

Correspondence and Information

Request for Recommendation Priorities Committee




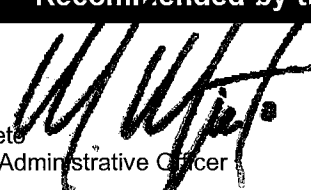
Type of Decision									
Meeting Date	April 23, 2003				Report Date	April 15, 2003			
Recommendation		Yes	<input checked="" type="checkbox"/>	No	Priority	<input checked="" type="checkbox"/>	High		Low
	Direction Only				Type of Meeting	<input checked="" type="checkbox"/>	Open		Closed

Report Title
Current Water / Wastewater Rebate Program

Policy Implications + Budget Impact	
<input type="checkbox"/>	This report and recommendation(s) have been reviewed by the Finance Division and the funding source has been identified
N/A	
<input checked="" type="checkbox"/>	Background attached

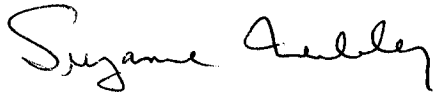
Recommendation	
FOR INFORMATION ONLY	
<input type="checkbox"/>	Recommendation attached

Recommended by the General Manager
 D. Worsini General Manager of Corporate Services

Recommended by the C.A.O.
 M. Mieta Chief Administrative Officer

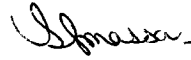
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Report Authored By



S. Tremblay
Supervisor of Billing & Collection / Water/Wastewater

Division Review



S. Jonasson
Director of Finance / City Treasurer

BACKGROUND

At the priority meeting of March 26th, 2003, a report was requested on the existing rebate programs that City of Greater Sudbury already has in place. They are as follows:

Residential and Commercial Water/Wastewater Plumbing Rebate Program

“One time only 50% reduction on extra metered water consumption”: Customers that receive a high Water/wastewater bill due to a plumbing problem can request a rebate. Once they have fixed the problem, they must write a letter explaining the problem and include two meter readings, two weeks apart. A reduction will be applied to their account based on their average consumption and half of the extra metered consumption.

Residential and Commercial Run Water Adjustment Program

A number CGS customers (approx. 600) are classified as “Minimum for Winter”. They have a previous history of frozen water lines (on the City side) during the winter months. In order to avoid a recurring problem, they have been instructed to run their water continuously between December and April each year. They are then billed for actual consumption for May through November and then this average consumption is used for billing for December through April of the following year.

Commercial Wastewater Rebate Program

Upon request, Commercial customers that have the majority of their water usage going into the making of their product can apply for a wastewater reduction based on the amount of water that is not going into the City sewer system.

Running water to waste

Customers who call Public Works due to dirty water and are told to run it until it clears, can obtain a water/wastewater adjustment based on the amount of water they ran to waste.