

Summary of Recommended Fee Changes – K. Tax, Water, Finance

Service or Activity	Existing Fee	Proposed Fee 2024	Proposed Fee 2025	Proposed Fee 2026	Rationale, Research and Additional Information
Issuing replacement cheques for lost/uncashed cheques	0	25	25	25	Recommendation is for instances where the payee has lost a city-issued cheque. Typically, these types of payments are initially issued when a customer makes an error in paying the city. There is finance staff time spent following up with payees on uncashed cheques, internal communications to confirm details, putting stop payments on these uncashed cheques, voiding them, and then issuing replacement cheques.
Past due arrears letter fee. (Reminder notice fee – point 12 under taxes)	10	15	15	15	The recommendation is to align tax & water past-due notice fees.
Leak adjustment administration fee	0	50	50	50	Leak adjustments take a substantial amount of administrative time, including multiple meter reading checks to ensure the leak has stopped as well as obtaining meter logs and in some cases meter replacement. In addition, the UCC must determine the average billing amounts and apply this against any bills affected by the leak, which often span more than one billing period.
Water meter inspection fee	0	25	25	25	We get many requests from ratepayers who are upset about a nominal increase in their bill and thus assume the issue is due to a defective meter. More often than not, the increase is due to increased rates and/or higher consumption. This fee would be used as a deterrent for unnecessary meter inspections and would encourage ratepayers to

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					<p>take ownership of their own usage and try alternative methods (i.e. our leak detection tips, working with a plumber, etc.) first.</p> <p>If the meter was found to be defective, this fee would not be charged.</p>