



# COMMUNICATION UPDATE

<b>TO:</b>	Mayor and Members City Council
<b>DATE:</b>	May 12, 2023
<b>SUBJECT:</b>	145 King Street East, Hamilton – Water and Wastewater / Storm Account Credit Adjustment (Ward 2)
<b>WARD(S) AFFECTED:</b>	Ward 2
<b>SUBMITTED BY:</b>	Brian McMullen Director, Financial Planning, Administration and Policy Corporate Services Department
<b>SIGNATURE:</b>	

The City's Water and Wastewater / Storm Back-billing Policy (Policy) maintains the principle that consumers are to pay for the water and / or wastewater / storm services they utilize, while ensuring that back-bill adjustments are conducted in a fair and reasonable manner. Typically, back-bill adjustments represent charges not previously billed for service that was delivered to the customer during a period before the current billing cycle where the original billings are discovered to be too low (under-billed). Less frequently, an over-billing of charges arises due to a billing error as has occurred with the water account for 145 King Street East, Hamilton.

Generally, customers request to enter into an optional payment arrangement once a significant bill adjustment related to an underbilling occurs. Per the City's Water Billing Payment Arrangement Policy, arrangements exceeding \$100 K require City Council approval. Where a credit bill adjustment surpasses \$100 K, the matter is provided to Council for information.

As such, this Communication Update is provided to advise that a credit bill adjustment has been completed regarding a commercial customer with a service address of 145 King Street East, Hamilton. As part of a current review by Hamilton Water of all radio equipped water meters in service, an overbilling of the water account has been identified resulting in a credit adjustment of \$118,336.95.

In November 2017, a water meter replacement was completed, however, the related meter installation work order provided to Alectra from Hamilton Water reflected an incorrect meter multiplier resulting in the account being over billed by a factor of 10. The customer has been informed of the credit which has been applied to the affected water account.

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OUR Mission: To provide high quality cost conscious public services that contribute to a healthy, safe and prosperous community, in a sustainable manner.

OUR Culture: Collective Ownership, Steadfast Integrity, Courageous Change, Sensational Service, Engaged Empowered Employees.