

**25 Towercrest Dr Hamilton, CityHousing Hamilton
Water Billing
Delegation to Audit, Finance & Administration Committee**

Summary

City Housing Hamilton (CHH), property owner, of 25 Towercrest Avenue, is requesting a refund to their water wastewater/storm bills caused by a water leak.

High water bills, initially experienced in February 2019, have been determined to be attributable to a break in the property's water service line. Table 1, on page 3, provides details of the past year's water and wastewater/storm billings for this property.

The subject property is a 64-unit townhome complex that is serviced with a single 6-inch water service line and is bulk metered with a 100mm compound water meter located at the property line.

A compound meter is a type of water meter used to accommodate high flow rates, as well as, smaller rates of flow that also need to be accurately measured. Compound meters have two measuring elements (one for low flows and one for high flows) so that two readings are obtained for each billing cycle and commonly referred to as the "high" and "low" sides of the compound meter. In the case of 25 Towercrest Drive most of the property's water consumption is typically measured on the low side with the high side generally registering little consumption.

As reflected in Table 1 on page 3, typical monthly water billings for the subject property have averaged approximately 1,200m³ in consumption with total water and wastewater/storm monthly bills of about \$4,300. The period of high consumption related to the service line leak of February 12, 2019 to December 20, 2019 amounted to 153,897m³ equating to total water and wastewater/storm charges of \$503,395.81 (exceeding \$40 K per month). It should be noted that service line leaks are not addressed by current water bill adjustment policies such as the City's Water Leak Adjustment Policy.

On behalf of the City, Alectra Utilities administers the High Water Read Notification Program which provides notification to account holders who experience higher than average historical water consumption. This timely notification provides customers the opportunity to identify and repair any leaks or identify usage that would affect the amount of water consumed. The notification, which includes leak detection information, is mailed out to customers if usage increases by 175% over the previous year (150% during November to April).

Alectra's actions included the following:

- On February 19, 2019, Alectra staff left a phone message for the property owner, CHH, regarding the sharp increase in water usage as reflected in the reading and billing of February 12, 2019.
- On April 12, 2019, a second call was made by Alectra to CHH staff regarding the increasing water consumption charges on the account.
- In April and June 2019, high water notification letters were issued by Alectra to CHH.

CHH had the water service line repaired in December 2019.

Hamilton Water has reviewed the service line break at the subject property and has concluded that given the location of the leak and the fact that the leaking water remained underground, it appears that the leaking water ended up in the bedrock and likely did not enter the City's sanitary or storm sewer systems. The wastewater portion associated with the excess water consumption related to the service line leak at 25 Towercrest Drive amounts to \$237,812.40.

Significant service line breaks have occurred over the past decade and examples include:

- In 2010, Confederation Park (owned by the City and operated by the Hamilton Conservation Authority) experienced a service line leak amounting to approximately \$55 K over a 120-day period. No adjustment was provided to the account.
- In 2012, a condo complex consisting of 122 units experienced a service line leak of nearly \$60 K over 59 days. Upon validation from Hamilton Water that the leaking water most likely did not enter the City's sanitary system, an adjustment relieving the wastewater portion associated with the excess water consumption was approved by Council.
- In 2018, a condo complex consisting of 12 units experienced a service line leak of approximately \$26 K over 90 days. Upon validation from Hamilton Water that the leaking water most likely did not enter the City's sanitary system, an adjustment relieving the wastewater portion associated with the excess water consumption was approved by Council.

TABLE 1
25 Towercrest Dr Water & Wastewater/Storm Billings

Read Date	Account #	Meter #	Amount (\$)	Usage(m3)	Service	Estimated	Read From	Read To	Daily (m3)	Days
12/20/19	6969502300	P70194646		1,091	Water - LS	N	32,772	33,863	36.367	30
12/20/19	6969502300	P70194646	\$3,179.35	786	Water - HS	N	125,079	125,865	26.2	30
12/20/19	6969502300		\$3,438.36	1,877	Wstwtr				62.567	30
11/20/19	6969502300	P70194646		2,482	Water - LS	N	30,290	32,772	85.586	29
11/20/19	6969502300	P70194646	\$29,357.60	16,290	Water - HS	N	108,789	125,079	561.724	29
11/20/19	6969502300		\$31,812.46	18,772	Wstwtr				647.31	29
10/22/19	6969502300	P70194646		2,452	Water - LS	N	27,838	30,290	87.571	28
10/22/19	6969502300	P70194646	\$25,819.25	14,043	Water - HS	N	94,746	108,789	501.536	28
10/22/19	6969502300		\$27,977.60	16,495	Wstwtr				589.107	28
9/24/19	6969502300	P70194646		3,023	Water - LS	N	24,815	27,838	88.912	34
9/24/19	6969502300	P70194646	\$28,219.95	14,986	Water - HS	N	79,760	94,746	440.765	34
9/24/19	6969502300		\$30,578.12	18,009	Wstwtr				529.677	34
8/21/19	6969502300	P70194646		2,257	Water - LS	N	22,558	24,815	90.28	25
8/21/19	6969502300	P70194646	\$19,879.00	10,423	Water - HS	N	69,337	79,760	416.92	25
8/21/19	6969502300		\$21,539.90	12,680	Wstwtr				507.2	25
7/27/19	6969502300	P70194646		3,504	Water - LS	N	19,054	22,558	89.846	39
7/27/19	6969502300	P70194646	\$29,551.45	15,335	Water - HS	N	54,002	69,337	393.205	39
7/27/19	6969502300		\$32,020.02	18,839	Wstwtr				483.051	39
6/18/19	6969502300	P70194646		2,741	Water - LS	N	16,313	19,054	88.419	31
6/18/19	6969502300	P70194646	\$23,234.50	12,069	Water - HS	N	41,933	54,002	389.323	31
6/18/19	6969502300		\$25,175.30	14,810	Wstwtr				477.742	31
5/18/19	6969502300	P70194646		2,456	Water - LS	N	13,857	16,313	94.462	26
5/18/19	6969502300	P70194646	\$20,788.55	10,805	Water - HS	N	31,128	41,933	415.577	26
5/18/19	6969502300		\$22,525.48	13,261	Wstwtr				510.039	26
4/22/19	6969502300	P70194646		3,818	Water - LS	N	10,039	13,857	90.905	42
4/22/19	6969502300	P70194646	\$31,781.00	16,442	Water - HS	N	14,686	31,128	391.476	42
4/22/19	6969502300		\$34,435.80	20,260	Wstwtr				482.381	42
3/11/19	6969502300	P70194646		2,431	Water - LS	N	7,608	10,039	86.821	28
3/11/19	6969502300	P70194646	\$22,654.15	12,022	Water - HS	N	2,664	14,686	429.357	28
3/11/19	6969502300		\$24,547.04	14,453	Wstwtr				516.178	28
2/12/19	301177-64	P70194646		1,901	Water - LS	N	5,707	7,608	65.552	29
2/12/19	301177-64	P70194646	\$7,144.55	2,540	Water - HS	N	124	2,664	87.586	29
2/12/19	301177-64		\$7,736.38	4,441	Wstwtr				153.138	29
1/14/19	301177-64	P70194646		1,320	Water - LS	N	4,387	5,707	42.581	31
1/14/19	301177-64	P70194646	\$2,309.38	26	Water - HS	N	98	124	0.839	31
1/14/19	301177-64		\$2,492.04	1,346	Wstwtr				43.419	31
12/14/18	301177-64	P70194646		1,156	Water - LS	N	3,231	4,387	36.125	32
12/14/18	301177-64	P70194646	\$2,026.82	20	Water - HS	N	78	98	0.625	32
12/14/18	301177-64		\$2,184.15	1,176	Wstwtr				36.75	32
11/12/18	301177-64	P70194646		1,077	Water - LS	N	2,154	3,231	34.742	31
11/12/18	301177-64	P70194646	\$1,908.08	21	Water - HS	N	57	78	0.677	31
11/12/18	301177-64		\$2,056.01	1,098	Wstwtr				35.419	31