficiencies. This process improvement requires By-Law 37-2005 to be repealed and Section 3.10 of by-law 97-2004 to be amended to allow for the following procedure changes:

- Fee added to the building permit for water used in the construction phase, approved in User Fee By-Law 113-2021;
- Billing to start when water meters are picked up;
- Water meters are to be picked up, installed and inspected prior to building granting occupancy.

Changing this process has significant benefits from a customer service perspective as well as an administrative perspective. It provides clear and defined timelines and tracking of meter inspections as they will be required to be granted occupancy. An additional benefit is this will force final occupancy inspections to happen prior to home sale so indemnity deposit can be returned to builders in a timely manner. It will provide a predictable revenue stream for the municipality. It will provide clear and defined billing procedures for staff and residents to follow.

Financial Impacts

The financial impact is the revenue for the flat rate water fee charged at the time of building as per the tariff of fees. This will be posted to the water revenue account.

Report Approval Details

Document Title:	Changes to Regulation of Water Supply By-Law 97-2004.docx
Attachments:	
Final Approval Date:	Feb 10, 2022

This report and all of its attachments were approved and signed as outlined below:

Kate Rowe

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