

City Council

Notice of Motion

MM28.7	ACTION			Ward:All
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Toward an age-friendly and informative Toronto Water and Solid Waste Management Services Invoice for seniors, the disabled and everyone - by Councillor James Pasternak, seconded by Councillor Michelle Berardinetti

** Notice of this Motion has been given.*

** This Motion is subject to referral to the Executive Committee. A two-thirds vote is required to waive referral.*

Recommendations

Councillor James Pasternak, seconded by Councillor Michelle Berardinetti, recommends that:

1. City Council request the General Manager, Toronto Water, the General Manager, Solid Management Services and the Director, Revenue Services to initiate a review of the style, content and mission of the Toronto Water and Solid Waste Management Services invoice format, in consultation with the Disability Issues Committee and the Seniors Forum, such review to consider but not be restricted to:
 - a. Greater clarity for consumers of how charges are derived and how discounts can be obtained.
 - b. More information on what figures and data in the invoice represent in everyday usage.
 - c. Increased information, resources and tracking tools for household and commercial usage and consumption conservation strategies.
 - d. Larger type face and enhanced pictographs for those with disabilities.

Summary

A regular review of the current design and format of the City of Toronto water and solid waste management invoices for both residential and commercial users ensures that residents receive a document that is user friendly and provides valuable information. To some residents the invoice can be confusing and complicated. The small typeface can be difficult to read for seniors and those with vision impairments. An improved format would allow for clearer data to be presented as well as more information regarding usage and tips for conservation. At the same time, it is essential that we give all residents of Toronto the tools they need to fully understand

the charges they are incurring and any savings opportunities.

(Submitted to City Council on November 27 and 28, 2012 as MM28.7)

Background Information (City Council)

Member Motion MM28.7