



CITY OF NORTH BAY

2022

WATER &

WASTEWATER

OPERATING BUDGET

Business Unit Overview - 2022 Budget

Water & Wastewater

2022 Business Unit Pressures:

The proposed budget includes the cost to deliver existing service levels to ratepayers. There are no significant increases in routine operating revenues and expenditures. Items contributing to the overall net water and wastewater revenue increase required of \$541,459 or 2.28% over 2021 are as follows:

- **Capital Funding (Capital Levy, Debenture Principal and Interest) - \$474,357** – In accordance with the City's Long Term Capital Funding Policy, a 2% increase over the prior year's budgeted water and wastewater revenue has been included in the proposed budget to support the capital levy and debenture principal and interest payments. Furthermore, staff is recommending the elimination of the CPI adjustment for 2022 as this funding is not required to support 2022 water and wastewater projects.
- **Reserve Transfers - \$150,000** – In 2021, \$300,000 was approved in funding from the Wastewater Capital Reserve to assist in minimizing the budget impact on users and to provide some relief during the pandemic. This reserve transfer is being phased out and has been reduced to \$150,000 for 2022. Additionally, Council approved an increase in the reserve funding from the Water Filtration reserve to provide users with a one year holiday from the Water Filtration Levy. In 2022, the reserve transfer has been reduced from \$527,752 to \$164,100 and the remainder of the principal and interest costs on the Water Treatment Plant loan will be recovered through the Water Filtration Levy.

Service Level Changes (SLC):

- In Camera item – identifiable individual
 - New user fee for users requesting a paper bill
-



Water and Wastewater Operating

Budget Year: 2022

YTD End Date: September 2021

Execution Date: October 4, 2021

	2020 Actuals	2021 Actuals YTD *	2021 Budget	2022 Finance Review	Variance Increase/ (Decrease)	Change %
Wastewater System						
SANITARY SEWER DISTRIBUTION	(2,327,719)	737,014	8,865,594	9,260,661	395,067	4.46%
SANITARY SEWER PLANT	2,327,719	1,835,924	2,224,394	2,328,279	103,885	4.67%
Total Wastewater System:	0	2,572,938	11,089,988	11,588,940	498,952	4.50%
Water System						
WATER DISTRIBUTION	(2,031,734)	527,491	10,579,496	10,605,420	25,924	0.25%
WATER PLANT	2,031,734	1,403,418	2,048,308	2,064,891	16,583	0.81%
Total Water System:	0	1,930,909	12,627,804	12,670,311	42,507	0.34%
Water and Wastewater Total:	0	4,503,847	23,717,792	24,259,251	541,459	2.28%

Proposed Service Level Changes

In Camera - identifiable individual	0		
User Fee \$2 per paper bill per month	0		
	24,259,251	541,459	2.28%

* Actuals subject to year-end adjustments and accrual

**Totals may vary slightly from computer generated budget reports due to rounding

Activity Summary Overview - 2022 Budget

Water & Wastewater

The enclosed Water & Wastewater Budget represents the requirement to provide for the operation and maintenance of the water treatment plant and the water distribution system to ensure the sourcing and delivery of clean, safe, drinking water to the citizens of North Bay, as well as to provide for the operation and maintenance of the sanitary sewer collection system and the sewage treatment plant to ensure safe transportation and disposal of sewage. These services are highly regulated and are provided in accordance with Provincial regulations and guidelines.

Recent capital investment in water and wastewater assets is helping to mitigate increases in operating repairs. Spending less time on emergency repairs allows staff to focus on more preventive maintenance and other activities that further improve the sustainability of the system.

Water Distribution Systems:

The water distribution system, including mains, valves, hydrants, and services contains approximately 15,500 service connections, approximately 304 kilometers of water main and 2,500 valves.

In 2020, the department repaired 35 broken water mains and 39 service leaks. As of September 10th, 2021, staff had repaired 27 broken water mains and 37 service leaks. In addition to repairs, the major duties include: water on/off's, water locates, new servicing, dead end flushing, water sampling, replacement of valves, various appurtenances and conducting preventative maintenance.

Wastewater System:

The wastewater system including sanitary mains, 17 lift stations, manholes, force mains, and services contain approximately 270 kilometers of sanitary main, 15,000 services and 3,500 sanitary maintenance holes.

In 2020, the department serviced 48 sanitary main back-ups and 28 sanitary service back-ups. As of September 10th, 2021, staff had attended to 35 sanitary main back-ups and 42 sanitary service back-ups.

Other major duties include: repair and replacement of sanitary sewer connections, sewer locates, sanitary main cleaning, service and main repairs, lift station repair and maintenance, manhole repairs, new servicing, and sewer camera inspections.

Water and Wastewater Facilities:

The City of North Bay Water Treatment System is classified as a "Large Municipal Residential" Class 3 Drinking-Water System. The Ministry of the Environment, Conservation and Parks Permit to Take Water allows the City to consume up to 79,500 cubic meters per day.

The water distribution facilities consist of the following: Ellendale Reservoir, High Lift Pump Station & Re-chlorination Facility; CFB Reservoir; Cedar Heights Pumping Station & Standpipe; Judge Avenue Valve Chamber & Re-chlorination Station; Birch's Road Standpipe and Re-chlorination Station; and Airport Road Standpipe, Booster Pumping Station and Re-chlorination Facility.

The membrane filtration water treatment plant is SCADA controlled with ultraviolet and chlorine disinfection systems. The plant also includes fluoride addition along with corrosion control addition prior to delivery to the distribution system.

The City of North Bay Wastewater Treatment System has a design capacity of 54,500 m³/day and is a Class 4 Wastewater System (highest class possible in Ontario). The conventional activated sludge facility uses biological oxidation, anaerobic digestions and centrifugation.

The major duties for the water and wastewater facilities department include:

- a. Regulatory monitoring and recording and reporting of operational data of plants and remote facilities.
- b. Adjusting process parameters and procedures to ensure efficient operations.
- c. Responding to SCADA alarms and other emergencies within the water and wastewater facilities.
- d. Performing preventative and emergency maintenance.
- e. Managing capital projects at existing facilities as well as assisting with design and inspection for new facilities within the water and wastewater system.
- f. Operators and maintenance personnel assist other departments as required (leachate facilities, lift stations, etc.).

Water and Wastewater Positions:

Below are the Full Time Equivalent (FTE) of staff who deliver water and wastewater services. A FTE is used to measure a worker's involvement in the service and indicates the workload of an employed person in a way that makes workloads comparable across various contexts. Therefore, an FTE of 1.0 means that the person is equal to a full-time worker, while an FTE of 0.5 signals that the worker is only allocated to the service half the time. Throughout the City's budget, one staff may be allocated to several services.

Water and Wastewater Positions	2021 FTE	2022 FTE
Senior Facilities & Env. Engineer	0.67	0.67
Operations Manager, Water & Wastewater Facilities	1.00	1.00
Operations Supervisor, Water & Wastewater Facilities	1.00	1.00
WWTP Clerk	1.00	1.00
WWF Operator In Training	1.00	1.00
WWF Operator 1	3.00	3.00
WWF Scada Tech*	1.00	1.00
WWF Industrial Millwright	3.00	3.00
WWF Operator II	1.00	1.00
WWF / D&C Operator	2.00	2.00
Scada Electrician	1.00	1.00

Water and Wastewater Positions	2021 FTE	2022 FTE
City Engineer	0.40	0.40
Director of Public Works	0.45	0.45
Manager of Operations	0.90	0.90
Supervisor	2.70	2.70
Supervisor Summer Construction *	0.48	0.48
Capital Project Coordinator*	1.00	1.00
Chargehand*	7.20	6.30
Operator 1*	15.72	16.62
Loader Backhoe Excavator	0.45	0.45
Certified Sewer Cleaner/Flusher	2.70	2.70
Mechanic (Lift Stations)	1.00	1.00
Truck Driver	1.80	0.90
Heavy Equipment Operator*	2.70	3.60
Clerk	0.90	0.90
Students *	3.41	3.41
Water Meter Clerk	2.00	2.00
Administrative Supervisor	0.45	0.45
Engineering Tech I*	1.00	1.00
Operator 1 – Water Meter Maintenance	1.00	1.00
Totals	61.93	61.93

**Note: Of the total Facility Plants, (1) Scada Electrician is allocated to capital as approved in prior years. Of the total Water & Wastewater Distribution complement, (1) Supervisor Summer Construction, (1) Chargehand, (4) Operator 1, (1) Heavy Equipment Operator, (1) Engineering Tech I, (1) Capital Project Coordinator , and (3.5) students are funded through capital.*

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System, Water System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT, WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
PERSONNEL						
1001 REGULAR SALARIES	2,753,560	1,906,581	3,599,314	3,435,109	(164,205)	-4.56 %
1002 TEMPORARY SALARIES	5,673	45,904	64,319	64,770	451	0.70 %
1003 SHIFT PREMIUM	5,151	2,938	4,897	4,906	9	0.18 %
1004 OTHER/STANDBY	102,654	68,625	97,275	99,612	2,337	2.40 %
1010 MODIFIED/ACCOMMODATED	42,928	11,050	0	0	0	0.00 %
1011 SALARIES CAPITAL/Special Projects	0	0	503,464	652,975	149,511	29.70 %
1101 OVERTIME FULLTIME	199,779	166,099	258,575	243,434	(15,141)	-5.86 %
1102 OVERTIME PART TIME	72	0	0	0	0	0.00 %
1201 VACATION other	0	240	0	0	0	0.00 %
1202 VACATION	237,262	172,592	4,043	4,071	28	0.69 %
1203 COMPASSIONATE LEAVE	5,107	2,152	0	0	0	0.00 %
1204 STATUTORY HOLIDAYS	95,392	76,664	0	0	0	0.00 %
1207 SICK LEAVE	105,901	51,452	0	0	0	0.00 %
1299 OTHER LABOUR COSTS	0	110	0	0	0	0.00 %
1301 WSIB LEAVE	(6,106)	0	0	0	0	0.00 %
1401 TRAINING & SAFETY	38,829	13,246	0	0	0	0.00 %
1499 OTHER EMP ALLOWANCES	1,358	102	0	0	0	0.00 %
1801 FRINGE BENEFITS-FULLTIME	1,094,048	828,142	1,222,105	1,372,208	150,103	12.28 %
1802 FRINGE BENEFITS-PARTTIME	1,790	9,839	11,549	14,059	2,510	21.73 %
PERSONNEL TOTAL	4,683,398	3,355,736	5,765,541	5,891,144	125,603	2.18 %
GOODS & SERVICES						
2001 SAND	664	0	0	0	0	0.00 %
2002 SALT	876	61	0	0	0	0.00 %
2006 ASPHALT - COLD MIX	17,422	19,350	21,630	20,119	(1,511)	-6.99 %
2007 CONSTRUCTION SUPPLIES	533	1,445	0	0	0	0.00 %
2008 CEMENT	0	0	4,000	1,500	(2,500)	-62.50 %
2009 METALS	3,129	10,256	0	0	0	0.00 %
2010 TRAFFIC SUPPLIES	0	127	0	0	0	0.00 %
2020 SEWER/WATER PIPE & PARTS	143,391	90,340	148,700	148,335	(365)	-0.25 %
2030 GRAVEL	88,062	11,745	88,500	88,500	0	0.00 %
2055 CHEMICALS	458,274	414,509	430,500	463,740	33,240	7.72 %
2099 MISC. MATERIALS	2,784	2,249	4,000	2,500	(1,500)	-37.50 %
2401 GAS FUEL	28,499	31,020	37,045	34,615	(2,430)	-6.56 %
2405 DIESEL FUEL	77,540	68,091	99,025	93,193	(5,832)	-5.89 %
2407 COLOURED/DYED DIESEL	23,786	35,746	46,422	40,657	(5,765)	-12.42 %
2410 PROPANE	7	13	0	0	0	0.00 %
2415 LUBRICANTS	5,538	4,773	6,000	6,000	0	0.00 %
2425 REPAIR PARTS	46,091	47,750	20,000	34,000	14,000	70.00 %
2430 MECHANIC SHOP SUPPLIES	5,061	4,709	4,500	4,500	0	0.00 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System, Water System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT, WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
2435 TOOLS	36,914	25,570	34,068	37,068	3,000	8.81 %
2440 MAINTENANCE SUPPLIES	17,418	10,635	6,085	8,085	2,000	32.87 %
2601 OFFICE SUPPLIES	16,790	9,809	10,400	10,400	0	0.00 %
2615 JANITORIAL SUPPLIES	5,693	4,636	7,200	7,200	0	0.00 %
2625 BUILDING MAINT SUPPLIES	2,687	3,193	2,150	2,650	500	23.26 %
2650 CLOTHING / UNIFORM	16,185	14,811	20,975	20,001	(974)	-4.64 %
2655 SAFETY SUPPLIES	43,235	22,746	46,031	46,031	0	0.00 %
2660 SAFETY BOOT ALLOWANCE	10,280	3,854	12,397	13,045	648	5.23 %
2690 ELECTRONIC MATERIALS	102	0	0	0	0	0.00 %
2699 MISC GENERAL SUPPLIES	0	113	1,500	1,500	0	0.00 %
2701 HYDRO	1,192,207	569,500	1,318,713	1,220,478	(98,235)	-7.45 %
2705 NATURAL GAS	155,952	53,098	90,866	90,438	(428)	-0.47 %
2715 WATER	18,272	11,278	22,626	23,637	1,011	4.47 %
2720 MUNICIPAL TAXES	231,550	269,426	240,813	264,398	23,585	9.79 %
2975 LAB TESTING	35,304	43,208	30,000	42,000	12,000	40.00 %
2977 LABORATORY CONSUMABLES	30,542	16,073	18,000	21,000	3,000	16.67 %
2980 INSTRUMENTATION	48,035	40,430	15,000	20,000	5,000	33.33 %
2985 LAB EQUIPMENT	6,668	8,132	2,000	2,000	0	0.00 %
2987 ELECTRICAL SUPPLIES	14,478	18,038	1,500	5,000	3,500	233.33 %
2999 MISCELLANEOUS SUPPLIES	0	25	0	0	0	0.00 %
3001 POSTAGE	124,009	92,511	125,000	125,000	0	0.00 %
3005 COURIER & DELIVERY	2,037	1,790	3,000	2,500	(500)	-16.67 %
3007 ONTARIO 1 CALL CENTER	7,071	4,237	8,000	8,000	0	0.00 %
3010 TELEPHONE	57,385	38,306	47,000	49,000	2,000	4.26 %
3035 MILEAGE	8,711	3,818	6,700	5,700	(1,000)	-14.93 %
3055 MEETING COSTS	1,352	549	700	700	0	0.00 %
3065 MEMBERSHIPS/LICENSES/CERTIFICATIONS	4,549	3,366	5,825	7,675	1,850	31.76 %
3070 TRAINING COURSES - OUT	31,883	0	0	0	0	0.00 %
3075 TRAINING COURSES- IN	20,994	18,257	53,000	53,000	0	0.00 %
3088 REBATES/REFUNDS	9,771	5,531	10,000	10,000	0	0.00 %
3089 CONSUMPTION CREDITS	24,329	6,076	17,500	17,500	0	0.00 %
3130 CONSULTANT FEES	0	0	0	0	0	0.00 %
3199 MISC PROFESSIONAL FEES	2,435	3,499	2,945	2,945	0	0.00 %
3205 VEHICLE LEASE/RENTAL	13,149	4,327	6,000	6,000	0	0.00 %
3207 EQUIPMENT LEASE	563	0	600	0	(600)	-100.00 %
3299 MISC LEASES & RENTS	14,927	639	0	0	0	0.00 %
3301 RADIO MAINTENANCE	66,895	64,683	69,683	70,400	717	1.03 %
3305 BUILDING MAINTENANCE	500	58	0	0	0	0.00 %
3307 EQUIPMENT MAINTENANCE/CONTRACTS	2,550	0	0	0	0	0.00 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System, Water System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT, WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
3325 WATER METER MAINTENANCE	1,613	181	40,000	20,000	(20,000)	-50.00 %
3340 SOFTWARE MAINTENANCE	102,952	76,152	99,532	79,984	(19,548)	-19.64 %
3350 DRY CLEANING/LAUNDERING	1,807	1,753	1,050	1,500	450	42.86 %
3399 MISC MAINTENANCE FEES	0	174	0	0	0	0.00 %
3412 INTERNET FEES	2,820	3,289	3,500	3,500	0	0.00 %
3425 CONSTRUCTION CONTRACT	120,933	70,459	135,315	120,140	(15,175)	-11.21 %
3426 PATCHING	441,747	271,193	574,851	502,100	(72,751)	-12.66 %
3427 HYDROSEEDING	34,320	20,484	36,005	36,005	0	0.00 %
3428 CONCRETE RESTORATION	14,364	6,465	40,314	20,000	(20,314)	-50.39 %
3455 SECURITY SERVICES	1,122	3,679	700	700	0	0.00 %
3489 CONTRACT/OUTSIDE SERVICES	87,470	75,504	40,000	50,000	10,000	25.00 %
3601 INSURANCE PREMIUMS	326,195	458,085	440,576	501,281	60,705	13.78 %
3969 SLUDGE DISPOSAL	102,576	118,521	100,000	105,000	5,000	5.00 %
GOODS & SERVICES TOTAL	4,414,998	3,220,345	4,658,442	4,571,220	(87,222)	-1.87 %
FINANCIAL EXPENSES						
4015 DEBENTURE PRINCIPAL	2,811,425	2,800,000	2,800,000	2,820,000	20,000	0.71 %
4020 DEBENTURE INTEREST	411,892	342,723	342,723	334,656	(8,067)	-2.35 %
FINANCIAL EXPENSES TOTAL	3,223,317	3,142,723	3,142,723	3,154,656	11,933	0.38 %
CAPITAL/RESERVE TRANSACTIONS						
5010 MACHINERY & EQUIPMENT	3,050	0	0	0	0	0.00 %
5015 OFFICE FURNITURE & EQUIP	1,448	3,927	500	500	0	0.00 %
5020 WATER METERS	15,178	23,972	50,000	25,000	(25,000)	-50.00 %
5101 CAPITAL LEVY	8,864,428	9,436,543	9,436,542	9,887,446	450,904	4.78 %
5115 TRANSFER TO RESERVE FUND	105,801	0	0	0	0	0.00 %
CAPITAL/RESERVE TRANSACTIONS TOTAL	8,989,905	9,464,442	9,487,042	9,912,946	425,904	4.49 %
INTERNAL TRANSFERS						
7001 VEH & EQUIPMENT USAGE FEE	722,871	512,477	765,659	788,448	22,789	2.98 %
7010 ADMINISTRATION & OVERHEAD	1,540,344	1,290,357	1,720,474	1,844,392	123,918	7.20 %
7050 FLEET CHARGEBACK CHARGES	7,402	4,098	1,500	1,500	0	0.00 %
INTERNAL TRANSFERS TOTAL	2,270,617	1,806,932	2,487,633	2,634,340	146,707	5.90 %
EXPENSE TOTAL	23,582,235	20,990,178	25,541,381	26,164,306	622,925	2.44 %
REVENUE						
0175 DIRECT WATER BILLINGS	12,273,586	4,245,515	0	0	0	0.00 %
0177 FILTRATION PLANT LEVY	409,062	2,880	0	352,132	352,132	100.00 %
0178 CONSTRUCTION WATER	17,671	26,695	10,000	15,000	5,000	50.00 %
0179 FIXED WATER	0	4,145,116	0	0	0	0.00 %
0180 SEWER SURCHARGE	10,029,158	7,220,062	0	0	0	0.00 %
0431 PENALTIES/WATER ACCOUNTS	39,598	36,040	47,000	47,000	0	0.00 %
0456 SALE OF SCRAP METALS	3,835	1,768	5,000	3,000	(2,000)	-40.00 %
0460 TRANSFER FRM CAPITAL FUND	0	0	653,434	870,925	217,491	33.28 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System, Water System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT, WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
0468 METER REPLACEMENT	2,320	3,608	4,300	4,300	0	0.00 %
0470 TSF FROM RESERVE FUND	470,978	527,752	827,752	314,100	(513,652)	-62.05 %
0472 REIMB - CUPE BENEFITS	2,306	2,545	0	0	0	0.00 %
0476 REIMBURSEMENT-CUPE WAGES	6,823	6,737	0	0	0	0.00 %
0479 REIMBURSEMENTS	42,500	158	0	0	0	0.00 %
0480 SUNDRY REVENUE	10,417	9,400	15,000	10,000	(5,000)	-33.33 %
0856 RETURN CHEQUE CHARGE	1,561	3,985	7,000	7,000	0	0.00 %
0860 ACCOUNT ADJ./METER READS	31,693	29,953	36,000	36,000	0	0.00 %
0861 OFFICIAL RECEIPTS	0	125	100	100	0	0.00 %
0873 SANITARY SEWER CONNECTION	14,653	11,180	10,000	12,500	2,500	25.00 %
0874 SEWER RODDINGS	10,795	15,748	25,000	20,000	(5,000)	-20.00 %
0876 WATER CONNECTIONS	21,459	16,978	35,000	30,000	(5,000)	-14.29 %
0877 WATER THAWS	0	3,375	3,000	3,000	0	0.00 %
0878 WATER TURN ON/OFF	32,488	26,814	30,000	30,000	0	0.00 %
0897 PATTON BULK WATER	30,475	30,219	20,000	30,000	10,000	50.00 %
0899 OTHER SERVICE CHARGES	52,553	20,995	45,000	45,000	0	0.00 %
0985 SEPTAGE TREATMENT	78,303	98,682	50,000	75,000	25,000	50.00 %
REVENUE TOTAL	23,582,234	16,486,330	1,823,586	1,905,057	81,471	4.47 %
GRAND TOTAL:	1	4,503,848	23,717,795	24,259,249	541,454	2.28 %



WATER

2022 OPERATING BUDGET

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Water System

Division(s): WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
PERSONNEL						
1001 REGULAR SALARIES	1,703,869	1,078,666	1,904,219	1,819,714	(84,505)	-4.44 %
1002 TEMPORARY SALARIES	5,478	22,928	23,712	23,878	166	0.70 %
1003 SHIFT PREMIUM	3,951	1,760	3,797	2,642	(1,155)	-30.42 %
1004 OTHER/STANDBY	57,529	30,961	42,220	42,407	187	0.44 %
1010 MODIFIED/ACCOMMODATED	35,741	9,872	0	0	0	0.00 %
1011 SALARIES CAPITAL/Special Projects	0	0	251,657	339,665	88,008	34.97 %
1101 OVERTIME FULLTIME	120,896	91,921	154,082	153,434	(648)	-0.42 %
1102 OVERTIME PART TIME	36	0	0	0	0	0.00 %
1201 VACATION other	0	133	0	0	0	0.00 %
1202 VACATION	128,808	91,056	1,707	1,719	12	0.70 %
1203 COMPASSIONATE LEAVE	5,107	1,149	0	0	0	0.00 %
1204 STATUTORY HOLIDAYS	62,906	42,328	0	0	0	0.00 %
1207 SICK LEAVE	76,748	27,434	0	0	0	0.00 %
1299 OTHER LABOUR COSTS	0	50	0	0	0	0.00 %
1301 WSIB LEAVE	(6,106)	0	0	0	0	0.00 %
1401 TRAINING & SAFETY	30,472	7,975	0	0	0	0.00 %
1499 OTHER EMP ALLOWANCES	598	102	0	0	0	0.00 %
1801 FRINGE BENEFITS-FULLTIME	760,378	413,364	645,236	726,543	81,307	12.60 %
1802 FRINGE BENEFITS-PARTTIME	1,790	7,022	4,877	5,937	1,060	21.73 %
PERSONNEL TOTAL	2,988,201	1,826,721	3,031,507	3,115,939	84,432	2.79 %
GOODS & SERVICES						
2001 SAND	664	0	0	0	0	0.00 %
2002 SALT	871	61	0	0	0	0.00 %
2006 ASPHALT - COLD MIX	15,051	19,014	16,480	17,119	639	3.88 %
2007 CONSTRUCTION SUPPLIES	96	0	0	0	0	0.00 %
2008 CEMENT	0	0	1,000	500	(500)	-50.00 %
2009 METALS	1,697	451	0	0	0	0.00 %
2010 TRAFFIC SUPPLIES	0	127	0	0	0	0.00 %
2020 SEWER/WATER PIPE & PARTS	99,908	65,941	93,700	98,335	4,635	4.95 %
2030 GRAVEL	69,538	11,745	69,900	69,900	0	0.00 %
2055 CHEMICALS	225,370	177,997	228,000	232,240	4,240	1.86 %
2099 MISC. MATERIALS	1,250	1,371	2,000	2,000	0	0.00 %
2401 GAS FUEL	10,839	13,146	14,924	13,982	(942)	-6.31 %
2405 DIESEL FUEL	42,991	37,845	55,014	51,774	(3,240)	-5.89 %
2407 COLOURED/DYED DIESEL	15,956	28,037	29,846	26,643	(3,203)	-10.73 %
2410 PROPANE	7	13	0	0	0	0.00 %
2415 LUBRICANTS	2,034	2,117	3,000	3,000	0	0.00 %
2425 REPAIR PARTS	23,906	19,371	12,000	14,000	2,000	16.67 %
2430 MECHANIC SHOP SUPPLIES	31	8	500	500	0	0.00 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Water System

Division(s): WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
2435 TOOLS	20,813	13,625	18,038	18,038	0	0.00 %
2440 MAINTENANCE SUPPLIES	12,464	547	3,085	3,085	0	0.00 %
2601 OFFICE SUPPLIES	11,366	6,939	7,400	7,400	0	0.00 %
2615 JANITORIAL SUPPLIES	4,268	2,061	5,200	5,200	0	0.00 %
2625 BUILDING MAINT SUPPLIES	736	2,425	500	1,000	500	100.00 %
2650 CLOTHING / UNIFORM	6,785	6,863	8,845	8,917	72	0.81 %
2655 SAFETY SUPPLIES	23,510	10,450	21,373	21,373	0	0.00 %
2660 SAFETY BOOT ALLOWANCE	4,412	2,068	5,815	6,175	360	6.19 %
2699 MISC GENERAL SUPPLIES	0	113	1,000	1,000	0	0.00 %
2701 HYDRO	695,700	347,845	775,054	712,661	(62,393)	-8.05 %
2705 NATURAL GAS	16,334	6,453	14,334	14,116	(218)	-1.52 %
2715 WATER	16,623	10,186	20,843	21,774	931	4.47 %
2720 MUNICIPAL TAXES	137,846	176,381	143,361	167,631	24,270	16.93 %
2975 LAB TESTING	24,067	28,814	20,000	30,000	10,000	50.00 %
2977 LABORATORY CONSUMABLES	20,722	5,272	11,000	11,000	0	0.00 %
2980 INSTRUMENTATION	25,462	17,246	7,000	10,000	3,000	42.86 %
2985 LAB EQUIPMENT	1,226	2,104	2,000	2,000	0	0.00 %
2987 ELECTRICAL SUPPLIES	1,858	1,694	0	0	0	0.00 %
3001 POSTAGE	123,994	92,505	125,000	125,000	0	0.00 %
3005 COURIER & DELIVERY	139	233	0	0	0	0.00 %
3007 ONTARIO 1 CALL CENTER	3,928	2,354	8,000	8,000	0	0.00 %
3010 TELEPHONE	17,744	11,590	16,500	18,000	1,500	9.09 %
3035 MILEAGE	3,286	2,351	4,000	3,000	(1,000)	-25.00 %
3055 MEETING COSTS	1,000	309	700	700	0	0.00 %
3065 MEMBERSHIPS/LICENSES/CERTIFICATIONS	2,749	1,787	5,825	7,675	1,850	31.76 %
3070 TRAINING COURSES - OUT	29,488	0	0	0	0	0.00 %
3075 TRAINING COURSES- IN	15,300	11,224	34,000	34,000	0	0.00 %
3088 REBATES/REFUNDS	9,771	5,531	10,000	10,000	0	0.00 %
3089 CONSUMPTION CREDITS	13,432	3,272	10,000	10,000	0	0.00 %
3130 CONSULTANT FEES	0	0	0	0	0	0.00 %
3199 MISC PROFESSIONAL FEES	1,540	2,242	1,655	1,655	0	0.00 %
3205 VEHICLE LEASE/RENTAL	5,598	2,404	6,000	6,000	0	0.00 %
3207 EQUIPMENT LEASE	563	0	600	0	(600)	-100.00 %
3301 RADIO MAINTENANCE	66,793	64,543	64,683	65,400	717	1.11 %
3305 BUILDING MAINTENANCE	278	0	0	0	0	0.00 %
3307 EQUIPMENT MAINTENANCE/CONTRACTS	2,550	0	0	0	0	0.00 %
3325 WATER METER MAINTENANCE	1,613	181	40,000	20,000	(20,000)	-50.00 %
3340 SOFTWARE MAINTENANCE	51,476	38,076	52,296	39,992	(12,304)	-23.53 %
3350 DRY CLEANING/LAUNDERING	1,005	974	1,050	1,500	450	42.86 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Water System

Division(s): WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
3412 INTERNET FEES	2,820	2,945	2,000	2,000	0	0.00 %
3425 CONSTRUCTION CONTRACT	40,080	22,148	70,175	55,000	(15,175)	-21.62 %
3426 PATCHING	157,402	95,123	330,100	250,000	(80,100)	-24.27 %
3427 HYDROSEEDING	17,744	10,524	21,516	21,516	0	0.00 %
3428 CONCRETE RESTORATION	4,512	2,664	31,827	10,000	(21,827)	-68.58 %
3455 SECURITY SERVICES	802	285	700	700	0	0.00 %
3489 CONTRACT/OUTSIDE SERVICES	48,992	14,489	15,000	15,000	0	0.00 %
3601 INSURANCE PREMIUMS	131,446	186,619	178,995	204,474	25,479	14.23 %
GOODS & SERVICES TOTAL	2,290,446	1,592,703	2,621,834	2,480,975	(140,859)	-5.37 %
FINANCIAL EXPENSES						
4015 DEBENTURE PRINCIPAL	1,745,748	1,734,323	1,734,323	1,686,823	(47,500)	-2.74 %
4020 DEBENTURE INTEREST	243,552	200,276	200,276	180,500	(19,776)	-9.87 %
FINANCIAL EXPENSES TOTAL	1,989,300	1,934,599	1,934,599	1,867,323	(67,276)	-3.48 %
CAPITAL/RESERVE TRANSACTIONS						
5020 WATER METERS	15,178	23,972	50,000	25,000	(25,000)	-50.00 %
5101 CAPITAL LEVY	4,875,435	4,718,271	4,718,271	4,943,723	225,452	4.78 %
CAPITAL/RESERVE TRANSACTIONS TOTAL	4,890,613	4,742,243	4,768,271	4,968,723	200,452	4.20 %
INTERNAL TRANSFERS						
7001 VEH & EQUIPMENT USAGE FEE	370,139	262,031	409,144	421,805	12,661	3.09 %
7010 ADMINISTRATION & OVERHEAD	831,801	690,423	920,563	995,266	74,703	8.11 %
7050 FLEET CHARGEBACK CHARGES	5,856	4,098	0	0	0	0.00 %
INTERNAL TRANSFERS TOTAL	1,207,796	956,552	1,329,707	1,417,071	87,364	6.57 %
EXPENSE TOTAL	13,366,356	11,052,818	13,685,918	13,850,031	164,113	1.20 %
REVENUE						
0175 DIRECT WATER BILLINGS	12,273,586	4,245,515	0	0	0	0.00 %
0177 FILTRATION PLANT LEVY	409,062	2,880	0	352,132	352,132	100.00 %
0178 CONSTRUCTION WATER	17,671	26,695	10,000	15,000	5,000	50.00 %
0179 FIXED WATER	0	4,145,116	0	0	0	0.00 %
0431 PENALTIES/WATER ACCOUNTS	19,799	25,672	23,500	23,500	0	0.00 %
0456 SALE OF SCRAP METALS	3,803	1,345	0	1,500	1,500	100.00 %
0460 TRANSFER FRM CAPITAL FUND	0	0	326,460	453,089	126,629	38.79 %
0468 METER REPLACEMENT	2,320	3,608	4,300	4,300	0	0.00 %
0470 TSF FROM RESERVE FUND	470,978	527,752	527,752	164,100	(363,652)	-68.91 %
0472 REIMB - CUPE BENEFITS	2,193	2,545	0	0	0	0.00 %
0476 REIMBURSEMENT-CUPE WAGES	6,459	6,737	0	0	0	0.00 %
0479 REIMBURSEMENTS	0	158	0	0	0	0.00 %
0480 SUNDRY REVENUE	10,067	8,958	15,000	10,000	(5,000)	-33.33 %
0856 RETURN CHEQUE CHARGE	1,561	3,985	7,000	7,000	0	0.00 %
0860 ACCOUNT ADJ./METER READS	31,693	29,953	36,000	36,000	0	0.00 %
0861 OFFICIAL RECEIPTS	0	125	100	100	0	0.00 %



Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Water System

Division(s): WATER DISTRIBUTION, WATER FINANCE ADMIN, WATER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
0876 WATER CONNECTIONS	21,459	16,978	35,000	30,000	(5,000)	-14.29 %
0877 WATER THAWS	0	3,375	3,000	3,000	0	0.00 %
0878 WATER TURN ON/OFF	32,488	26,814	30,000	30,000	0	0.00 %
0897 PATTON BULK WATER	30,475	30,219	20,000	30,000	10,000	50.00 %
0899 OTHER SERVICE CHARGES	32,744	13,480	20,000	20,000	0	0.00 %
REVENUE TOTAL	13,366,358	9,121,910	1,058,112	1,179,721	121,609	11.49 %
GRAND TOTAL:	(2)	1,930,908	12,627,806	12,670,310	42,504	0.34 %



WASTEWATER

2022 OPERATING BUDGET

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
PERSONNEL						
1001 REGULAR SALARIES	1,049,691	827,915	1,695,095	1,615,395	(79,700)	-4.70 %
1002 TEMPORARY SALARIES	195	22,976	40,607	40,892	285	0.70 %
1003 SHIFT PREMIUM	1,200	1,178	1,100	2,264	1,164	105.82 %
1004 OTHER/STANDBY	45,125	37,664	55,055	57,205	2,150	3.91 %
1010 MODIFIED/ACCOMMODATED	7,187	1,178	0	0	0	0.00 %
1011 SALARIES CAPITAL/Special Projects	0	0	251,807	313,310	61,503	24.42 %
1101 OVERTIME FULLTIME	78,883	74,178	104,493	90,000	(14,493)	-13.87 %
1102 OVERTIME PART TIME	36	0	0	0	0	0.00 %
1201 VACATION other	0	107	0	0	0	0.00 %
1202 VACATION	108,454	81,536	2,336	2,352	16	0.68 %
1203 COMPASSIONATE LEAVE	0	1,003	0	0	0	0.00 %
1204 STATUTORY HOLIDAYS	32,486	34,336	0	0	0	0.00 %
1207 SICK LEAVE	29,153	24,018	0	0	0	0.00 %
1299 OTHER LABOUR COSTS	0	60	0	0	0	0.00 %
1401 TRAINING & SAFETY	8,357	5,271	0	0	0	0.00 %
1499 OTHER EMP ALLOWANCES	760	0	0	0	0	0.00 %
1801 FRINGE BENEFITS-FULLTIME	333,670	414,778	576,869	645,665	68,796	11.93 %
1802 FRINGE BENEFITS-PARTTIME	0	2,817	6,672	8,122	1,450	21.73 %
PERSONNEL TOTAL	1,695,197	1,529,015	2,734,034	2,775,205	41,171	1.51 %
GOODS & SERVICES						
2002 SALT	5	0	0	0	0	0.00 %
2006 ASPHALT - COLD MIX	2,371	336	5,150	3,000	(2,150)	-41.75 %
2007 CONSTRUCTION SUPPLIES	437	1,445	0	0	0	0.00 %
2008 CEMENT	0	0	3,000	1,000	(2,000)	-66.67 %
2009 METALS	1,432	9,805	0	0	0	0.00 %
2020 SEWER/WATER PIPE & PARTS	43,483	24,399	55,000	50,000	(5,000)	-9.09 %
2030 GRAVEL	18,524	0	18,600	18,600	0	0.00 %
2055 CHEMICALS	232,904	236,512	202,500	231,500	29,000	14.32 %
2099 MISC. MATERIALS	1,534	878	2,000	500	(1,500)	-75.00 %
2401 GAS FUEL	17,660	17,874	22,121	20,633	(1,488)	-6.73 %
2405 DIESEL FUEL	34,549	30,246	44,011	41,419	(2,592)	-5.89 %
2407 COLOURED/DYED DIESEL	7,830	7,709	16,576	14,014	(2,562)	-15.46 %
2415 LUBRICANTS	3,504	2,656	3,000	3,000	0	0.00 %
2425 REPAIR PARTS	22,185	28,379	8,000	20,000	12,000	150.00 %
2430 MECHANIC SHOP SUPPLIES	5,030	4,701	4,000	4,000	0	0.00 %
2435 TOOLS	16,101	11,945	16,030	19,030	3,000	18.71 %
2440 MAINTENANCE SUPPLIES	4,954	10,088	3,000	5,000	2,000	66.67 %
2601 OFFICE SUPPLIES	5,424	2,870	3,000	3,000	0	0.00 %
2615 JANITORIAL SUPPLIES	1,425	2,575	2,000	2,000	0	0.00 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
2625 BUILDING MAINT SUPPLIES	1,951	768	1,650	1,650	0	0.00 %
2650 CLOTHING / UNIFORM	9,400	7,948	12,130	11,084	(1,046)	-8.62 %
2655 SAFETY SUPPLIES	19,725	12,296	24,658	24,658	0	0.00 %
2660 SAFETY BOOT ALLOWANCE	5,868	1,786	6,582	6,870	288	4.38 %
2690 ELECTRONIC MATERIALS	102	0	0	0	0	0.00 %
2699 MISC GENERAL SUPPLIES	0	0	500	500	0	0.00 %
2701 HYDRO	496,507	221,655	543,659	507,817	(35,842)	-6.59 %
2705 NATURAL GAS	139,618	46,645	76,532	76,322	(210)	-0.27 %
2715 WATER	1,649	1,092	1,783	1,863	80	4.49 %
2720 MUNICIPAL TAXES	93,704	93,045	97,452	96,767	(685)	-0.70 %
2975 LAB TESTING	11,237	14,394	10,000	12,000	2,000	20.00 %
2977 LABORATORY CONSUMABLES	9,820	10,801	7,000	10,000	3,000	42.86 %
2980 INSTRUMENTATION	22,573	23,184	8,000	10,000	2,000	25.00 %
2985 LAB EQUIPMENT	5,442	6,028	0	0	0	0.00 %
2987 ELECTRICAL SUPPLIES	12,620	16,344	1,500	5,000	3,500	233.33 %
2999 MISCELLANEOUS SUPPLIES	0	25	0	0	0	0.00 %
3001 POSTAGE	15	6	0	0	0	0.00 %
3005 COURIER & DELIVERY	1,898	1,557	3,000	2,500	(500)	-16.67 %
3007 ONTARIO 1 CALL CENTER	3,143	1,883	0	0	0	0.00 %
3010 TELEPHONE	39,641	26,716	30,500	31,000	500	1.64 %
3035 MILEAGE	5,425	1,467	2,700	2,700	0	0.00 %
3055 MEETING COSTS	352	240	0	0	0	0.00 %
3065 MEMBERSHIPS/LICENSES/CERTIFICATIONS	1,800	1,579	0	0	0	0.00 %
3070 TRAINING COURSES - OUT	2,395	0	0	0	0	0.00 %
3075 TRAINING COURSES- IN	5,694	7,033	19,000	19,000	0	0.00 %
3089 CONSUMPTION CREDITS	10,897	2,804	7,500	7,500	0	0.00 %
3199 MISC PROFESSIONAL FEES	895	1,257	1,290	1,290	0	0.00 %
3205 VEHICLE LEASE/RENTAL	7,551	1,923	0	0	0	0.00 %
3299 MISC LEASES & RENTS	14,927	639	0	0	0	0.00 %
3301 RADIO MAINTENANCE	102	140	5,000	5,000	0	0.00 %
3305 BUILDING MAINTENANCE	222	58	0	0	0	0.00 %
3340 SOFTWARE MAINTENANCE	51,476	38,076	47,236	39,992	(7,244)	-15.34 %
3350 DRY CLEANING/LAUNDERING	802	779	0	0	0	0.00 %
3399 MISC MAINTENANCE FEES	0	174	0	0	0	0.00 %
3412 INTERNET FEES	0	344	1,500	1,500	0	0.00 %
3425 CONSTRUCTION CONTRACT	80,853	48,311	65,140	65,140	0	0.00 %
3426 PATCHING	284,345	176,070	244,751	252,100	7,349	3.00 %
3427 HYDROSEEDING	16,576	9,960	14,489	14,489	0	0.00 %
3428 CONCRETE RESTORATION	9,852	3,801	8,487	10,000	1,513	17.83 %
3455 SECURITY SERVICES	320	3,394	0	0	0	0.00 %

Executive Report

Budget Year: 2022; YTD End Date: September 2021

Department(s): Wastewater System

Division(s): SANITARY SEWER DISTRIBUTION, SANITARY SEWER PLANT

	2020 Actuals	2021 Actuals YTD	2021 Budget	2022 Council Review	Variance	Variance %
3489 CONTRACT/OUTSIDE SERVICES	38,478	61,015	25,000	35,000	10,000	40.00 %
3601 INSURANCE PREMIUMS	194,749	271,466	261,581	296,807	35,226	13.47 %
3969 SLUDGE DISPOSAL	102,576	118,521	100,000	105,000	5,000	5.00 %
GOODS & SERVICES TOTAL	2,124,552	1,627,642	2,036,608	2,090,245	53,637	2.63 %
FINANCIAL EXPENSES						
4015 DEBENTURE PRINCIPAL	1,065,677	1,065,677	1,065,677	1,133,177	67,500	6.33 %
4020 DEBENTURE INTEREST	168,340	142,447	142,447	154,156	11,709	8.22 %
FINANCIAL EXPENSES TOTAL	1,234,017	1,208,124	1,208,124	1,287,333	79,209	6.56 %
CAPITAL/RESERVE TRANSACTIONS						
5010 MACHINERY & EQUIPMENT	3,050	0	0	0	0	0.00 %
5015 OFFICE FURNITURE & EQUIP	1,448	3,927	500	500	0	0.00 %
5101 CAPITAL LEVY	3,988,993	4,718,272	4,718,271	4,943,723	225,452	4.78 %
5115 TRANSFER TO RESERVE FUND	105,801	0	0	0	0	0.00 %
CAPITAL/RESERVE TRANSACTIONS TOTAL	4,099,292	4,722,199	4,718,771	4,944,223	225,452	4.78 %
INTERNAL TRANSFERS						
7001 VEH & EQUIPMENT USAGE FEE	352,732	250,446	356,515	366,643	10,128	2.84 %
7010 ADMINISTRATION & OVERHEAD	708,543	599,934	799,911	849,126	49,215	6.15 %
7050 FLEET CHARGEBACK CHARGES	1,546	0	1,500	1,500	0	0.00 %
INTERNAL TRANSFERS TOTAL	1,062,821	850,380	1,157,926	1,217,269	59,343	5.12 %
EXPENSE TOTAL	10,215,879	9,937,360	11,855,463	12,314,275	458,812	3.87 %
REVENUE						
0180 SEWER SURCHARGE	10,029,158	7,220,062	0	0	0	0.00 %
0431 PENALTIES/WATER ACCOUNTS	19,799	10,368	23,500	23,500	0	0.00 %
0456 SALE OF SCRAP METALS	32	423	5,000	1,500	(3,500)	-70.00 %
0460 TRANSFER FRM CAPITAL FUND	0	0	326,974	417,836	90,862	27.79 %
0470 TSF FROM RESERVE FUND	0	0	300,000	150,000	(150,000)	-50.00 %
0472 REIMB - CUPE BENEFITS	113	0	0	0	0	0.00 %
0476 REIMBURSEMENT-CUPE WAGES	364	0	0	0	0	0.00 %
0479 REIMBURSEMENTS	42,500	0	0	0	0	0.00 %
0480 SUNDRY REVENUE	350	442	0	0	0	0.00 %
0873 SANITARY SEWER CONNECTION	14,653	11,180	10,000	12,500	2,500	25.00 %
0874 SEWER RODDINGS	10,795	15,748	25,000	20,000	(5,000)	-20.00 %
0899 OTHER SERVICE CHARGES	19,809	7,515	25,000	25,000	0	0.00 %
0985 SEPTAGE TREATMENT	78,303	98,682	50,000	75,000	25,000	50.00 %
REVENUE TOTAL	10,215,876	7,364,420	765,474	725,336	(40,138)	-5.24 %
GRAND TOTAL:	3	2,572,940	11,089,989	11,588,939	498,950	4.50 %



2022

SERVICE LEVEL CHANGES

Service Level Reduction / Increase 2022

Description/Title: In Camera Item

Service Enhancement or Reduction: Enhancement

Public: **In Camera:** X **Service Area/Business Unit** Water & Wastewater

Department: Water and Wastewater Facilities

Costing Center #: 3385/3321

Budget Impacted: Municipal Levy Building Permit Reserve Other Water X Sewer X

Detail:

This Service Level Change will be discussed In Camera as it deals with an identifiable individual.

Link to Strategic Plan: _____

<u>Current Year Budget Impact:</u>	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
Expense			
(Revenue) Transfer from capital			
Net Cost (Savings)			
<u>Full Time Equivalent (FTE) Impact:</u>	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
<u>Future Years Budget Impact</u> (only required for phased-in Service Level changes)	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
Year / Expense			
Year / Revenue			
Net Cost (Savings)			

Capital Requirements (if applicable):

Service Level Reduction / Increase Template 2022

Reduction/Increase of Services: Paper Bill User Fee

Public: ☒ In Camera: ☐

Service Area: Water

Department: Administration

Costing Center: 1302 - Water Administration

Budget Impacted: Municipal Levy ☐ Building Permit ☐ Reserve ☐ Other ☐ Water ☒ Sewer ☐

Description/Title: \$2 Paper Bill User Fee

Detail:

With the implementation of water meters, the City designed a web portal for e-services. The portal enables customers to see their daily water consumption and estimated bills. The portal also enables customers to log in and to view their monthly water & wastewater bills and the system will send an email notifying the customer when their bill is available online.

In order to incent customers to use the web portal and elect for paperless billing, Council approved a \$5.00 credit for signing up on the portal. Since initiation approximately 6,000 residents have signed up and are utilizing the City's web portal. Although the initial interest in transitioning to an electronic bill was well received, interest has plateaued in recent years. Approximately 11,000 users are still receiving a paper bill.

In order to further encourage users to switch to paperless billing and use the web portal, it is recommended that a user fee be implemented for customers that continue to receive a paper bill. Staff recommends setting the user fee at \$2 per month for each bill and the fee is intended to cover direct material and direct labour costs.

While the uptake in web portal sign-up is unknown, the Service Level Change recommends a new user fee to be implemented on July 1, 2022. No revenue or expense adjustment would be made until 2023 to align with the known uptake and minimize the risk of a deficit. For demonstrative purposes, if approximately 30% of current users receiving a paper bill switch to paperless billing, potential user fee revenue based on a six month implementation is as follows:

User fees at \$2 per bill per month (7,700 accounts) (\$92,400)

Cost savings at \$1.10 per month for electronic billing (3,300 accounts) (\$21,780)

The ongoing maintenance and setup is manual and no additional costs will be incurred.

Link to Strategic Plan: _____

<u>Current Year Budget Impact:</u>	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
Expense			
(Revenue)			
Net Cost (Savings)			
<u>Full Time Equivalent (FTE) Impact:</u>	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
	N/A		
<u>Future Years Budget Impact</u>	<u>Admin. Option</u>	<u>Admin. Accepted</u>	<u>Committee Recommended</u>
Year / Expense			
Year /			
Net Cost (Savings)			