

City Council

Notice of Motion

MM7.13	ACTION			Ward: All
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Ensuring Fairness in Water Billing, Metering and Customer Service - by Councillor Jamaal Myers, seconded by Councillor Vincent Crisanti

** 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 Jamaal Myers, seconded by Councillor Vincent Crisanti, recommends that:

1. City Council amend the definition of Low Income Person in Section 849-26 of Chapter 849 of the City of Toronto Municipal Code, Water and Sewage Services and Utility Bill, by increasing the income threshold from "\$50,000 or less" to "\$55,000 or less" to read:

“A person who has a household income of \$55,000, calculated on the combined gross income of all persons occupying the subject property, and is a customer.”

2. City Council further amend the definition of Low Income Person in Section 849-26 of Chapter 849 to provide that the income threshold be adjusted on January 1, 2024 and annually thereafter in an amount equal to the percentage change in the Consumer Price Index for Toronto for all items, as published by Statistics Canada, for the 12-month period ending on December 31 of the preceding year.

Summary

In June 2012, City Council adopted Item CC24.7 - Implementation of Measures related to Ombudsman's Report: "Water Works: An Investigation into Water Billing, Metering and Customer Service", to respond to recommendations contained in the April 2012 Ombudsman's report: "Water Works: An Investigation into Water Billing, Metering and Customer Service". Measures adopted by Council at that time included a proposed amendment in the Ombudsman's report surrounding making adjustments to billings where warranted.

Water and Sewage Services and Utility Bill, Article III Collections and Billing, Chapter 849-26, has defined a Low Income Person as, “A person who has a household income of \$50,000 or less, calculated on the combined gross income of all persons occupying the subject property, and is a customer.”

Given that the \$50,000 value has not been adjusted since 2012 while costs have risen, we are seeking that the definition of Low Income Person be adjusted annually in line with the Consumer Price Index, to ensure that the method continues to serve the people for whom it was designed.

Background Information (City Council)

Member Motion MM7.13