



## Legislation Text

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TAMRMS#: B06

### Time Extension Request - Non-standard Water Meter Metrics and Data

Presented by: Kevin Scoble, Chief Administrative Officer

### RECOMMENDATION(S)

That the deadline for Administration to respond to Council's request to bring back metrics and data to provide background to the 2020 alternative meter read program to account for cost recovery to CGIS Committee by November (CB-19-023) be extended to November 2021.

### REASON FOR TIME EXTENSION REQUEST

On December 2, 2019 Council passed Motion CB-19-023- Bylaw 35/2019 Non-Standard Water Meter Reading, the final part of which reads as follows:

*"That Administration bring back metrics and data to provide background to the 2020 alternative meter read program to account for cost recovery to CGIS Committee **by November 2020.**"*

Administration is requesting a one year time extension due to the following:

In Q4 2019, Administration presented the Alternative Meter Read program for Council for implementation in 2020. In Q1 2020, Administration completed the work flow to support City staff and our contractor, Neptune, to engage with residents who had traditionally been hold outs in the program and provide them with options for a new water meter. The program entailed a series of letters (February 15, 2020, March 15, 2020, and August 2020), a final letter has been sent this October providing pre-defined appointments for residents to be home for a new water meter installation. Of the original 60 non-participant households that were reported in Q4 2019, there remain approximately 23 as of November 10.

The program is set to read meters in April and October. We have 17 rate payers currently signed up for the Alternative Meter Read program and the City should have a better idea by the end of 2020, what the final count is going forward. The program was not set-up prior to April due to hold outs and COVID, as such an additional year is required to acquire data and assess the fees, costs and attributed work orders.

Report Date: November 16, 2020  
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