



**To:** Evangeline Hanuse, Acting CAO

**From:** Yene Byun, Finance Manager

**Meeting Date:** Dec 09, 2021

**Subject:** Outstanding Water Tolls

**Recommendation:**

***THAT the Board of Directors of the Central Coast Regional District order that water be shut off to any premises within the boundaries of the Hagensborg Waterworks service area on which there are any fees (tolls), parcel taxes, or other charges owing for 90 days or longer and further, that the water be shut off to any premises on which there are any penalties and interest owing for 30 days or longer and that charges be issued for the turn off and turn on of those premises.***

**Issue/Background Summary:**

At the time of this writing, approximately 18 properties in the Hagensborg Waterworks service area are delinquent in their annual water toll payments, despite the requisite reminders.

**Policy, Bylaw or Legislation:**

Pursuant to Hagensborg Waterworks District Bylaw 240, "Water Delivery Service Fees (Tolls) and Charges Bylaw 2021"

4. That the Trustees may order, by resolution, that the water be shut off to any premises on which there are any fees (tolls), parcel taxes, or other charges owing for 90 days or longer. In addition, the Trustees may order, by resolution that the water be shut off to any premises on which there are any penalties and interest owing for 30 days or longer. Water shut off under this section shall be subject to the charges levied under Section 2 of this Bylaw.

**Pursuant to Order in Council #624:**

- 1 The bylaws and resolutions of the Hagensborg Waterworks District continue in force as bylaws or resolutions, as the case may be, of the Central Coast Regional District applicable to the area of the Central Coast Regional District to which they applied as bylaws or resolutions of the Hagensborg Waterworks District until those bylaws or resolutions are amended or repealed by the board of directors of the Central Coast Regional District.

**Financial/Budgetary Implications:**

The Regional District's annual budget for the supply and distribution of potable water for the service area relies 100% on water tolls from water users. Currently, of the \$94,425 billed, approximately \$4,800 or 5 % is outstanding and not yet collected.

Board Meeting  
 DEC 09 2021  
 CCRD ITEM C) (d)


**Time Requirements – Staff and Elected Officials:**

Collection of water tolls and other receivables is an endless task and a constant source of frustration in the finance department. Several hours each month are dedicated to reconciling accounts, calculating and applying late fees and charges, and issuing reminder and past due notices. Because there are so many individual accounts with water services, a significant amount of this effort is directed at collecting in the Hagensborg water service area.

**Options to Consider:**

1. Determine potential to defer notices and shut offs.

Submitted by:   
Yene Byun, Finance Manager

Reviewed by:   
Evangeline Hanuse,  
Acting Chief Administrative Officer