

NOTICE OF MOTION

Holding Utility Companies Accountable for Avoidable Service Interruptions

Moved by: **Councillor Anthony Perruzza** _____

Seconded by: **Councillor** _____

SUMMARY:

Utility infrastructure located within the public right-of-way is essential to ensuring residents have access to telephone, internet, and cable services. However, utility wires are frequently left open to easy inadvertent damage when buried to an insufficient depth, draped over fences, or left on top of grass.

Improperly installed utility cables and infrastructure are easily damaged and these incidents can result in prolonged service outages, leaving residents without access to vital communications and internet connectivity for multiple days. Utility providers should be accountable for service interruptions and provide customers with appropriate bill reductions or refunds when outages occur due to shoddy work.

RECOMMENDATION:

1. City Council request the General Manager, Transportation Services, to investigate the feasibility of establishing a framework requiring utility providers to provide bill reductions, refunds, or other forms of compensation to customers who experience disruptions to telephone, internet, or cable, services resulting from easy and inadvertent damage to improperly installed utility infrastructure.

Date: July 29, 2026