



STAFF REPORT ACTION REQUIRED

Water Service Turn-Off/Turn-On Requests: Single Service Call Implication

Date:	November 28, 2011
To:	Toronto City Council
From:	General Manager, Toronto Water
Wards:	City Wide
Reference Number:	P:\2011\Cluster B\TW\cc11021

SUMMARY

To advise Council of single service call implications where a Water Service Turn-Off followed by a Water Service Turn-On is provided the same day to a given property.

RECOMMENDATIONS

The General Manager, Toronto Water recommends that:

1. Only in instances where a Water Service Turn-Off request is followed by a Water Service Turn-On request within 30 minutes of City staff providing the Water Service Turn-Off, the additional \$75.00 Water Service Turn-On Fee be waived providing City staff did not leave the given property during the time period, and that;
2. The necessary amendments be made to Municipal Code Chapter 441, Fees and Charges and Municipal Code Chapter 849, Water and Sewage Services and Utility Bill, and any other necessary Municipal Code Chapters as may be required, to give effect to Recommendation (1) above.

FINANCIAL IMPACT

Toronto Water's 2012 Recommended Operating Budget includes \$600,000 in revenues arising from a projected 8,000 single water service turn-off or water service turn-on requests at a cost of \$75 per occurrence.

An estimated annual revenue loss of \$9,000 will result from waiving the Water Service Turn-On Fee for calls where there is only a 30 minute lag time between the turn-off and

turn-on and City staff did not leave the given property. This projected decrease in revenue can be absorbed within Toronto Water's 2012 Recommended Operating Budget.

The Deputy City Manager and Chief Financial Officer has reviewed this report and agrees with the financial impact information.

DECISION HISTORY

The Executive Committee meeting at its meeting of November 21, 2011 in considering the recommendations contained within the 2012 Water and Wastewater Rates and Service Fees Report by the Deputy City Manager and Chief Financial Officer; and General Manager, Toronto Water, requested the General Manager, Toronto Water, to report directly to Council on changes to service fees to facilitate same day turn-off/turn-on of water services to facilitate same day repairs. A copy of the Committee's Decision Document can be found at:

<http://app.toronto.ca/tmmis/viewPublishedReport.do?function=getDecisionDocumentReport&meetingId=5055>

ISSUE BACKGROUND

The City presently charges a \$75.00 fee for each water service turn-off or turn-on request, as a cost recovery for staff and equipment time required to perform this task. In most cases, a water service turn-off is requested by a property owner undertaking water service line and/or internal plumbing alterations, and a physical shutoff of water supply to the dwelling is requested. Once the necessary work has been completed usually several hours or days later, a water service turn-on request is made to reinstate the water supply to the dwelling. A property owner is charged for each (water turn-off or turn-on) request, as this requires dispatching staff to the site on two separate occasions to provide the service. There are occasions, however, where the water service turn-off and turn-on requests are made and provided the same day and the property owner is correspondingly charged for two service requests.

COMMENTS

Municipal Code Chapter 441, Fees and Charges presently list the charges for each Water Service Turn-Off/Turn-On at \$75.00. An analysis of the time lag between site specific water "turn-off" and "turn-on" services provided by Toronto Water was undertaken and the results shown graphically in Figures 1 and 2. Figure 2 shows that for approximately 6% of the calls, a water turn-off followed by a water turn-on service request was completed in less than 1 hour, and for approximately 3% of the calls, the service requests were completed in less than 30 minutes.

Figure 1 Percent of Water Service Turn-Off/Turn-On Requests Received by Time Lag Between the Water Service Turn-Off and Turn-On

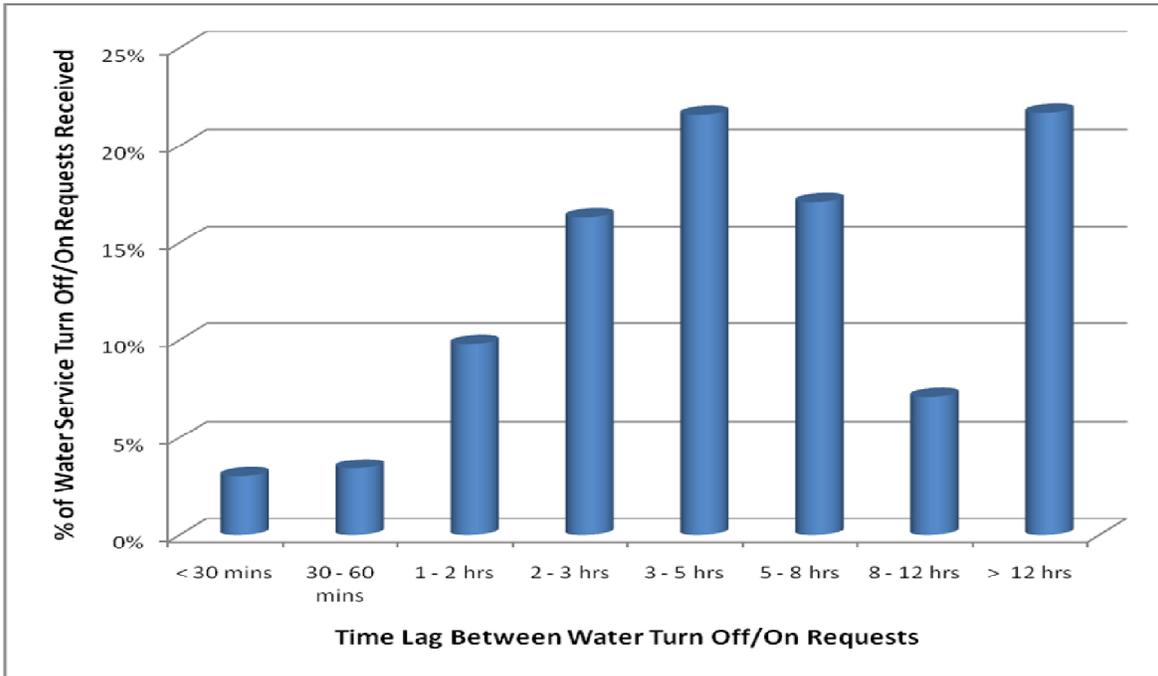
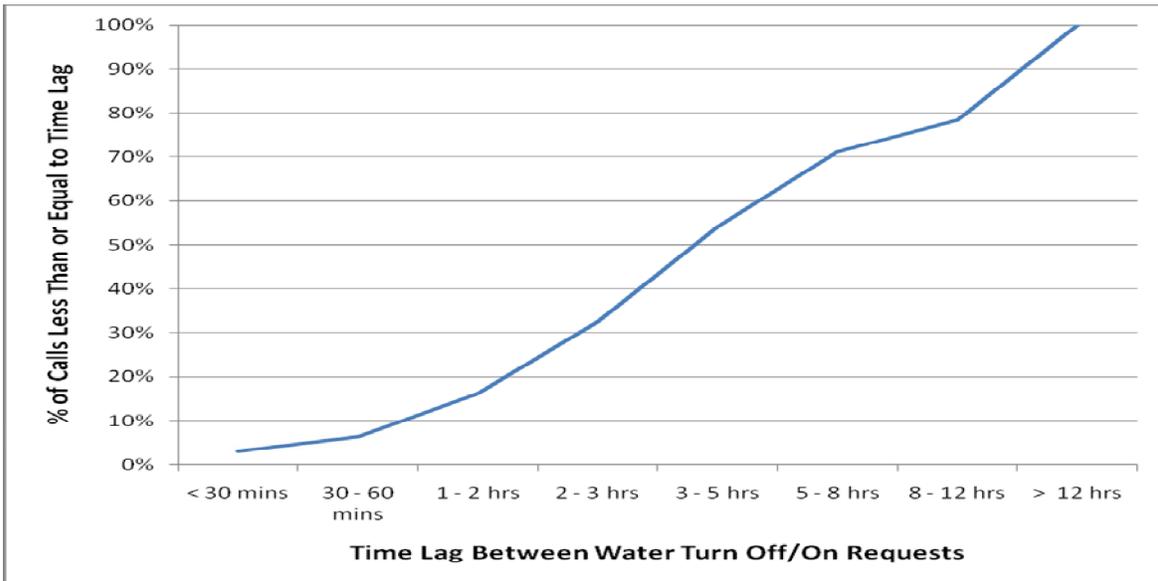


Figure 2 Cumulative Percent of Water Turn-Off/Turn-On Requests by Time Lag Between the Water Service Turn-Off and Turn-On



Given the above analysis, it is proposed that if the water service is requested to be turned on within a very short time (e.g. 30 minutes) of it being turned off, then City staff could remain on site for a maximum 30 minute interval, and the property owner then levied only the single charge i.e. representing a single call to the property, effectively waiving the subsequent "Turn-On Fee".

An on-site wait time greater than 30 minutes presents an operational impact to Toronto Water, as crews are dispatched in accordance to work order requests received and the expected time to complete. A longer on-site wait time would impact the work delivery and productivity of staff; increase the wait time for the next customer being serviced; and potentially reflect negatively on the City as the public could have the wrong perception of idle staff on site. Correspondingly, where the wait time is greater than 30 minutes and necessitates two trips to the site in a given day, the property owner should be charged based on the two service calls provided.

Waiving the "Turn-On Fee" for calls where there is only a 30 minute lag time between the turn-off and turn-on of the water service would represent an annual revenue loss to Toronto Water of \$9,000 which can be accommodated within Toronto Water's 2012 Operating Budget.

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SIGNATURE

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