

**Town of Norman Wells
Minutes
Committee of the Whole #20-12
Wednesday, August 26, 2020, 12:00PM
Council Chambers and Teleconference**

Present:	Frank Pope Alexis Peachey Jean-Paul Bernard Trevor Smith David Wever	Mayor Deputy Mayor Councillor – telephone Councillor Councillor
Staff:	Cathy Clarke Hugo Pabke Johannie Lapierre Sri Thota Jennifer Waterhouse	Senior Administrative Officer Utilities Manager Development Officer Finance Manager Governance & Community Engagement Manager

1. **Call to Order 12:07PM**
2. **Declaration of Conflict of Interest**
3. **Review and Adoption of Agenda**
4. **Delegation**
5. **Topics**
 - a) **Community Plan Roll-out: January 15, 2020 - Completed**
 - b) **Gas Tax Allocation: January 29, 2020 - Completed**
 - c) **Advocacy Efforts: February 19, 2020 - Completed**
 - d) **Landfill and Solid Waste Management: March 4, 2020 - Completed**
 - e) **MD& A Review and Spring/Summer 2020 Work Plan Prioritization: April 28, 2020 – Completed**
 - f) **Landfill & Forecasting: May 12, 2020 - Completed**
 - g) **Emerging Wisely Plan: May 27, 2020 - Completed**
 - h) **Water & Sewer By-Law & Gas Tax Allocations: June 10, 2020 – carried over**
 - i) **Gas Tax Allocations: Continued June 17th, 2020 – carried over**
 - j) **Gas Tax Allocations: Continued/Water & Sewer By-Law June 24th, 2020 – Completed**
 - k) **Reserve Fund Dedications: July 8th, 2020 – Completed**
 - l) Water & Sewer By-Law: August 26, 2020**
 - m) **Town Clean-up/Beautification with Town as Example:**
 - n) **Economic Development:**

o) Recreation and Green Spaces:

p) Community Programming:

q) Water:

r) Bylaw/Policy Updates: Ongoing

6. Adjourn 1:07PM

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Utilities

1. Review of Draft Payment Plan

The SAO introduced the review of the draft payment plan explaining that a decision can be made once the draft is reviewed. It has been reviewed by the Management Team. Questions and discussion to follow the review provided by the Development Officer.

The Development Office created the Payment Plan template by documenting the process that she has been following for the past year and half. It can be adapted to any outstanding balance.

What is the follow up if the customer does not follow?

SAO, we have the three options based on the by-law; shut off water, add to taxes, take to court. The payment plan option has been widely advertised.

2. Clarification on Past Arrears/Penalties

Discussion around Penalties

Clarification that 'outstanding balance' includes the current balance. As part of the payment plan customers would need to continue to pay current bills.

Penalties will only be applied to past due balances going forward, not on current arrears.

Discussion around Shutting Off Water

The Utilities Manager explained to Council what would be involved in shutting off water. He does not recommend doing this as cannot shut off without digging for residences that have water line below ground. It would require the use of the hydra vac and a contractor.

Disconnect requests are an administrative process, not an actual water line disconnection process.

Discussion on Arrears

Discussion around trying to collect arrears from tenants and owners. Suggestion made that when contacting owners where tenants have arrears that the signed connection request be included which included the owners' signature.

Council in agreement that will only be imposing penalties going forward, not on current arrears.

3. Going Forward and Existing By-Law

Recommendation that by-law be written in plain English. Include clear policies and procedures. New account set up procedures need to be put in place that require checking for past arrears. Develop certain checks to be done each month which includes notifying owner if arrears on account.

Water and Sewer services are not a relationship of commerce. The Town cannot conduct a credit check before setting up an account. If a resident has arrears they will be required to set up a payment plan.

Recommendation to remove the leak clause from the current Water & Sewer Services By-Law Section 7.14.

Certain facilities are not maintaining their systems and the Town should not be responsible for paying for water charges related to leaks in their systems. Owners are responsible for lines from property line to their structure. The Town's insurance will not cover work not on property we do not own.

All in concurrence to remove Clause 7.14b. This amendment will be brought forward for first reading at the September 15th Regular Council Meeting.

The monthly access fee of \$20 needs to be discussed at a future date. No record of what for.



Frank Pope
Mayor



Randy Sinac
Acting Senior Administrative Officer