

**860 Rymal Rd E Hamilton, Wentworth Condominium Corporation (WCC) #128
Water Billing Delegation to Audit, Finance & Administration Committee**

Summary

Wentworth Condominium Corporation (WCC) #128, water account holder of 860 Rymal Road East, is requesting a refund to their water wastewater/storm bills caused by significant water service line leaks.

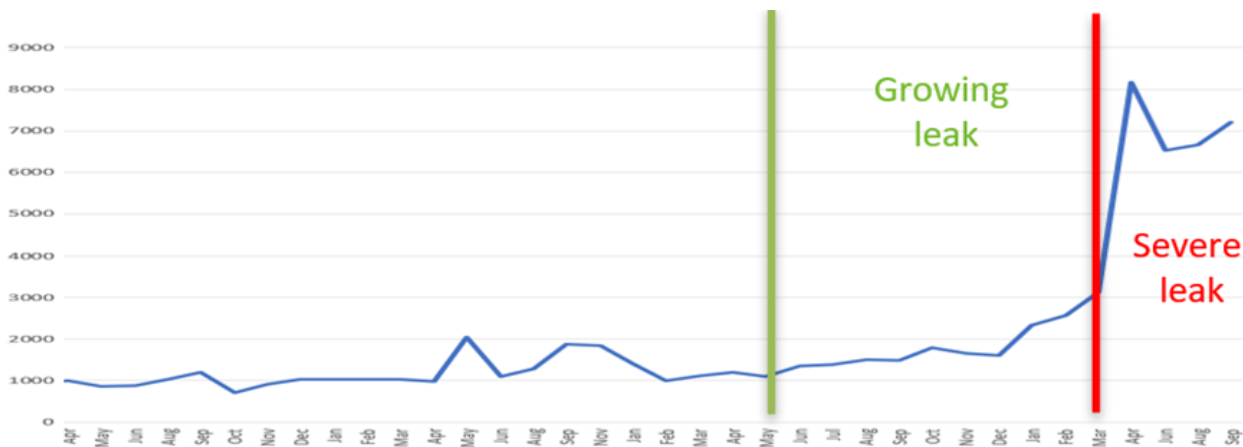
The property's water and wastewater/storm bills that increased sharply during 2022 have been determined to be attributable to a private watermain break in a driveway and a service line break under the basement floor of a unit. Table 1, on page 3, provides details of the past eighteen months' water and wastewater/storm billings for this property.

The subject property is an 87-unit townhome complex that is bulk metered with 100mm compound water meters 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 860 Rymal Road 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 Figure 1 below, it appears that some leakage began as early as April 2021, increasing over the next several months, and culminating in a severe leak (most likely associated with the private water main break) in March 2022 that would have appeared on the subsequent water bill.

FIGURE 1



7.1(a)

As reflected in Table 1 on page 4, prior to 2022 the typical monthly water billings for the subject account have averaged approximately 1,500m³ in consumption with total water and wastewater/storm monthly bills of about \$6,000. The period of high consumption related to the service line leaks from January 4, 2022 to October 3, 2022 amounted to 50,317m³ equating to total water and wastewater/storm charges of \$190,299.32. The November reading reflects that the leaking conditions have been resolved as the reading reflects the lowest monthly consumption billed in nearly four years. It should be noted that service line leaks are excluded by water bill adjustment policies that have been approved by Council such as the City's Water Leak Adjustment Policy.

Via the monthly bill, all customers are advised of their consumption, as well as, the average daily consumption (ADC) for the past year presented as a bar chart which helps to identify changes in consumption.

Customer contact with Alectra:

- March 16, 2022, property manager contacts Alectra regard high water usage as reflected in the reading and billing of March 7, 2022. Alectra has the water meter re-read confirming consumption reading and notifies property manager by email.
- July 26, 2022, property manager contacts Alectra regard high water regarding the increasing water consumption charges on the account.
- August – September 2022, several calls with the property manager regarding outstanding balance of water account. Advised of optional payment arrangement availability.

Hamilton Water has reviewed the private watermain break at the subject property and has concluded that given the location of the leak and the fact that the leaking water remained underground, that the leaking water 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 860 Rymal Road amounts to \$65,900.

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

- In 2019, a 64-unit townhome CityHousing Hamilton complex experienced a service line break of approximately \$504 K over a ten month period. A delegation to the Audit, Finance & Administration Committee requesting an adjustment to relieve the wastewater portion associated with the excess water consumption (\$238 K) was denied.
- 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.
- In 2012, a condominium 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.

7.1(a)

- In 2011, a condominium complex consisting of 144 units with two water meters/accounts experienced a line break on the private portion of their water service line amounting to approximately \$127 K over one year. Customer accepted responsibility of billings and requested a two year interest free payment arrangement which was approved.
- 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 2008 – an industrial customer experienced a line break on the private portion of their water service line amounting to a combined water/wastewater billing of \$45 K paid in full in one instalment. The customer inquired about a possible billing adjustment related to the service line leak and was advised that service line leaks were not eligible under the City's Water Leak Adjustment Policy.

TABLE 1

860 Rymal Rd E Water & Wastewater/Storm Billings

860 Rymal Road E									
Read Date	Customer Account	Meter Number	Total (\$)	Usage (m3)	Estimated	Read From	Read To	Daily (m3)	Days
1/03/23	2381281300	P70244862	-	943	N	50,167	51,110	27.74	34
1/03/23	2381281300	P70244862	4,197.10	5	N	25,855	25,860	0.15	34
12/01/22	2381281300	P70244862	-	763	N	49,404	50,167	28.26	27
12/01/22	2381281300	P70244862	3,384.63	5	N	25,850	25,855	0.19	27
11/04/22	2381281300	P70244862	-	891	N	48,513	49,404	27.84	32
11/04/22	2381281300	P70244862	3,941.06	-	N	25,850	25,850	-	32
10/03/22	2381281300	P70244862	-	2,536	N	45,977	48,513	79.25	32
10/03/22	2381281300	P70244862	26,504.96	4,520	N	21,330	25,850	141.25	32
9/01/22	2381281300	P70244862	-	2,579	N	43,398	45,977	88.93	29
9/01/22	2381281300	P70244862	26,964.59	4,620	N	16,710	21,330	159.31	29
8/03/22	2381281300	P70244862	-	2,662	N	40,736	43,398	88.73	30
8/03/22	2381281300	P70244862	25,038.72	4,005	N	12,705	16,710	133.50	30
7/04/22	2381281300	P70244862	-	2,863	N	37,873	40,736	89.47	32
7/04/22	2381281300	P70244862	24,993.38	3,780	N	8,925	12,705	118.13	32
6/02/22	2381281300	P70244862	-	3,033	N	34,840	37,873	89.21	34
6/02/22	2381281300	P70244862	24,651.58	3,505	N	5,420	8,925	103.09	34
4/29/22	2381281300	P70244862	-	2,240	N	32,600	34,840	89.60	25
4/29/22	2381281300	P70244862	16,708.45	2,180	N	3,240	5,420	87.20	25
4/04/22	2381281300	P70244862	-	2,485	N	30,115	32,600	88.75	28
4/04/22	2381281300	P70244862	14,338.30	1,270	N	1,970	3,240	45.36	28
3/07/22	2381281300	P70244862	-	2,622	N	27,493	30,115	90.41	29
3/07/22	2381281300	P70244862	12,079.37	510	N	1,460	1,970	17.59	29
2/06/22	2381281300	P70244862	-	2,493	N	25,000	27,493	75.55	33
2/06/22	2381281300	P70244862	10,118.43	80	N	1,380	1,460	2.42	33
1/04/22	2381281300	P70244862	-	2,289	N	22,711	25,000	71.53	32
1/04/22	2381281300	P70244862	8,901.54	45	N	1,335	1,380	1.41	32
12/03/21	2381281300	P70244862	-	1,594	N	21,117	22,711	63.76	25
12/03/21	2381281300	P70244862	6,163.68	15	N	1,320	1,335	0.60	25
11/08/21	2381281300	P70244862	-	1,648	N	19,469	21,117	53.16	31
11/08/21	2381281300	P70244862	6,473.76	15	N	1,305	1,320	0.48	31
10/08/21	2381281300	P70244862	-	1,775	N	17,694	19,469	53.79	33
10/08/21	2381281300	P70244862	6,960.80	15	N	1,290	1,305	0.46	33
9/05/21	2381281300	P70244862	-	1,476	N	16,218	17,694	46.13	32
9/05/21	2381281300	P70244862	5,870.72	10	N	1,280	1,290	0.31	32
8/04/21	2381281300	P70244862	-	1,493	N	14,725	16,218	46.66	32
8/04/21	2381281300	P70244862	5,930.56	10	N	1,270	1,280	0.31	32
7/03/21	2381281300	P70244862	-	1,380	N	13,345	14,725	43.13	32
7/03/21	2381281300	P70244862	5,532.80	10	N	1,260	1,270	0.31	32
6/01/21	2381281300	P70244862	-	1,351	N	11,994	13,345	43.58	31
6/01/21	2381281300	P70244862	5,393.12	5	N	1,255	1,260	0.16	31