



City of Kenora Committee of the Whole Agenda

Tuesday, June 4, 2019

9:00 a.m.

City Hall Council Chambers

A. Public Information Notices

As required under Notice By-law #144 -2007, the public is advised of Council's intention to adopt the following at its June 18, 2019 meeting:-

- To amend the 2019 Operating & Capital Budget to withdraw funds from the CIP Reserves in the amount of \$37,458.00 to fund the 2019 CIP grants
- Amend the Municipal Water Supply and the Provision of Sanitary Sewage Services By-law pertaining to individual meters in buildings of four (4) or more units

B. Declaration of Pecuniary Interest & the General Nature Thereof

1) On Today's Agenda

2) From a Meeting at which a Member was not in Attendance.

C. Confirmation of Previous Committee Minutes

Motion:

That the Minutes from the last regular Committee of the Whole Meeting held May 14, 2019 be confirmed as written and filed.

D. Deputations/Presentations

- Lake of the Woods Development Commission Quarterly Presentation

E. Reports:

1. Administration & Finance

Item Subject

- 1.1. April 2019 Financial Statements
- 1.2. Municipal Insurance Renewal
- 1.3. Community Code of Conduct Policy
- 1.4. ROMA-OGRA Combined Conferences
- 1.5. Water & Sewer Account Deposits Policy
- 1.6. Evaluation of Busing Model

2. Fire & Emergency Services

Item Subject

No Reports

3. Operations & Infrastructure

Item Subject

- 3.1 Norman Park Parking Amendment
- 3.2 Minnesota Street and Bay Road Parking Restrictions
- 3.3 Sewer & Water Service Rate

4. Community Services

Item Subject

- 4.1 NOHFC Phase II Submission Amendment – Kenora SportsPlex
- 4.2 Ice Allocation Policy

5. Development Services

Item Subject

- 5.1 Budget Amendment - CIP

Other:

Public Zoning Amendment Meetings

12:00 Noon – D14-19-05 – 127 5th Ave S, Kendall House

12:30 p.m. – D14-19-06 Small Homes

Next Meeting

- Tuesday, July 9, 2019

Motion - Adjourn to Closed Meeting:

That this meeting now be adjourned to a closed session at _____ a.m.; and further

That pursuant to Section 239 of the Municipal Act, 2001, as amended, authorization is hereby given for Committee to move into a Closed Session to discuss items pertaining to the following: -

- i) Disposition of Land (request for reconsideration of evaluation)
- ii) Disposition of Land (Future Use of Central Park)
- iii) Personal Matter about an Identifiable Individual (Museum Board Appointment)
- iv) Matter authorized by another provincial statute (Emergency Management & Civil Protection Act)

Adjournment.



May 27, 2019

City Council Committee Report

To: Mayor and Council

Fr: Jon Ranger, Deputy Treasurer

Re: April 2019 Financial Statements

Recommendation:

That Council hereby accepts the monthly Financial Statements of the Corporation of the City of Kenora at April 30, 2019.

Background:

Attached for your information, please find the April 2019 summary expense and user fee statements for the City of Kenora and the Council department. Also, Expenses & User fees for Water & Sewer and Solid Waste have been separated. At the end of April, the year is 1 third complete, so not including any seasonal or timing differences, there should be 66.67% of the budget remaining.

Overall:

- Expenses at the end of April 2019 were close to budget with 68.99% remaining to be spent. Water & Sewer 73.10% left in the budget and Solid Waste 76.53% left in the budget.
- User fee revenues to the end of April 2019 are ahead of budget with 64.43% left to collect. Water & Sewer 73.68% left to collect and Solid Waste by the end of April had 74.90% left to collect.

Expenditures:

- **General Government** - The General Government expenses to date are close to budget with 68.41% of the expense budget unspent.
 - **Human Resources** – Slightly under budget as expenses such as legal and training, have not yet been completed for the year.
 - **Mayor & Council** – Currently over budget as expected. Most of the Council Donations and subscriptions & memberships have been made for the year.
- **Protection** – The Protection Department expenses to date are close to budget with 67.82% remaining in the budget.
 - **Facilities and Property Management** – Wages slightly under budget. This is expected to increase with various work being completed on facilities by the electricians and facilities maintenance operator.
- **Transportation** – The Transportation Department expenses to date are close to budget with 69.67% remaining in the budget.

- **Paved/Surface Treated/Loostop Roads** – Under budget as expected. All roads maintenance departments complete the majority of their work throughout the summer months. It is expected that there would be very little spent by the end of April.
- **Winter Control Maintenance** – Winter control maintenance is significantly over budget with only 13.27% remaining to be spent for the year. As this is a seasonal department, it is expected that this department would be over budget at the end of April. However looking at the prior year we can see that at the end of April in 2018, winter control had 34.14% remaining in the budget.
- **Environmental** – The Environmental Department expenditures are below budget with 70.32% remaining to be spent. 73.10% left in the budget in Water & Sewer and 76.53% remaining in Solid Waste.
 - **Storms Sewers** – Currently over budget, per discussion with roads division lead, a significant amount of steaming was required this winter on storm sewers.

Water & Sewer

- **Sanitary System** – Contracted services, and materials and supplies are under budget at the end of April. These expenses are expected to increase as work is required on the sewer mains.
- **General Sewer Lift Stations** – Contracted services, and materials and supplies are under budget at the end of April. These expenses are expected to increase as work is required on the Lift stations.

Solid Waste

- **Garbage Collection** – Under budget as no materials & supplies have been purchased to date.
- **Hazardous Waste Days** – Expenses under budget as expected as hazardous waste days do not open until June 6th and will continue through September.
- **Transfer Facility** – Contracted services and P/T wages currently under budget. P/T wages includes summer students.
- **Kenora Area Landfill** – Contracted services and material & supplies currently under budget at the end of April. This is expected to increase moving into the summer months.

- **Health Services** – Health expenditures are right on budget.
- **Social and Family Services** – Social and Family Expenditures are right on budget.
- **Community Services** – Overall Community Services expenses are below budget with 72.03% remaining to be spent.
 - **711 through to 717** – As expected Parks budgets are under budget at the end of April. These expenses are expected to increase throughout the summer months.
 - **Fitness Centre** – Wages currently lower than budgeted. In an effort to match wage costs to the departments in which they are actually spent. Much of desk attendants wages were budgeted to fitness centre, however there has been a lag in adjusting the timesheets. An allocation will need to be made as currently all desk attendants wages are coded to the rec centre main dept 730.

- **Planning & Development** – Planning & Development expenses are under budget with 74.10% left in the budget.
 - **Planning Advisory Committee** – Currently under budget as travel expenses not to take place until June.
 - **Starter Company** – The starter company program was to be finished March 31, 2019, however some expenses still unpaid at the end of April.
 - **Economic Development** – Wages budget includes an Economic Development Intern that has not yet been hired.
 - **Tourism** – Tourism and Tourism facilities are currently under budget. Most of these expenses occur during the summer months and include summer student wages.

User Fees:

- Overall, user fees are exceeding budget projections with 64.43% of the budget still to be collected. 73.68% of Water & Sewer User fees are also still to be collected and Solid Waste has 74.90% left to collect.
- **General Government**
General Government is below budget with 71.50% left to be collected.
 - **City Clerk** – Currently under budget however as we move into wedding season, there will be a rise in marriage licenses.
 - **Finance and Administration** – Very little merchandise sales to date, comparable with prior year at this time.
- **Protection to Persons and Property**
Protection to Persons and Property is exceeding budget with 52.16% still left in the budget.
 - **Fire department** – Currently exceeding budget for a couple reasons. Fire services billed out to surrounding areas for fires that took place in April. Also a larger donation was made towards the Kenora Fire Regional Training Centre. These have caused the fire department to be only 11.70% away from reaching their annual budget.
 - **Provincial Offences** revenue is dependent on the fines assessed in this area. The first quarter has not yet been recorded. Also note that the anticipated revenue over all this year is less than prior year.
 - **Building Inspection** – Building permit user fee exceeding budget at this time. Significant permits took place in March and were recorded in April. This is dependent on builds in the year and can vary from year to year.
- **Transportation Services**
Transportation user fees are below budget with 65.42% left in the budget.
 - **Conventional transit** – comparable to last year's actuals and is currently close to budget.
 - **Metered Parking** – below budget, however we anticipate this will pick up moving into the summer months. Also parking compliancy is expected to increase with the new partnership with HotSpot Parking.
 - **Docks & Wharfs** – Currently exceeding budget as expected as docks and wharfs are billed and collected ahead of the boating season.
- **Environmental Services**

Environmental services user fees are below budget with 77.49% remaining to be collected. 73.68% of Water & Sewer User fees are also still to be collected and Solid Waste has 74.90% remaining to be collected.

- **Blue Box collection** – Currently below budget, dependent on recycled materials. These include commercial pickup revenues. Actual fees comparable to prior year at the end of April.

Water & Sewer

- **Water and Sewer** user fees are one month behind budget with 74.75% and 72.57% not yet collected respectively.

Solid Waste

- **Kenora Area Landfill** - user fees currently below budget and below prior year actuals as last year at this time hog fuel was still being received.

- **Community Services**

Community Services user fees are ahead of budget with 63.33% remaining to be collected

- **Parks, External facilities** – All currently under budget as these departments are all rented out during the summer months.
- **Thistle Arena, and Pool** – Currently over budget, we will expect this to even out over the summer months when these facilities are closed.

- **Planning and Development**

Planning and Development user fees are below budget with 82.56% remaining to be collected.

- **Tourism, Tourism Facilities, Events** – Very little revenue recorded to date, revenue for these departments occurs over the summer months.

Please let me know if you have any questions, or would like to see any of the department statements in further detail.

Strategic Plan or other Guiding Document:

Fiscal Responsibility: We manage the municipal finances in a responsible, prudent and transparent manner.

ERM Assessment: Monitoring financial statements on a monthly basis mitigates some of the uncertainty related to projected costs vs actual expenditures.



May 27, 2019

City Council Committee Report

TO: Mayor and Council

FR: Bruce Graham, Human Resources Strategist

RE: Municipal Insurance Renewal

Recommendation:

That Council hereby accepts the proposal for renewal of Municipal Insurance as presented by Gillons and Frank Cowan Company in the amount of \$297,420.00 plus applicable taxes; and further

That this amount includes \$291,228.00 for property, automobile and liability, and \$6,192.00 for volunteer firefighter coverage.

Background:

The proposal represents an overall 2% increase over last year. Last year's total premium, exclusive of taxes was \$291,560.00, compared to this year's proposed total of \$297,420.00. The 2019 proposed renewal from Gillons and Frank Cowan includes the following changes. The general liability premium has increased by 5% from \$79,584.00 to \$83,561.00. This increase is reflective of an agreed upon general market increase.

The property premium has increased by 2.6% from \$115,868.00 to \$118,901.00. This increase is the result of adjustments to some of our building valuations, and the addition of buildings that were not included last year.

There is also a 2% increase in the equipment breakdown premium under the Property coverage, increasing from \$9,127.00 to \$9,309.00 and again, this increase is the result of equipment valuations being adjusted.

Finally, our Owned Automobile premium decreased from \$46,011.00 to \$44,595.00, a decrease approximately 3%. This increase is due to an overall decrease in the value of our fleet.

The 2019 Municipal Insurance Program Renewal Report as prepared by Frank Cowan Company accompanies this report as an attachment.

It should be noted that on page 15 of the attachment, the Expiring Program Term total is reported as \$283,952.00 when it should actually be \$285,368.00

Budget: Included in the 2019 operating budget.

Risk Analysis:

There is no perceived risk with this recommendation, and in fact, this recommendation is being made to mitigate and transfer existing risks.

Communication Plan/Notice By-law Requirements:

Upon approval by Council, the appropriate renewal documents will be signed.

Strategic Plan or Other Guiding Documents:

Goal #1: Develop Our Economy

1-2 The City will forge strong, dynamic working relationships with the Kenora business community.

The Gillons office in Kenora and is a very active part of the local business community.

Goal #2: Strengthen Our Foundations

2-1 The City will ensure that our municipal infrastructure is maintained using available resources with the intent of moving towards all City infrastructure being in a good state of repair to ensure certainty, security and long-term stability of our systems.

By maintaining adequate insurance coverage we are ensuring that our assets are protected from loss.



May 28, 2019

City Council Committee Report

To: Mayor & Council

Fr: Hilary Smith, Risk Management & Loss Prevention Officer

Re: Creation of new Community Code of Conduct Policy HR-2-26

Recommendation:

That Council hereby approves a new Community Code of Conduct Policy #HR-2-26 to be added to the Comprehensive Policy Manual; and further .

That three readings be given to a bylaw for this purpose.

Background:

The City of Kenora recognizes that the majority of residents in Kenora use City services, programs, facilities, and properties, and believes that all deserve an environment free of harassment and violence. The City expects respectful and considerate relationships between employees and members of the public and is committed to ensuring the safety of all employees, customers, spectators, and volunteers in accordance with the Occupiers Liability Act, the Ontario Human Rights Code, the Occupational Health & Safety Act, the Trespass to Property Act, the Criminal Code, municipal bylaws and policies, and other provincial legislation.

The purpose of this policy is to clearly define a Community Code of Conduct and outline strategies for employees when dealing with inappropriate behaviour from customers or other outside parties including contractors, consultants, or members of the public. Any acts of inappropriate behaviour towards employees will be addressed as per the consequences outlined in this policy.

This policy will work in conjunction with the City's Workplace Violence Prevention and Workplace Harassment policies and assists staff with ongoing concerns in the workplace related to treatment of staff by the public.

Budget: N/A

Risk Analysis: There are no perceived risks with adopting this policy and was developed as a means to mitigate current risks to staff.

Communication Plan/Notice By-law Requirements: Bylaw required.

Strategic Plan or other Guiding Document:

3-11 The City will commit to preventing occupational illness and injury in the workplace

Community Code of Conduct



Section	Date	By-Law Number	Page	Of
Human Resources	April 16, 2019		1	6
Subsection	Repeals By-Law Number		Policy Number	
			HR-2-26	

A. Policy Statement

The City of Kenora recognizes that the majority of residents in Kenora use City services, programs, facilities, and properties, and believes that all deserve an environment free of harassment and violence. The City expects respectful and considerate relationships between employees and members of the public and is committed to ensuring the safety of all employees, customers, spectators, and volunteers in accordance with the Occupiers Liability Act, the Ontario Human Rights Code, the Occupational Health & Safety Act, the Trespass to Property Act, the Criminal Code, municipal bylaws and policies, and other provincial legislation.

B. Purpose

The purpose of this policy is to clearly define a Community Code of Conduct and outline strategies for employees when dealing with inappropriate behaviour from customers or other outside parties including contractors, consultants, or members of the public (herein after referred to as customers). Any acts of inappropriate behaviour towards employees will be addressed as per the consequences outlined in this policy.

This policy will work in conjunction with the City's Workplace Violence Prevention and Workplace Harassment policies.

C. Scope

This policy applies to all City of Kenora owned facilities and properties, including but not limited to City Hall, Operations Building, Kenora Recreation Centre, sports fields and parks, Kenora Museum, Kenora and Keewatin Library, Kenora Water and Waste Water Treatment Plants, the Discovery Centre, and any other location where City employees are performing work.

This policy applies to all forms of communication with customers including in-person, telephone, voicemail, and email.

This policy also applies to all City of Kenora employees in a working capacity outside of City facilities such as Bylaw Officers, Parks employees, and Operations employees.

Community Code of Conduct

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HR-2-26	2	6

D. Definitions

"City" means the Corporation of the City of Kenora

"City Property" refers to all City-owned assets including real property, buildings, structures, facilities, and equipment

"Customer" means a member of the public, resident, patron, guest, visitor, contractor, third party or any individual contacting any City department requesting service or information from the City

"Council" means the Council for the Corporation of the City of Kenora

"Employee" includes all full-time, part-time, seasonal, student, casual, temporary and contract workers, volunteers, and City Council members

"Inappropriate behaviour" includes but is not limited to violent behaviour (or threats of violent behaviour); harassment; abusive or disrespectful language; attempts to incite anger or violence in others; vandalism or damage to City property; bullying; aggressive or intimidating approaches; possession or mention of weapons; throwing of objects in a deliberate or aggressive manner; participating in any illegal act on City property; and any contraventions to City policies, bylaws, and/or regulations.

"Trespass Notice" is authorized under the Trespass to Property Act, R.S.O. 1990, as a written notice prohibiting an individual from entering specific City properties or facilities for a specific duration and is issued to an individual by the City.

"Workplace Harassment" is defined under the Occupational Health and Safety Act, R.S.O. 1990 as engaging in a course of vexatious comment or conduct against a worker in a workplace that is known or ought reasonably to be known to be unwelcome

"Workplace Violence" is defined under the Occupational Health and Safety Act, R.S.O. 1990 as the exercise or physical force by a person against a worker, in a workplace, that causes or could cause physical injury to the worker; an attempt to exercise physical force against a worker, in a workplace, that could cause physical injury to the worker; or a statement or behaviour that is reasonable for the worker to interpret as a threat to exercise physical force against the worker, in a workplace, that could cause physical injury to the worker.

Community Code of Conduct

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D. Roles & Responsibilities

Senior Leadership Team Members and Supervisors are responsible for understanding and upholding this policy; responding to and documenting incidents of inappropriate behaviour; determining consequences of inappropriate behaviour as per this policy; and regularly communicating and reviewing this policy with employees.

Employees are responsible for acting in a manner that respects the dignity, rights and confidentiality of others; communicating to customers when conduct falls below acceptable standards; seeking the assistance from Supervisors when an issue arises; reporting and documenting all incidents of inappropriate behaviour; and working in compliance with this policy and any other applicable policies and procedures.

Customers are responsible for conducting themselves in a manner that is consistent with this policy.

E. Procedure

Employees are not expected to put themselves at risk or jeopardize their safety when dealing with any situation or customer. In the event of a real or perceived threat of physical harm or violence, employees should immediately contact the Ontario Provincial Police (OPP) by calling 9-1-1 or activating the panic buttons (if applicable), and report the incident to their Supervisor or a Senior Leadership Team Member as soon as possible.

If the nature of an issue is known in advance to be contentious such as a meeting or event, employees are to alert their Supervisor. Depending on the nature of the issue, Supervisors may request the attendance of police.

Report any acts of inappropriate behaviour, whether in person or through other channels, to your immediate Supervisor and complete Incident Form HS-007.

1. Inappropriate Behaviour in Person

- When behaviour first begins, employees will attempt to use de-escalation techniques outlined in Appendix A to resolve the situation.
 - If the employee is not comfortable using the techniques, defer to a Supervisor if available
- If de-escalation techniques are unsuccessful and the inappropriate behaviour continues, employees will advise the customer(s) to stop the behaviour immediately or they will be asked to leave. Employees should then end the conversation and ask someone to notify a Supervisor

Community Code of Conduct

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- For employees who work outside of a facility, they are asked to disengage with the customer(s) and leave the scene, then notify their Supervisor and complete an incident form
- If the customer(s) does not co-operate, employees will ask them to leave the premises, and inform them that they are now trespassing and that police will be called
- If the customer(s) refuse to leave, do not engage in an argument or physical confrontation. Call for police and wait for their arrival, while ensuring that you and any others in jeopardy are moved to a safe location if required
- Complete an incident form with your supervisor when the incident is over

2. Inappropriate Written or Verbal Communication

- When behaviour first begins, employees will attempt to use de-escalation techniques outlined in Appendix A to resolve the situation
 - If the employee is not comfortable using the techniques, defer to a Supervisor if available
- If de-escalation techniques are unsuccessful and inappropriate behaviour continues, employees will advise the customer(s) that if they do not co-operate, the communication will be ended
- If the customer(s) does not co-operate, employees will inform them that the communication is being terminated. Employees will then not respond to any further attempts made by the customer(s) to contact them
- Inappropriate emails, phone calls, or voicemails should be reported to Supervisors immediately and should be documented using Incident Form HS-007

If a customer or member of the public brings an incident to your attention to which you were not a witness, document the information on Incident Form HS-007. Then notify your Supervisor of the incident so they may follow up accordingly.

Employee reports of discrimination, workplace harassment, or workplace violence incidents involving customers will be handled according to the provisions in those specific policies and the Occupational Health and Safety Act.

Community Code of Conduct

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F. Consequences of Non-Compliance

Customers who engage in any inappropriate behaviour, as defined in this procedure, may, depending on the severity and frequency of the act(s), be subject to the consequences outlined below:

Level 1 Offence – minor acts or first offences
Consequences include but are not limited to:

- Verbal warning by employee or Supervisor
- Customer may be asked to leave the premises
- A written warning may be issued at the discretion of a Senior Leadership Team Member
- A ban from City facilities, properties, events, programs, and/or denial of non-essential services for a period of time through a Trespass Notice.

Level 2 Offence – serious offences and/or repeated offences
Consequences are at the discretion of the Senior Leadership Team Member and may result in but are not limited to:

- A written warning
- Invoice for full cost of repairs will be issued where property damage has incurred
- A ban from City facilities, properties, events, programs, and/or denial of non-essential services for a period of time through a Trespass Notice
- And/or any other actions as may be deemed appropriate (e.g., notify the authorities)

Level 3 Offences – serious offences and/or repeated offences
Consequences are at the discretion of the Senior Leadership Team Member and may result in but are not limited to:

- Invoice for full cost of repairs will be issued where property damage has incurred
- A ban from City facilities, properties, events, programs, and/or denial of non-essential services for an extended period of time through a Trespass Notice
- And/or other actions as may be deemed appropriate (e.g., notify the authorities)

Upon completion of incident forms with employees, Supervisors will consult with their respective Senior Leadership Team Members regarding the level of offence and the degree of discipline.

Community Code of Conduct

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G. Appeal Process

If a customer wishes to appeal any action taken by the City, the customer may present their case in writing to the Chief Administrative Officer within 14 days of the decision.

The appeal will be reviewed by the CAO and any decision made is final.

H. Communication between Departments

In the event a customer or group of customers is banned from City facilities, denied of non-essential services, or denied communication with City employees, a memorandum will be circulated to all Supervisors and Senior Leadership Team Members who can then relay the information to the applicable staff.

Supervisors and Senior Leadership Team Members have a duty to provide information to employees about a risk of workplace violence from a customer with a history of violent behaviour, if an employee is expected to encounter the customer during the course of their work. Supervisors and Senior Leadership Team Members will only release as much personal information about the customer as is reasonably necessary to protect the employee from physical injury.

Signature

Date

Employee Name (printed)

I have read and understand the policy and will adhere to the policy as outlined.

APPENDIX A

RECOGNIZING AGGRESSION

It's important for employees to be able to recognize signs of aggression. Below is a list of physical and behavioural changes that can indicate if a person is becoming escalated:

PHYSICAL

Flushed or pale face
Sweating or perspiring
Clenched jaw or teeth
Shaking or trembling
Clenched fists
Rapid breathing
Fidgeting
Glaring eyes
Rise in pitch of voice/change of tone

BEHAVIOURAL

Loud voice or yelling/shouting
Pointing or jabbing fingers
Swearing or verbal abuse
Standing too close
Aggressive posture
Throwing, hitting or kicking things
Pacing and restlessness
Violent gestures

DE-ESCALATION TECHNIQUES

If employees start to notice any of the above behaviour when interacting with a customer, apply these de-escalation techniques:

- **Maintain Composure**
Take a deep breath;
Never argue with customers when they are angry, displeased, or complaining. If you become upset, it will only escalate the situation further
Use a lower tone of voice, and don't get defensive if insults or anger are directed at you
Remind the customer that you are there to help
- **Become aware of your surroundings, if applicable**
Notice if there are others in the room, objects such as chairs, tables or items on a table;
Take note of exits and openings and whether you are blocking the customer
- **Listen**
Let the customer vent and avoid talking over them; maintain eye contact if applicable and be aware of your body language;
Repeat or paraphrase what is heard to show you understand the situation;
If unclear, ask open ended questions to get more clarification; also ask to take notes
- **Show Interest & Empathy**
Maintain a concerned, sincere and interested facial expression and/or tone of voice;
Show or express understanding without passing judgment, even if you do not agree with their position
- **Acknowledge**
Acknowledging someone's feelings helps by validating their emotions; this confirms the legitimacy of the emotion but not the behaviour
Example: "I can see how that could have been frustrating"

- **Agree**
Find some truth to what is being said and agree with it; when you agree with some truth, you take away some resistance
Example: "I agree Mr. Jones that would be difficult to deal with"
- **Apologize**
A sincere apology can build credibility and lets the customer know that you are empathetic to what they are going through
Example: If there is a legitimate cause for anger - "I'm sorry we forgot to send your bill"
Example: If there isn't anything to apologize for directly - "I'm sorry this situation has you so frustrated"
- **Try to solve the problem**
Ask the customer for their ideas on how they would like the situation resolved;
If you are not able to help them, seek the assistance of someone who can
- **Clarify next steps**
Summarize the next steps and let the customer know what to expect and when
Do not make promises you cannot keep; if you say you will call back – make sure you call back even if you do not have an update

If these de-escalation techniques do not work, be prepared to either ask the customer to leave the premises if in-person, or advise them that the communication will be terminated if over the phone or by email.



May 25, 2019

City Council Committee Report

To: Mayor and Council

Fr: Heather Pihulak, City Clerk

Re: ROMA/OGRA Conferences

Discussion Only:

A letter was received from the Ontario Good Roads Association regarding a combined ROMA/OGRA conference as in the past.

Mayor Reynard suggested that Council discuss this matter and provide direction to staff on continued attendance at both conferences on a go forward basis based on the direction from ROMA that a combined conference is not an option for that organization.

Continued attendance at both conferences is costly for northern Ontario municipalities and therefore discussing the value for both conferences is important.

Budget: Staff and Council travel budgets

Risk Analysis: There is a low risk associated with this report and is administrative in nature.

Communication Plan/Notice By-law Requirements: N/A

Strategic Plan or other Guiding Document: N/A



April 29, 2019

City of Kenora
1 Main Street South
Kenora, ON P9N 3X2

Attention: Dan Reynard
Mayor

Dear Mayor Reynard:

At the 2019 Ontario Good Roads Association conference a resolution was passed at the Annual General Meeting requesting that OGRA approach the Rural Ontario Municipal Association to establish a working relationship to organize an annual Combined Conference.

I sent a letter to ROMA Chair, Allan Thompson on February 28, 2019. A copy of the letter and resolution are attached. OGRA has now received a response from ROMA stating that they are not prepared to enter into discussions with OGRA. The response from ROMA is also attached.

The OGRA Board of Directors fully understands why Ontario municipalities are better served by ROMA's and OGRA's collaboration in delivering a conference. OGRA feels that our collective members benefit financially. By extension the municipal sector sees the strength of having its representative organizations working together.

OGRA remains prepared to have discussions with ROMA concerning recombining our conferences however if our shared members want to see a return to one combined event, they must also have those discussions directly with ROMA.

OGRA knows that as an organization our best and most meaningful work is still ahead of us and we look forward to the challenge of providing exceptional value to our members.

Yours truly,

Rick Kester,
President



February 28, 2019

Rural Ontario Municipal Association
200 University Avenue
Suite 801
Toronto, ON M5H 3C6

Attention: Allan Thompson, Chair

Dear Allan:

It was very nice talking with you at our 125th Ontario Good Roads Association Conference. As you may be aware at the OGRA Annual General Meeting a resolution was tabled by Mayor Steve Salonin, Municipality of Markstay-Warren. In his covering email he stated the resolution was approved by the "area mayors". The Municipality of Markstay-Warren is located just east of Sudbury.

A copy of the full resolution is attached. The operative clause reads as follows:

THEREFORE BE IT RESOLVED that the OGRA Board approach the ROMA Board to establish a working relationship to organizing an Annual ROMA/OGRA Combined conference.

The resolution was put to the floor at the AGM. Two delegates spoke in support and the resolution was passed.

Members of our OGRA Board would like to arrange to meet with you and your colleagues on ROMA to explore this issue further in order to achieve a new agreement for a combined conference to better serve each of our members.

Please let us know when you would be available to discuss this further.

Yours truly,

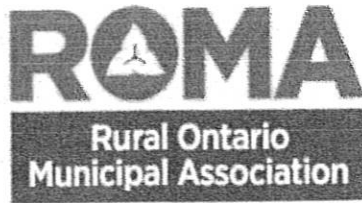
Rick A. Kester,
President

Resolution

WHEREAS since the separation of the ROMA / OGRA annual combined conference in 2017 attending both events separately are becoming costly and unattainable to smaller communities.

AND WHEREAS the previous combined ROMA / OGRA Annual Conference provided the opportunity of member municipalities to participate and benefit from both organizations in an efficient and cost-effective manner to better serve their constituents.

THEREFORE BE IT RESOLVED that the OGRA Board approach the ROMA Board to establish a working relationship to organizing an Annual ROMA/OGRA Combined conference.



Mr. Rick A. Kester
President
Ontario Good Roads Association
1525 Cornwall Road, Unit 22
Oakville ON L6J 0B2

March 22, 2019

Dear Mr. Kester:

Re: OGRA resolution on the working relationship between OGRA and ROMA.

Thank you for your letter of February 28, 2019, and the attached OGRA resolution.

The resolution was the subject of considerable discussion at a recent meeting of the ROMA Board. On Behalf of the ROMA Board, let me begin by saying the intention of the resolution is fully and greatly appreciated. We believe it reflects a long and productive working relationship between our organizations in the service of our respective constituencies. The Board welcomes the opportunity to work collaboratively with OGRA in areas of shared interest and common purpose, and we look forward to those discussions in the future.

The decision in 2016 by the ROMA Board to offer its own conference, in the service of Ontario's rural municipalities, was not taken lightly. It followed many meetings on how a renewed partnership might be established. The final decision reflected the ROMA Board's commitment and responsibility to ensure that the unique needs and voices of rural Ontario are clearly, fully, and powerfully expressed. ROMA is a political organization and its objectives include public policy advocacy for the entire spectrum of municipal services delivered by rural municipal governments. That breadth of issues, and the political nature of ROMA's relationship with the Government of Ontario, are now reflected in our conference programming.

The ROMA conferences in 2017, 2018 and 2019 have allowed ROMA to better meet the needs of its constituents and have strengthened ROMA's influence and ability to advocate on behalf of the municipalities it serves. The ROMA Board believes it has a responsibility to maintain this momentum.

Consequently, the Board is not prepared to enter into discussions with OGRA for the purpose of combining our respective conferences at this time.

Thank you again for your letter. Please accept the ROMA Board's best wishes for the continued success of OGRA.

Yours truly,

A handwritten signature in black ink, appearing to read "Allan Thompson". The signature is fluid and cursive, with a long horizontal stroke extending to the right.

Allan Thompson
Chair, ROMA

cc. ROMA Board



May 25, 2019

City Council Committee Report

To: Mayor and Council

Fr: Heather Pihulak, City Clerk

Re: Water & Sewer Accounts Deposit Policy

Recommendation:

That Council hereby adopts a new water and sewer accounts deposit policy #AF-5-2 to be added to the Comprehensive Policy Manual; and further

That three readings be given to a bylaw for this purpose.

Background:

With the merger of Kenora Hydro and Thunder Bay Hydro, the City of Kenora is now processing their own independent billing and processes for water and sewer customers only.

Previous to the merger, the City followed the policies established by Kenora Hydro for account services as we provided the services for Kenora Hydro and closely tied our water and sewer customers to those same policies. We now require an independent policy and terms of service for our customers on water and sewer which outlines the deposit requirements for service. This is in accordance with any references in our existing water and sewer bylaw as well as standard practice for the past many years when establishing accounts for either hydro/water/sewer or water/sewer alone. This policy just identifies our process and clearly outlines our terms and conditions of service. A copy of the terms and conditions will be provided to our customers each time service is established.

Budget: N/A

Risk Analysis: There is a low risk associated with not having this policy. While Section 83 of the Municipal Act provides authority to secure payment for fees and charges, it is a higher risk with our staff who need to enforce those terms and conditions. This policy allows for staff to provide it to customers in writing and explain through customer contact.

Communication Plan/Notice By-law Requirements: Will be used through customer accounts for water and sewer servicing customers

Strategic Plan or other Guiding Document: Water and Wastewater bylaw

Water & Sewer Utility Account Deposit Policy



Section	Date	By-Law Number	Page	Of
Administration & Finance	June 18, 2019	xx-2019	3	3
Subsection	Repeals By-Law Number		Policy Number	
Utilities	N/A		AF-5-2	

Purpose

In accordance with the City of Kenora Water and Wastewater bylaw Terms of Service and Conditions of Service are outlined for residential and commercial accounts.

In accordance with the Municipal Act, 2001, as amended, Section 83 provides that as a condition of supply, the Municipality may require reasonable security for the payment of fees and charges.

There may be a need for a new customer or an existing customer to provide a security deposit for water and sewer services.

1. Policy

Any customer who does not have good payment history with the City of Kenora will be required to pay a security deposit. Good payment history is defined in Section 6 below.

All customers with a history of defaulted accounts as defined in Section 6 below will be required to pay a security deposit after three (3) defaults of payment.

Any customer who has had an account with the City of Kenora that has been sent to the Credit Bureau in the past will require a deposit.

2. Administration of Security Deposits

Customer security deposits shall be reviewed by City staff at least once in a calendar year from date of service to determine if an adjustment is required. If the security deposit is to be adjusted upward, the additional amount is required when the customer's next bill comes due.

Security deposits may be refunded upon request, after one year, providing the customer has established a good payment history in accordance with Section 6.

All amounts held on deposit will be:

- a) applied to the final bill on termination of services
- b) Should the customer be moving to a new location and it is deemed that a deposit is required at the new location, transferred to the new address
- c) once suitable payment history is established of consistent payments paid on or before the monthly due date for a period of one year, the security deposit may be refunded to the customer in the form of a credit on their account.

Security deposit refunds outside the above criteria shall be requested in writing by the customer advising of the amount they seek refund of and specific reasons for requiring the security deposit refund. The supervisor/manager of the water accounts department will review and respond to the request within 15 days from receipt.

In the case of a commercial customer with high consumption in excess of 100 m³ per month where a security deposit has been secured, a refund of 50% would only be considered in special circumstances.

Acceptable forms of deposit payment are cash, cheque, debit card, money order.

Security deposits may be collected in up to four equal monthly installments, upon arrangement with the City of Kenora.

Security deposits will be subject to normal collection procedures including disconnection/termination of service.

3. Amount of Deposit:

Residential deposits will be established at \$200.00.

Commercial deposits will be based on two and a half times the average monthly bill for the location of service during the most recent twelve consecutive months within the past two years. If twelve consecutive months history is not available, it will be based on a reasonable estimate by City of Kenora staff, based on the type of commercial service.

When a customer has a payment history which discloses more than one final notice, or disconnection of service in a relevant twelve month period, the highest actual usage will be used.

Customers who join the pre-authorized payment plans offered by the City of Kenora, may have their security deposit reduced by 1/3 of the requested amount.

4. Interest on Deposits

Interest is based on the Bank of Canada prime rate less 2.0% and will accrue monthly. The interest rate will be updated at least quarterly and apply only to cash or cheque security deposits upon receive of total security deposit. The calculated interest will be refunded annually and credited to the first billing of the year.

5. Exemptions from Policy

Federal, Provincial and Municipal Governments shall be exempt from the security deposit requirement.

Customers who have previously established a good payment history with the City of Kenora will be exempt from the security deposit requirement.

A letter of reference of a good payment history for customers will be acceptable from other Canadian municipalities, telephone companies, hydro electric companies, or gas suppliers.

Proof of satisfactory credit history from an Ontario based credit agency. This will be arranged through the City of Kenora at the Customer's cost. Credit scores are required to be over 700 to use as an exemption under this policy.

A co-signer with excellent credit history with the City of Kenora who assumes responsibility for payment of the defaulted account should the account holder not meet the expected payment terms and conditions.

6. Good Payment History

A customer is deemed to have good payment history unless:

- a) More than one preauthorized payment has been returned
- b) More than one returned cheque for insufficient funds
- c) They had a disconnection/termination trip
- d) More than one disconnection notice has been issued

The time period for determining a good payment history is:

- One year (twelve months) from the time of service

Conditions of Service

Each customer shall sign both the Terms of Service form along with a customer contract form. Each customer will be provided a copy of the Terms of Service by City of Kenora staff.

**Terms of Service – Water and Sanitary Sewage (“the Services”)
Terms and Conditions - General**

1. The Applicant agrees that the supply of the Services by the Corporation of the City of Kenora (“the City”) is subject to these terms and conditions.
2. The terms and conditions may be amended and supplemented or replaced by the City from time to time in the City's discretion.
3. The Applicant acknowledges that the supply of the services hereunder is subject to the provisions of the By-laws of the City governing the Municipal Water Supply and the provision of Sanitary Sewage Services as the same may be amended from time to time and the Applicant agrees to comply with the requirements of all such By-laws as a condition of the provision and continuation of the supply of the Services. The By-laws may be inspected at City Hall.
4. The Applicant further acknowledges that, as a Municipal Public Utility, the supply of the Services is subject to the provisions of the Municipal Act which authorize and governs, among other things, entry on property, reduction or shut off of supply, recovery of fees and charges, exemption of Municipality from liability, security for payment of fees and charges, supply of the utility, easements, prohibitions against interference with the utilities, and other matters, and the Applicant acknowledges that such provisions are binding on the Applicant and agrees to comply therewith as a condition of the supply of the Services.
5. The Applicant shall pay as the same come due all fees, charges, interest and other amounts imposed by the City from time to time for the supply of the Services.

Security Deposit/Co-Signer

6. The City may, in its discretion require a security deposit for payment of fees and charges.
7. Should a security deposit be required, the Applicant agrees to pay the same as calculated, and agrees to all terms and conditions imposed by the City with respect thereto. The Applicant acknowledges and agrees that the payment of the aforesaid security deposit is a condition precedent to the City's acceptance of the Applicant's application and the City's supply of the Services.
8. The City may require a Co-signer for the account in lieu of or in addition to a Security Deposit.
9. A Co-signer is a guarantor of all obligations of the Applicant under this Agreement. The Co-signer may be discharged from further obligations hereunder only when a substitute Co-signer has been approved in writing by the City or the City has, in its discretion, determined that a Co-signer is no longer required for the Applicant's account.

Binding Effect

10. This Agreement shall not be binding upon the City until the application is accepted, as evidenced by the signature of an authorized City representative, such acceptance being conditional upon the information provided in the application form being correct in all respects and this Agreement shall not be modified or affected by any promise, agreement or representation by any agent or employee of the City unless the same is in writing and is made part hereof.
11. Upon acceptance by the City, it is agreed that these Terms of Service shall be binding upon the Parties and their successors and assigns and that the sale or vacating of the service address herein named shall not release the Applicant from this Agreement without the written consent of the City.

Applicant

Co-Signer

City Approval

Applicant

Dated at the City of Kenora this ____ day of _____, _____.

May 25, 2019

City Council Committee Report

To: Mayor & Council

Fr: Stace Gander, Community Services Manager

Re: Evaluating Alternative Busing Models

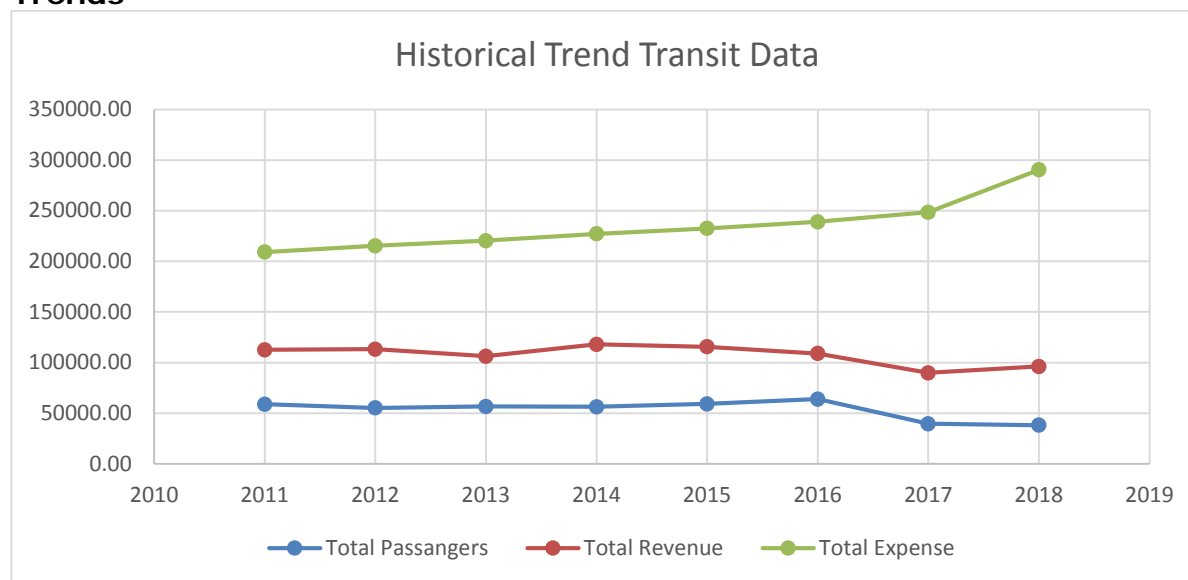
Information Only:

City staff were asked to evaluate the application of city busing models that are currently being utilized in other Ontario municipalities to determine if there was a model that could be a fit for the City of Kenora.

When considering the public transit model in Kenora, one first has to understand Kenora’s current model.

The current busing model used in Kenora is classified as traditional fixed route busing. As such, City owns buses travel along predefined routes stopping only at defined bus stops while maintaining a schedule. The day-to-day operating of the bus service is outsourced to First Student Canada.

Trends



The graph above provides a visual of some historical results of the Kenora Transit activity. The table demonstrates that ridership, expense and revenue was largely consistent from 2011 – 2015.

Recent years have witnessed 2 major influences to the business:

1. Ridership is down 35% since 2015
2. Expenses are up 25% since 2015

As a result, there is pressure to determine if there are other models that exist that could be considered as an alternative to the traditional fixed route busing model for the City of Kenora.

Option 1 – Uber Model – Municipality of Innisfil

Innisfil undertook a Transit Feasibility Study because the municipality did not provide a bus service to its community members. The study initially looked at two options, both of which included city owned buses that were fixed-route bus in nature. Upon review, Innisfil staff opted to introduce a third option, a “demand-responsive transit solution”.

Option 1 – 1 bus fixed route

Option 2 – 2 bus fixed route

Option 3 – demand-responsive transit solution

Option 3, is an Uber based on-demand service and it was launched May 15, 2018. This implementation was based on Council’s direction to pursue a more cost-effective demand-based transit solution to provide a greater level of coverage and accessibility across the entire town.

The model is based on 24/7 availability model. There are two categories of user requests;

1. Key Destination – predefined to and from points (or close to) with a \$3 to \$5 subsidy per ride. {The municipality pays Uber directly}
2. Custom Destination – all areas within Innisfil boundaries excluding above with a \$5 flat fare and associated subsidy.

Results

The utilization rate of the Uber model has been exceptionally high. This has led to expense pressure due to the volume and level of subsidy based on actual ridership activities. **Innisfil Transit reports an average subsidy of \$7.44/trip.**

Innisfil is now looking at putting limits on the monthly trips per customer to help curb the expense pressure. That said, the public is very happy with on-demand service.

Kenora by comparison

In 2018, the total costs to operate the Kenora Transit Service was \$290,353 against \$96,138 of revenue. There were a total of 38,138 passenger/rides for that same period of time. The shortfall to operate the service was \$194,215 (which is equal to the level of subsidy). **Therefore, the average subsidy per ride in Kenora is \$5.09.**

Conversation with Uber

A conversation did take place with Marty Gray, the Manager for Public Policy for Uber Canada. Mr. Gray indicated that the Kenora market was too small for a demand-responsive transit solution through Uber. He indicated that the market represented a challenge from both an available driver standpoint, and ridership stats that would be too low for the economics to work.

There was a discussion about the future and the potential for Uber to develop a new solution that was less complicated than that developed with and for Innisfil. There was an agreement to stay in contact with the City of Kenora as Uber’s service delivery options evolved into smaller markets at some point in the future.

Option 2 – Non-fixed route utilizing buses – Municipality of Bellville

The municipality of Bellville launched a new bus solution on Sept. 17, 2018. The municipality operates 40 foot buses and they have City employees as bus drivers. They previously operated a fixed route, defined bus stop service similar to that of Kenora. Bellville was experiencing ridership going down and averaged approximately 996,000 rides per year prior to introducing their new operating model.

On Sept 17. 2018, Bellville introduced a new operating model and went live with a new system developed by a company called Pantonium. Pantonium has developed a bus booking application that runs on a computer or smart phone. The way the system works, is that riders go onto an app and enter the time and location they want to be picked. They also enter when and where they want to be dropped off. The app. has the ability to calculate the most efficient routes when taking into consideration all other request for service. Since launching, ridership is up approx. 10%

Application of Pantonium solution in Kenora

There is the potential to receive some benefits from the Pantonium solution.

1. If there are no requests for service, the buses don't have to run. This leads to a fuel saving, however that saving would go to First Student.
2. Buses don't stop or go unless there is a request for service. This would help optimize the bus and driver utilization for First Student but this has no spill over impact for the City of Kenora. There is the potential that major maintenance costs could be reduced because the buses will likely run less.
3. Bus riders would see an increase in their experience because they can now determine their schedule versus the schedule determining patrons riding times.
4. If someone doesn't have a smart phone or computer, an individual wanting to book a ride has the option to call the City of Bellville to book a ride for them. This works well for Bellville because they have transit staff. In the case of the City of Kenora, this would increase demand on our Customer Service staff. Bellville indicates there are only 2-3 manual calls a day.
5. Because of #4, Bellville has seen a drop in the number of people using buses as a warm up shelter.

Costs

We received a proposal from Pantonium. The first year cost is \$42,000 and \$12,000 for every year after.

Challenge

Bellville reports a 10% increase in ridership but only 50% generates a revenue benefit because 50% of the riders have monthly passes (so volume of rides doesn't matter). Bellville is able generate efficiencies in bussing costs but only because Bellville's staff are the drivers.

If Kenora had a similar increase, the incremental revenue in increased rides would equate to \$4,875 annually (based on a \$2.50 fare). This would represent a further expense pressure to the City of \$7,125/year.

Further, it could be difficult to negotiate a revised business model with First Student Canada.

Conclusion

Given the above, status quo is the best option.



May 1, 2019

City Council Committee Report

To: Mayor and Council

Fr: Stace Gander, Community Services Manager

Re: Amendment to Parking Lot By-law–Trailer Restriction Norman Park

Recommendation:

That Council hereby approves an amendment to the Parking By-Law #82-2018 Lot R, to impose a parking restriction on the parking of trailers within Lot R, located at Norman Park; and further

That three readings be given to an amending By-law for this purpose.

Background:

The City of Kenora has announced two new attractions that are scheduled to be opened in the June/July timeframe for 2019. Both attractions are to be located in the area of Norman Park which will place increased demands during our peak times for parking in the Norman Park area. Input was requested from City Departments including Roads, Bylaw, Clerks and Community Services in an effort to better understand the concerns. We also received concerns from neighbours in the area.

By-law 82-2018 includes the two parking locations at Norman Park (Lot R). At present, the regulation is free daily parking and no overnight parking between 2:00 am and 6 a.m. Residents indicate that these lots are sometimes used by contractors and visitors who park vehicles with trailers. The recommendation is to restrict trailers in Lot R.

Staff also discussed a parking plan for the parking lot and are looking internally at ways to develop parking margin boundaries to ensure parking is maximized. This will only be achieved if it can be done internally within operating budgets.

City staff feel that these changes will be more conducive to the attractions and beach goers and thereby free up parking spaces for those user groups.

Budget: N/A

Communication Plan/Notice By-law Requirements: By-Law, Communications, Recreation Department

Risk Analysis: There is also a low governance risk which can possibly be mitigated through proactive communication with the public.

Strategic Plan or other Guiding Document:

2-4 - The City will act as the catalyst for continuous improvements to the public realm
2-9 The City will support continuous improvements to recreation and leisure amenities, particularly those that support the quality of life



Fees:
Free Daily Parking

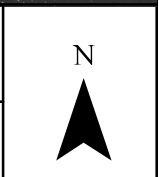
Special Regulation:
No overnight parking between 2:00 a.m. and 6:00 a.m.



Location:
Norman Park

By-Law #:
82-2018

Lot:
R





May 14, 2019

City Council Committee Report

To: Mayor and Council

**Fr: Stace Gander, Community Services Manager
Jeff Hawley, Manager of Operations & Infrastructure**

Re: Traffic Bylaw – Minnesota Street & Bay Road Parking Restrictions

Recommendation:

That Council hereby approves an amendment to the Traffic Regulation By-law Number 180-2015, Schedule "B" – No Parking Tow Away Zone to impose a no parking anytime on Minnesota Street; and further

That Council hereby approves an amendment to the Traffic Regulation By-law Number 180-2015, Schedule "C" – Limited/Restrict Parking, to impose a 24 hour parking only on Bay Road; and further

That three readings be given to a by-law for this purpose.

Background:

The City of Kenora has announced two new attractions that are scheduled to be opened in the June/July timeframe 2019. Both attractions are to be located in the area of Norman Park. These attractions are anticipated to result in increased traffic flow and demand for parking to the area. Input was requested from City Departments in an effort to better understand concerns. In addition, with the announcements, residents of the area of the area have brought forward concerns about parking in the area.

Area residents indicate that the street is often congested with vehicles that have trailers attached. City staff feel that the parking by-law should be amended to impose no parking on Minnesota Street and 24 hour parking only on Bay Road to address many of the complaints received in this area. These changes will be more conducive to the attractions and reduce longer term parking that is related to the lake versus the attractions.

Schedule B – No Parking Tow Away Zone

ADD:

Minnesota St.	From Bay Street southerly 170 m	East	No Parking Tow-Away Zone
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Schedule C – Restricted Parking

ADD:

Bay Road	From Minnesota Street	East	24 Hours Maximum
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Budget: N/A

Risk Analysis: Based on the City's ERM policy, it has been determined that there is a low risk as it impacts parking only.

Communication Plan/Notice By-law Requirements: Resolution and By-law required. J. Hawley, T. Golding, H. Lajeunesse, O.P.P.

Strategic Plan or other Guiding Document:

2-4 The City will act as the catalyst for continuous improvements to the public realm.



Bay Rd

Change to 24 Hour Parking Limit

Minnesota St

Proposed Traffic By-Law section for No Parking

155 m



May 21, 2019

City Council Committee Report

To: Mayor and Council

Fr: Jeff Hawley, Operations & Infrastructure Manager

Re: Sewer and Water Service Rate (Independent of Consumption)

Recommendation:

That Council hereby reconfirms the decision made on May 22, 2018 wherein all buildings consisting of four (4) or more living units, including apartments, condominiums, life leases, 55 plus and similar usage buildings, hereafter referenced as multiplex buildings, be charged a per living unit service fee based on the number of living units within the building equivalent to the sewer and water service fee for individual homes (based on a 5/8" service line), as per the General Tariff of Fees and Charges By-law; and further

That any increases to existing multiplexes, resulting from implementing this decision be phased in over seven (7) years in equal increments; and further

That Council hereby approves the elimination of the current requirement for individual living unit metering in proposed new multiplex buildings; and further

That By-law 70-2018, a By-law to regulate the Municipal Water Supply and the Provision of Sanitary Sewage Services in the City of Kenora, be amended to reflect these changes; and further

That in accordance with Notice By-Law Number 144-2007, public notice is hereby given that Council intends to amend the Municipal Water Supply and the Provision of Sanitary Sewage Services By-law pertaining to individual meters in buildings of four (4) or more units; and further

That three readings be given to a bylaw for this purpose.

Background:

On May 22, 2018, Council approved By-Law Number 70-2018 in an effort to bring equality to all Sewer and Water Services ratepayers within Kenora. This was brought about due to an inequality whereby multiplex buildings with single meters were not paying the same amount for the Sewer and Water Service fees as either other multiplex buildings with individual meters per living unit or individual homeowners. This imbalance meant that a resident in either a multi-meter multiplex building or a house was paying more than apartment and condo residents serviced by a single meter for the entire building. After careful consideration, it was decided the best course of action to address this difference was to charge such buildings the Sewer and Water Service fee times the number of living units within the building. It was felt that this would be the fairest and most balanced approach to ensure all residents are paying their fair share of the utility cost.

Residents who would be more significantly impacted by this change voiced various concerns with this new By-law. While this is not an exhaustive list, these are some of the key concerns raised by these residents affected by By-law 70-2018:

- Affects landlords ability to maintain properties
- Huge percentage increase in costs
- By-Law will stop all development in Kenora
- A condo or apartment saves the City money in terms of reduced infrastructure therefore the larger the multiplex, the less the building should pay
- "Grandfathering" extended to currently single metered multiplex properties.
- City should consider a 100% recovery model based on consumption
- This is just a money grab

Impact on landlords / Development in Kenora:

Currently landlords can increase their rent 1.8% per year. It has been noted that there are a small amount of renters within the City who are paying \$600 per month, with the vast majority of renters paying far in excess of this amount. Notwithstanding, based on a 1.8% increase on a \$600.00/rental/month, this means that such an apartment Landlord could increase the revenue by \$10.80/month. By contrast, a Landlord with an apartment rented at \$1300/month could increase their monthly revenue by \$23.40/mo.

The current phase-in period for affected Landlords and Tenants is five (5) years. Based on today's sewer and water rates that would mean a rate increase of \$17.70/mth in 2019. In the instance of a living unit renting at \$600/month, provided the landlord increased his rent the allowed 1.8%, they would incur \$6.90 of net additional cost per month (\$17.70 Service fee - \$10.80 rent increase = \$6.90/mth/unit net increase to landlord) or \$82.80/unit, for the year. Conversely a \$1300/month unit would have \$5.70 in net revenue every month or \$68.40 per unit, for the year.

Per Month	\$600.00/Month Unit	\$1,300.00/Month Unit
Monthly Phase in, year 1	$\$88.96 \times 0.2 = \17.70	$\$88.96 \times 0.2 = \17.70
1.8% rent increase	\$10.80	\$23.40
Net Monthly Impact Per Unit	\$(6.90)	\$5.70

Assuming a building with 10 living units all at \$600/month, the landlord would incur a net additional cost of \$828 for the year. The same building would generate \$72,000 in revenue for the year. This increased cost represents approximately a 1.15% impact as compared to the annual building revenue.

10 Unit Building	\$600.00/Month/unit	\$1,300.00/Month/unit
Annual Revenue	\$72,000.00/year	\$156,000.00/year
Total annual impact per unit	$\$(6.90) \times 12 \text{ mth} \times 10 \text{ units} = \$(828.00)/\text{year}$	$\$(5.70) \times 12 \text{ mth} \times 10 \text{ units} = \$684.00/\text{year}$

It must be noted that this is for illustrative purposes only, and does not factor in other costs, and / or cost savings, that may further impact the landlord.

In the example provided above, the 1.15% reduction only occurs if all ten units are renting at \$600.00/month. Should that base rental rate be at \$984.00/month, there is zero loss to the landlord or project, any rent above \$984.00/month results in new revenue. Again, this is prior to factoring in other costs or related savings.

While much has been said about how this By-law will drive away new builds and housing projects, it is important to understand that the rent on new builds would not be constrained by previous rates in setting their initial rental rates. They will understand what the monthly fees will be in relation to those units as new builds would not be phased in. This is no different from construction related to detached housing or buildings with three or fewer living units. There is, however, some validity to the concern that the incremental capital cost of metering the individual living units may be a deterrent. As a result, this is contemplated within the options as contained within this report.

Huge Percentage Increase in Costs:

Under the currently approved By-Law 70-2018, as shown in the example on the previous page, the net impact as compared to annual revenues is just over 1% for a 10 unit rental building if all of the rental units in the building are rented at \$600.00/month. In comparison, using the same 10 unit rental building example, there is no net impact for rental units renting at \$984.00/month. Rentals above \$984.00/month generate new cash flow, resulting from the 1.8% rent increase. Actual per building information can only be calculated looking at those individual buildings on a case by case basis.

A Condo or Apartment Saves the City Money in terms of reduced Infrastructure:

Using a 24 unit subdivision as an example of cost compared to a 24 unit multiplex, infrastructure costs for such a development, assuming a 45 x 100 foot lot, and 50% blasting to install mains, the project would cost approximately \$328,600.00.

Our Utility assets are in excess of \$240,000,000.00 (*City of Kenora Water and Wastewater Long Range Financial Plan Forecast - page 8*). As such, this would represent just over one tenth of 1% (specifically 0.137%) of the City's infrastructure, and with a 100 year expected life cycle, the savings would be negligible. To put that into a dollar amount for perspective purposes, for the existing monthly combined service fee, this would be a difference of about \$.12.

It must be noted that this is somewhat of a dangerous route for the City to take in factoring into rates charged. For example, should residents residing in the former Town of Keewatin area then pay more as the water treatment plant is located in the former Town of Kenora (Lakeside), and the Sewage Treatment Plant is located in the former Town of Jaffray Melick? The infrastructure required to provide that servicing to Keewatin is significant in relation to the location of the plants. Also, should residents whose sewer and water services are required to go through multiple pumping and lift stations be charged more than those who do not have to rely on this infrastructure? This has been an issue that has been raised in the past by residents who have felt they should not have to incur the costs related to system infrastructure that does not directly service them. Administratively, trying to adjust for these differences would be impossible.

It should also be noted that sewer and water infrastructure installation charges for such developments, as well as any other system upgrades required to accommodate a proposed development, are borne by the developer, not the City. So there really is no savings. Even in situations wherein Council has determined to provide financial support to help incentivize housing, the consistent direction by Council has been to not take that support from water and sewer revenues.

For these reasons, a decrease in rates charged to multiplex buildings, based on the number of living units, cannot be supported based on reduced infrastructure costs for a multiplex building vs. a subdivision.

“Grandfathering”:

There has been a lot of discussion around grandfathering the existing buildings. This can be done, but it must be recognized that in doing so the remaining ratepayers will continue to pay roughly 8% more than what they would otherwise need to for the City to continue to collect the same amount of money in the long term. Currently the incremental revenue that would be generated from charging the service charge on a per living unit basis on all multiplex buildings represents approximately 8.75% of the utilities annual revenue. Collecting this revenue is fair in that all residents would then be paying their fair share of the utility costs.

Grandfathering creates an exception to the rule. The City has already observed significant pressure applied by potential developers to abolish the current by-law, or to obtain an exemption from it. While we do not want to push prospective developers away, these fees are intended to ensure the Utility can continue to operate and supply services to Kenora’s citizens. If the cost of operation is not equally distributed to all users, it will result in some users carrying a larger burden of the cost than others (as is the case until By-Law 70-2018 is fully implemented). Allowing developers to avoid these costs, simply adds to the burden on those paying a higher cost for the service now.

At the end of the day, Grandfathering would maintain the current unfair burden on citizens and fails to achieve Council’s directive to develop a system that ensures all users pay the same amount. Further, as these revenues represent approximately 8.75% of the Utility’s annual revenue, current rate payers could see lower increases than currently outlined under the BMA financial study, if the current By-law is upheld. Conversely, if Grandfathering is allowed, there will continue to be an additional burden of over 8% on current rate payers.

For these reasons, we do not recommend that Council consider grandfathering, although a modified version of grandfathering is presented within the options to this report so that Council is aware that it was seriously considered during this review.

100% consumption cost recovery model:

The sewer and water service fee takes into account the operating costs of maintaining the Utility’s \$240,000,000.00 (*City of Kenora Water and Wastewater Long Range Financial Plan Forecast - page 8*) worth of infrastructure, equipment, and staffing. There are many examples of consumption based systems creating a negative feedback loop, whereby consumption decreases and rates must increase continually in an attempt to maintain revenue levels. The more rates go up, the less product is consumed. In fact, this was evidenced in when City-wide water metering was introduced in the City in the 2000’s, there were significant reductions in water consumption.

This type of system could result in the need for additional, ongoing rate adjustments being required, placing the utility’s operating budget in a state of potential flux and uncertainty.

Further, many landlords calling for this, fail to realize it could negatively impact them. Unless tenants are directly responsible for water, they have no incentive to mitigate consumption.

For these reasons, we strongly recommend that Council not consider a cost recovery model.

This is just a 'Money Grab':

This revenue is intended to cover the cost of the operation of the Utility. Prior to By-law 70-2018 the cost of supplying sewer and water to these buildings was being largely paid for by the remainder of Kenora residents. Therefore, this is not a 'money grab' but a request that these buildings, and tenants, simply pay their equal share, which they did not do until this By-law was implemented. Additional revenues resulting from the implementation of this billing model would be used to offset overall rate increases for all City users.

City Survey

At Council's request, a survey was provided in order to provide an avenue for the City to receive feedback from all City sewer & water ratepayers. The results were initially distributed to Council in April 2019, and have been attached to this report for Council's reference. There were just over 1,500 responses to the survey received. In developing the survey, staff worked with a number of individuals representing various groups directly impacted by this change. Every effort was made to make the survey neutral from any position, while respecting the input of the individuals consulted. As a result, the explanations related to why the City had implemented this change, including how the average ratepayer would be impacted by its implementation, was not included. As a result, the City did receive some feedback that the survey was difficult to understand. In addition, controls to restrict input from an IP address were also not placed on the survey, resulting in the opportunity for individuals to complete the survey multiple times. This issue can be seen in the comments from the survey, wherein there are multiple identical responses received. It is difficult at best to understand how significantly this may have impacted the survey results.

Options for Council Consideration

While we recognize that not all decisions made by the City will be received favorably by all ratepayers, the current recommendation strikes the most balanced, and fairest, approach to ensuring all residents are paying their equal share of utility cost. In addition to the issues outlined above, the following options were considered before drafting the final recommendation that has been included within this report for Council consideration:

Option #1:

Remove the requirement for individual living unit metering in proposed new multiplex buildings. This eliminates a significant cost to the developer, while still resulting in the landlord/tenants paying the same amount as all Kenora residents for Sewer and Water Services. This does not prohibit a developer from implementing individual metering on a per unit basis should they chose, however that would be their decision. This option is being recommended for Council consideration.

Option #2:

Extend the phase in to seven (7) years, from the current five year that was previously approved. This reduces the current 1% potential impact on living units renting for \$600.00/month (\$6.90/unit/mth net impact) down to \$1.91/unit/mth and reduces the breakeven point on a 1.8% rent increase down from \$985/mth to \$705/mo. That

means wherever the 1.8% increase in rent results in the rent being above \$705/mth/unit, it will generate new revenue for the landlord. This option is being recommended for Council consideration.

Option #3:

Grandfather the Kenora District Services Board. This is risky as it creates two tiers of rate payers, whereby Kenora District Service Board's (KDSB) is not contributing their fair share of the cost of providing Sewer and Water Services to residents. This option would require further review as to its legality, as preliminary indications are that the City may not have the authority to do this. This would be the same whether it relates strictly to the KDSB or more broadly to various non profit housing providers.

Should Council choose this option the additional KDSB service fees that would be foregone represent 2.1% of the utilities annual revenues. This would result in remaining system users still paying an additional share than the KDSB properties and would mean that any future rate increases would need to remain more aligned with the current recommendation in the BMA study. Additional impacts related to other providers have not been calculated at this time.

It is not recommended that Council pursue this option.

Option #4:

Eliminate the per living unit charge on multiplex buildings. It is anticipated that this would be a further loss in existing City revenues of roughly 1.5%. The future loss of revenues related to proposed new services cannot be reasonably calculated at this time. This would result in a further shift onto those living in detached dwelling units, as the City would need to adjust rates to account for this loss in revenue. Ultimately, the average homeowner would at this point be paying roughly 10% more than they would have under the current approved bylaw, before any consideration given to the impact of new developments. It is not recommended that Council pursue this option.

Budget:

The current By-law Number 70-2018, with recommended changes, ensures all residents with sewer and water, share the cost equally and provides an appropriate and adequate revenue stream for the Utility.

Risk Analysis: There is an existing shift to the average residential user wherein they are paying roughly 8% more than what they would otherwise be paying under the new billing system that was approved by Council in order to generate the same system revenue. The risk is the issue over equity to our system users. There is an additional risk related to new development, which is recommended to be mitigated through removing the requirement for independent metering of each living unit.

Communication Plan/Notice By-law Requirements: Distribution: J. Hawley, B. Paudel

Strategic Plan or other Guiding Document:

Goal #1: Develop Our Economy

1-1 The City will provide clear and decisive leadership on all matters of economic growth in Kenora and surrounding district.

Goal #2: Strengthen our Foundations

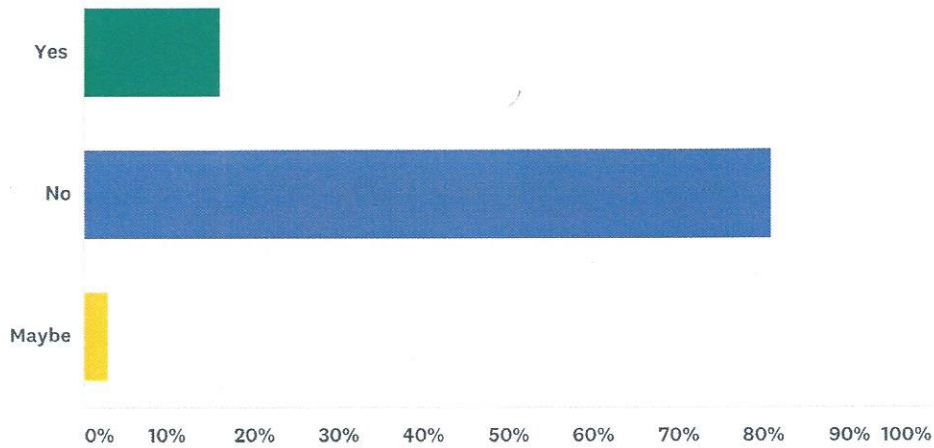
2-1 The City will ensure that our municipal infrastructure is maintained using available resources with the intent of moving towards all City infrastructure being in good state of repair to ensure certainty, security and long-term stability of our systems.

2-2 The City will keep in the forefront that there is a significant infrastructure deficit, and current and future Councils will need to continue to work towards allocating sufficient resources to be able to adequately address this issue.

Water Meter and Fixed Service Fee Fairness Survey

Q1 Do you feel those residing in multi-unit buildings should pay the same as an individual homeowner for water and sewer services? This means they would pay the same **FIXED SERVICE FEE**, plus water consumption for each unit in the building.

Answered: 1,520 Skipped: 0

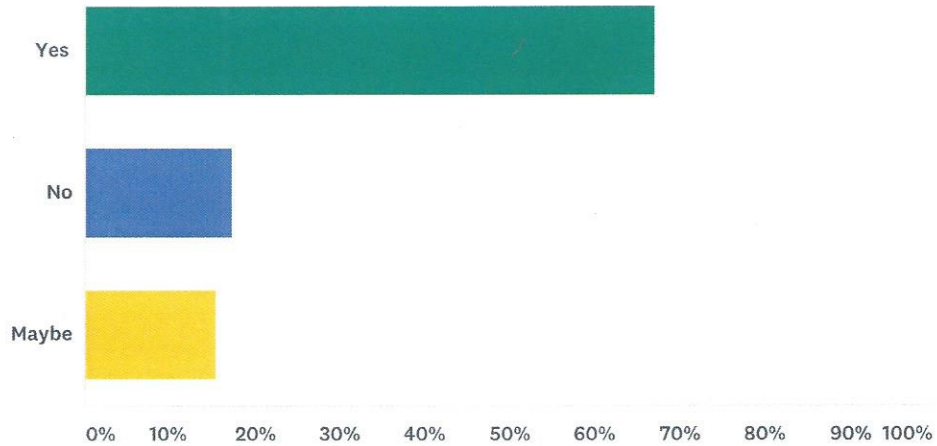


ANSWER CHOICES	RESPONSES	
Yes	16.12%	245
No	80.99%	1,231
Maybe	2.89%	44
TOTAL		1,520

Water Meter and Fixed Service Fee Fairness Survey

Q2 This billing change would be a monthly increase to each unit of \$88.96 per month (based on 2019 fees). Do you feel that if billing changes were implemented to charge each unit of multi-unit buildings the fixed service fee, should it be PHASED IN over several years to allow time to adjust to the new charge?

Answered: 1,520 Skipped: 0



ANSWER CHOICES

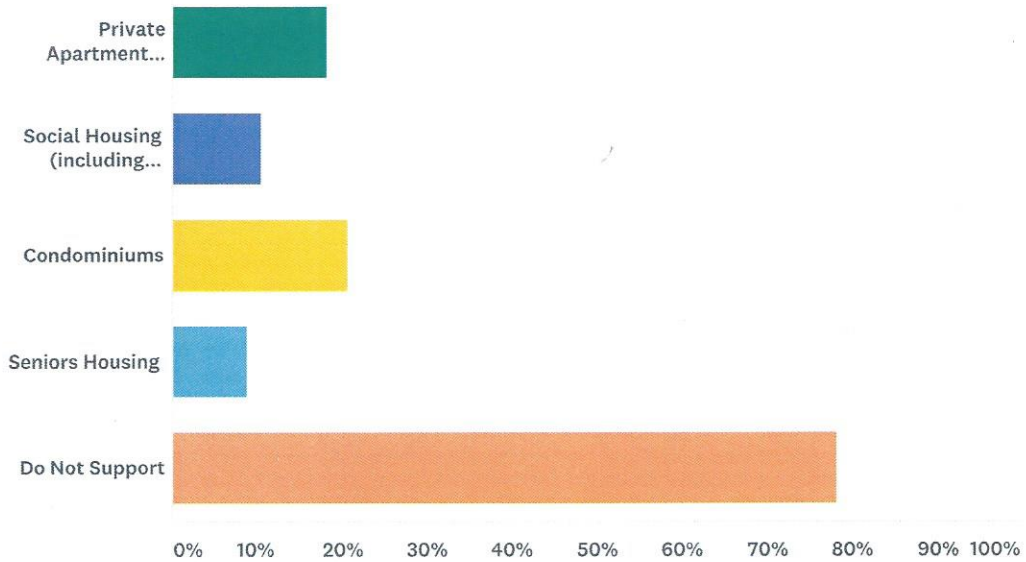
Yes
No
Maybe
TOTAL

RESPONSES

67.17%	1,021
17.30%	263
15.53%	236
	1,520

Q3 If you feel that multi-unit buildings should pay the FIXED SERVICE FEE for each unit, what types of buildings do you feel should be changed to reflect billing in this way? (check all that apply)

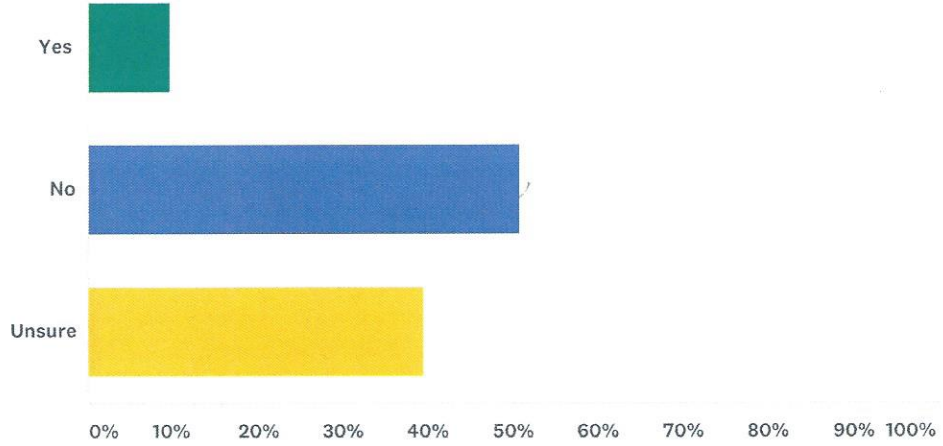
Answered: 1,503 Skipped: 17



ANSWER CHOICES	RESPONSES	
Private Apartment Buildings	18.10%	272
Social Housing (including assistance housing)	10.51%	158
Condominiums	20.69%	311
Seniors Housing	8.72%	131
Do Not Support	78.24%	1,176
Total Respondents: 1,503		

Q4 Do you feel there should be a COMMERCIAL RATE which would be higher than the residential rate?

Answered: 1,513 Skipped: 7

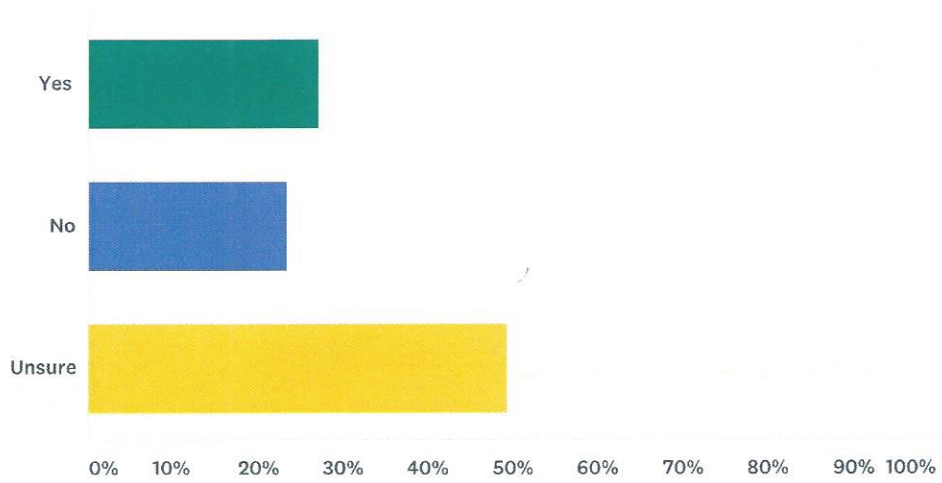


ANSWER CHOICES	RESPONSES	
Yes	9.72%	147
No	50.83%	769
Unsure	39.46%	597
TOTAL		1,513

Water Meter and Fixed Service Fee Fairness Survey

Q5 Do you support a lower fixed service fee and higher consumption fee?

Answered: 1,512 Skipped: 8



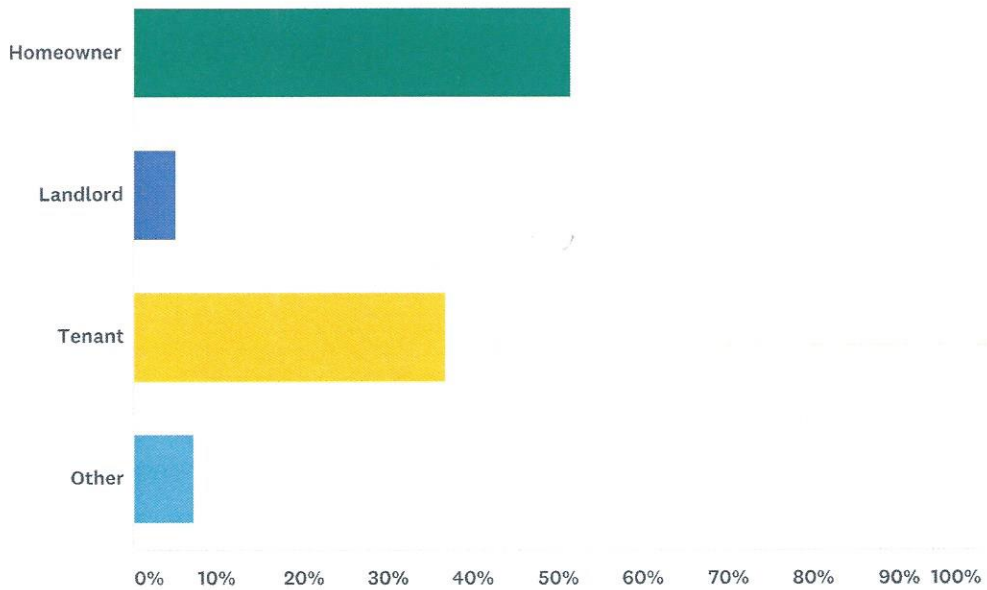
ANSWER CHOICES

RESPONSES

Yes	27.12%	410
No	23.41%	354
Unsure	49.47%	748
TOTAL		1,512

Q6 Please choose one. Which best describes you:

Answered: 1,483 Skipped: 37



ANSWER CHOICES

Homeowner

Landlord

Tenant

Other

Total Respondents: 1,483

RESPONSES

51.45%

4.92%

36.88%

7.01%

763

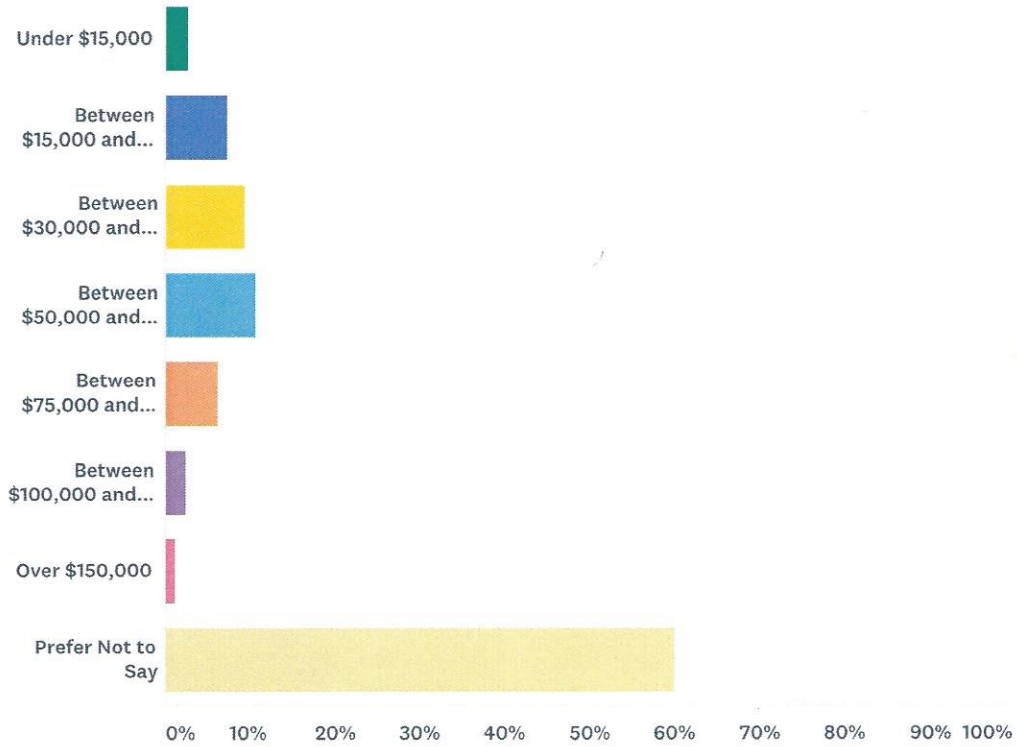
73

547

104

Q7 What is your income level?

Answered: 1,513 Skipped: 7



ANSWER CHOICES

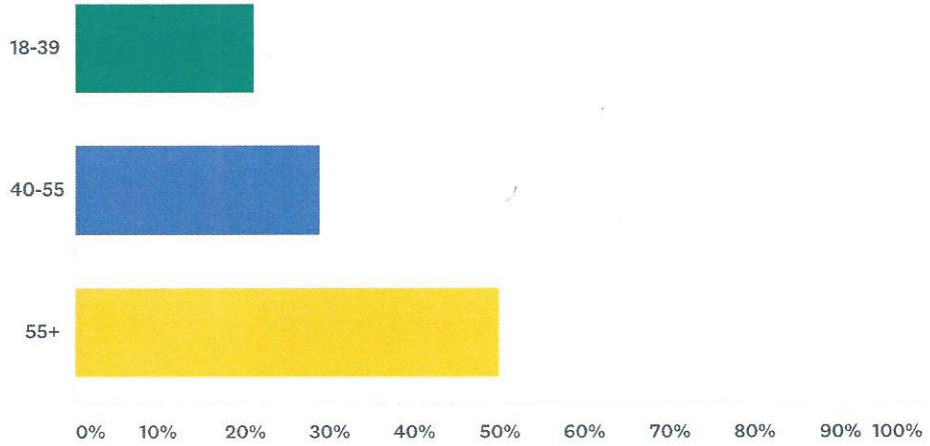
RESPONSES

Under \$15,000	2.64%	40
Between \$15,000 and \$29,999	7.40%	112
Between \$30,000 and \$49,999	9.52%	144
Between \$50,000 and \$74,999	10.64%	161
Between \$75,000 and \$99,999	6.21%	94
Between \$100,000 and \$150,000	2.45%	37
Over \$150,000	1.19%	18
Prefer Not to Say	59.95%	907
TOTAL		1,513

Water Meter and Fixed Service Fee Fairness Survey

Q8 What is your age?

Answered: 1,461 Skipped: 59



ANSWER CHOICES

18-39
40-55
55+
TOTAL

RESPONSES

21.22%	310
28.88%	422
49.90%	729
	1,461

Q9 Please share any other comments you have pertaining to fixed service fee billing for multi-unit buildings.

Answered: 652 Skipped: 868

Please share any other comments you have pertaining to fixed service fee billing for multi-unit buildings.	
	Responses
	I been to a meeting once before at City hall with the mayor present. I think it's a money grab.
	I think that a lot of seniors will have a difficult time to pay this amount for water. Even if they can make payments it's still going to be hard for them. Please consider the tenants who are on a fixed income. Concerned.
	1 meter & 1 charge
	we will probably have to go to soup kitchens
	95 years old. I can't afford much more unless I get a job!
	nil
	leave as is one - meter one charge
	As a senior citizen, I shower every other day, flush the toilet a few times a day, do dishes once a day by hand and do 2 loads of laundry every week. Does that sound like I use as much sewer and water as an average family?
	seniors already pay enough rent
	one meter, one charge. cash grab!
	single meter, one charge
	To many q need more info
	fairness -'right', we want true fairness!! I would be surprised if this is even considered! Monetary abuse in out twilight years - thanks reynard & your 6 useless councilours.
	The town gets service fee from each house, some costs not service to multi unit buildings and therefore would be very small service fee for each unit.
	one meter, one charge
	to stay. There is still only one sewer pipe to the house, for 1 toilet or 4 or 10. You already charge extra for the actual water that they use. Use more water, pay more, simple, save water, don't take baths, or 20 minutes showers pay more.
	This survey as poorly explained. You are making this more difficult than it needs to be. Who would be responsible for putting in the meters. How much would this cost the city.
	All sewer and water are to high. one meter, one charge.
	to be fair - no meter fees and 100% consumption. It should be a user-pay system.
	I am a senior on fixed income. I know the town needs money - has to come from some where. Walford Arms sent in a petition in 2018, all 10 tenants signed in agreement that this is not fair. Most on disability or fixed income.

	poor survey, not metre, no charge
	Don't know. Why all the fees now! I didn't know there was a meter for BS
	seniors are on fixed incomes. we don't have a lot for extras. we don't get raises.
	I do not support this fixed service fee billing for multi-unit buildings.
	This fixed rate will affect individuals who live alone. This will have a higher cost or people or groups who live in apartments because it is cheaper to live. This will affect many. Will there be meters in each apartment building? for individual and each apartment building will make a lot of \$ compared to a simple house.
	This program the city charges a single is retarded. how do you sleep at night I can't afford... This program is a joke you guys rob the hard working class.
	People working should not be penalized for working everyone needs to do their part.
	Kenora is so expensive as it is. Young families may have to live elsewhere. who will be able to afford to live here to care for aging population?? Enough is enough!!
	Is the City planning to install meters to monitor? Or treat each place as the same. Actually installing meters, reading them, and servicing them would be costly. But simply "guessing" or "ghosting" is not accurate. An apartment unit which has no laundry or dishwasher cannot possibly be compared to a house. This makes no sense!!
	are you putting in meters? OR guessing? Illegal!! Look for money elsewhere!!
	This survey doesn't have info. It asks user-less questions, who cares how much I make or age. The real issue is your a bunch of crooks. NOT supporting
	dumb!!! DO NOT support!
	Seniors already have fixed incomes which does not increase with cost of living etc.;; Other tenants are in apt bld because they cannot afford to purchase a home.
	Even housing unit (except social services) should pay the basic fee plus in sites in lieu of no individual meters a consumption fee base on unit size, number of bathrooms or number of residents
	If you live in an apt/condo you should pay what a residential homeowner pays. No exceptions unless you can prove you require some form of financial assistance (low income) Also to shut your water off for the winter months when people travel south that rate should be increased to \$100 to turn off \$100 to turn on
	this should not be about a tax grab, but about a reflection of the cost to provide a service. it shouldn't be a vindictive insecurity about someone not paying as much as an individual homeowner.
	City council is a joke if they are implementing an increase because they screwed up years ago. What's done is done leave it alone, it's a money grab. Look elsewhere.
	I feel that they should have to pay a fixed rate of some kind, maybe not the full rate of a home. For Exp, \$45 a month plus usage would be reasonable. As an owner and a landlord, you have to charge the prices we would to barely break even.
	If you really wanted to know what people think you would have provided a better explanation and background info. Tenants should not have to pay for equipment they will never have. They have a right to know what their consumption is if they are paying for a meter.
	WHY would the CITY want to "stick its Landlords" with this additional COST (since my landlord advises that the Province will not let him pass this cost on). Is the CITY.... NIEVE enough to believe that Landlords will not find a way to do that which will lead to HIGHER RENTS in a market that many have suggested is "already TOO HIGH" ??? How will that help those renters that already can't afford rents....NOW ???
	RIDICULOUS PROPOSAL without neither providing appropriate information or PUBLIC involvement prior to the BYLAW passing (even though City staff indicated in the minutes that they would get PUBLIC input). Council has fallen asleep on this one.

The fixed fees should depend on the "kind" of building; i.e.; low housing or supportive housing; and on the monthly usage of each unit, and this should also be a criteria for one-person homeowners as well. Monitor usage for maybe 3 months and get average.
Less emphasis on fairness would be refreshing.
Now we and all other multi unit buildings with only one meter are asked to pay additional fee of \$88.96 per month per unit. We get nothing at all for this payment.
fairness is \$0
This is a very serious decision for the City to make! As a person who rents a property, the law forbids an annual increase payable to the renter. Therefore I would have to pay the annual increase in water rate thus a loss in rental income. N.B.
leave as is, favour grandfathering. increasing fees will hinder growth of new residents.
What's wrong with the present billing rate. Grandfather & Grandmother.
fairness is 100% consumption, pay for what you use!
fairness is paying for what one uses
Fairness=\$0 meter fees & 100% consumption
Pay fixed service fee for what?!
must be a true user pay system only! Fairness is \$0 meter fees & 100% consumption
fairness is \$0 meter fees & 100% consumption, A money grab. your preying on seniors
fairness is \$0 meter fees and 100% consumption. make it a true user-pay system not extra costs for made up reasons
tax grab. make it a true user pay system - not extra costs for made up reasons. fairness is \$0 meter fees and 100% consumption
we should pay consumption only, no meter fee!!
pay consumption only no meter fees!
fairness would be \$0 meter fees & 100% consumption
make it a true user-pay system - not extra costs for made up reasons
true user pay system based on water consumption
should be a true user pay system based on water (metered) consumption: any increase required for s&w services should be achieved by raising consumption rates for all consumers

motels & hotels have to start carrying their share of the cost of the water/sewer! one meter - one charge
one meter for entire building
I don't see why pay more as we don't have garden & grass to water. I think we are paying enough. GD
Condominiums, life lease have owners should pay like a homeowner because that what they are.
prices of everything. ☹ To question 1 - no because their rent/lease has been set by landlord to cover sewer, water, heat, cable, etc.☹
I have always paid market rent. Now due to a depletion of savings, I feel that this 88.96 is beyond my financial management.
ONE METER - ONE CHARGE
no
There should be no arbitrary fee without a meter. One meter - one charge.
unfair to seniors on fixed income
Rent is too high in Kenora as is. To tack on \$89 additional to rent already to high will put seniors, disabled and low income people on the streets. More homeless living on Kenora street will not be great for the town economy especially when tourists stop coming here.
building should have their own individual meter. It increases the building cost by an average of \$5K per unit which results in a higher cost for a developer to build. This plan is counter productive when the message that is being driven home by Council is that we have a housing shortage and that they are working in partnership with developers to address this major concern. Is their a possibility that like taxation there are different rates, as an example charge a
This is a uneducated cash grab that will inevitably hurt low income renters. The amount of money that would need to be spent on installing meters in individual apartments would diminish any type of profit the city thinks they will make.
What is considered a multi-unit building? Three or more, four or more...?
Remember, not all water and sewer pipes will have to be changed in the same year. You do not have to charge high rates to get to your target sooner.
The preamble to the survey is very bias towards the result the city wants. This is not a neutral survey.
Treat everyone fair and equitable. If everyone is charged - why wouldn't the charge drop for everyone? THIS IS JUST ANOTHER MONEY GRAB!
We are like individual houses we have one meter but all water and sewer that we all use is recorded and charged for.
Just like a single residential building, we only have one sewer & water pipe going into our building. It's not right to charge 33 tenants the same rate for that one pipe. Split it 33 ways!
65% of most condos have one person per unit, most houses are for families
Fairness is raise the consumption costs then it's truly user pay (no meter...no charge!)

	The fairest way to arrive at a billing fee for multi unit buildings is to cancel the service fee and charge a consumption fee per cubic meter.
	Fairness is \$0 meter fees and 100% consumption. make it a true use pay system
	\$0 meter 100% consumption
	should be based on consumption and not any fixed monthly meter fee
	1- apt bldg pay a higher rate than a home owner therefor tenants do pay their fair share.☐ 2- if Kenora water is so great. Then why is 80% of people buying bottled water?
	eliminate the flat fee and change the consumption costs accordingly
	The fixed service fee should be completely discontinued & everyone should be billed for the number o cubic meters they use. This affects everyone equally.☐ any other adjustment will result in one or many groups being affected unfairly.
	Our building already pays over \$75,000/yr in property taxes; pay over \$5500/yr for garbage removal; pay over \$3,000/yr for snow removal; for ongoing maintenance, repairs, cleaning, fire safety contract; elevator maintenance contract, replacement costs & electricity and gas over \$80,000/yr + servicing a huge mortgage. All these costs are immediately passed on to the life leased tenant. PLEASE - don't burden us further financially.
	Comparing costs in a house (usually more than 1 occupant) which likely means watering on the property, car washing, larger amts of laundry, dishwashing, showers/bath & home cleaning.☐ Compare with small apts. mostly with one person, water consumption is a great deal less. Let's be truly fair.
	no individual meter so cannot charge for consumption
	user pay system with no fixed fees so that all residents pay for what they actually consume
	re-retro active payback on water use that would be like buying a \$1000 appliance then years ago at Dufresne furniture then having Dufresne asking you after ten years elapsed for an additional \$9000.☐ It was City Council or whomever approved one meter at time building was completed. Difficult if not impossible for seniors on fixed income to cover proposed water use increase.
	make a true use pay system
	charge me for water I use only
	no meter no charge
	Life lease is so different - costs so much already.
	consumption.☐ The City's proposal is unfair to multi tenant units. it does not address individual uint consumption (user pay) It does not address future costs seniors would be required to pay on fixed income.☐
	I think this should be thought through more.
	Billing must reflect consumption! Going forward, new units should have individual meters. This survey is very biased towards proceeding with proposed plan. Questions are ambiguous. I am against the proposed plan. Multi unit buildings should have individual meters or a single meter divided by the number of units.
	senior blds. should be left as is. we don't use that much
	multi unit bldgs should be left as is. senior bldgs use less water.

	There is one meter per building so one fee and pay for consumption on the meter. The town is only responsible for one line to the building. Why should the town collect for more meters and lines.
	user pay
	Don't implement charges. Fairness = \$0 meter fees. It should be strictly user pay!
	This survey is worded poorly, questions are geared towards the City's starting position. It is actually unclear as to the actual intent/purpose of the survey
	no comment.
	make it a true user pay system not extra costs for made up reasons
	no comment
	91 years old
	Town charges me 2628.00 a year for sewer and water + 4162.00 taxes and now they want another 427.00 meter charge a year. Friend in Thunder Bay with a 3 and 4 suite apt has one meter for each block. can't understand why 1-2-3-suite houses are not looked at to also pay more.
	no meter fees but have all pay on water use only
	make it even for all by basing everything on usage of water only
	no meter fees and straight consumption fee which allows for a fair user pay type system
	fairness is \$0 meter fees and 100% consumption. should be user pay NOT a tax grab like this.
	being on fixed income this would cause me to be unable to pay rent - let alone eat.
	What service? No service, no meter, no tax. Wow you have come up with this unfair fee scheme that does not exist in any other city in Ontario. What is unfair is the money grab for no meter, no service. This survey is an apple to orange comparison farce. Let's not forget people in apartments and condos are paying full for the consumption in those buildings.
	I believe consumption use based rates the most fair for all. One meter costs less to install, maintain and bill. No advantage of single meters
	Fairness is \$0 meter fees and 100% consumption. Make it a true user-pay system not extra costs for made up reasons
	This unfair to landlords and tenants. My building, 5 units was built with one water meter. When I rented to my tenants the agreement was that we pay the sewer and water. We only have one line into the building, there's no change in service. Noe I am going to have to pay for four more meters?? This is not right!! New buildings should have to have separate meters. Leave us alone!
	fairness is 0\$ meter fees & 100% consumption. make it a true user-pay system - not extra costs for made-up reasons
	now it is a tax and as a taxpayer, we think we pay alot for the small footprint in the City of Kenora. We trust the Council will revisit this situation and come to the conclusion it has not been a well thought out proposal that just got dreamed up.
	no problem paying for water used. but your current proposal is a pure tax grab! What does it cost to service a meter? Make the service 100% consumption based.

would not only make it fair across the boards, but also make these ones be more responsible for the amount of water consumption they use. As far as the amount it would be nice to get a lower rate as a home owner for years having paid what we have or a one time rebate paid back.
It is way too high, stop robbing the poor and giving to the rich
Please reconsider over ruling this ridiculous idea. Kenora is already over populated with homeless street zombies everywhere you go. It's gotten worse with the burning of Iyla's. Security guards are on site for ATMs. This place is going to crap!! There is already not adequate housing available. Hiking up the costs will only hurt the people. Seriously taxes are already outrageous for what limited services the city provides. Quit taking all of our money!!!
water rates in total are too high, water is cheap.
fairness is \$0 meter fees and 100% consumption. Make it a true user-pay system. Not extra costs for made up reasons.
It is too bad that you couldn't lower the rate that regular home owners are paying, and only slightly increase the multi units rate. Balance it out instead of making all of us pay more
Fixed service fee billing for multi-unit buildings is fair but it should therefore reduce the overall service fee each individual currently pays. As the city will now be receiving extra funds.
Make it fair. If we pay that amount for homes, apartment units should pay the same.
More background info about the issue would have been helpful to have before the survey
tax grab! service in place, no new benefit to anyone but the city. The \$ will be passed along to end user/tenant and that means residential housing just goes up which is clash with your election promise to increase affordable housing
This is nothing more than a tax grab by a council that promised to increase housing and bring in more businesses.
I am totally against this and think the city phrasing it as "equal" is a misdirection on their part - this is a tax grab and everyone I talk to knows it and doesn't respect the council for trying to do this.
person on council ran under the platform of increasing housing across the board in Kenora - we need it all - low, middle and high end housing, affordable first time homeowner housing, family housing, and multifamily options like apartments. I have been a landlord in Kenora for over 10 years and own 3 multifamily buildings and know first hand how short we are of affordable rentals. The very point of multifamily buildings is to decrease the costs so so that those
No meter fees & 100 percent user consumption ...makes it a true user pay system. People with low or fixed incomes cannot afford these huge charges
water -- all Kenora residents should pay more, don't just apply it to meters that don't exist in multi-unit housing as a one-time fix. I guess you need to stay in your own house in order to be treated fairly by this city. What other city in Ontario is blatantly driving up the cost of multi-unit housing in today's economy? None!!enough already
A lot of landlords will have to raise prices and the ordinary person could not afford.
Find a better way. Stop adding charges for everything to raise money. Get some new business in town to raise money. How about some new stores and restaurants.
Find some other way to raise money. This is not the answer.
I think there could be some formula like #bathrooms, hot tub, pool, etc to come up with an amount to pay rather than a small apartment with no laundry, one bathroom paying the same as a large luxurious house. : One size for all doesn't fit!
The infra structure is in bad need of repair, if you want the service you have to pay the price, it shouldn't be the few paying for everyone.
Leave the billing the way it is. Most Cities follow this and the present system is fair. If you need more money then raise the rates across the board

	I can't afford my rent to go up any more
	Every deeded property should pay, not rental apartments
	Leave the multi unit buildings alone.
	should pay less. We all have to pay fairly for infrastructure. I don't give in to the landlords complaining. They know they have been getting a good deal. I do feel for them with rent controls but such is the nature of the business. You knew the rules when you got into it. You can always raise the costs as tenants move out and new ones move in so its not like they can't do anything about it. For those with low turnover, that's the way it goes. When they account for the
	I already barely can make ends meet. Having my landlord increase my rent by \$80 per months would be financially difficult.
	of average rent rates. Property owners have no choose but to pass on to tenants to maintain their cash flow which is needed to maintain the building and service debt. Furthermore, the increase costs make it even more infeasible to build new housing because the cash flow from rents will not cover costs and debt serving.
	If you want this to be like private homes then instal meters for each apartment and condo. If you are not going to do this then don't charge people for meters that don't exist.
	The brochure and the survey look like you have already decided to do this!
	There should not be any water and sewer charges
	True user pay system.
	You put 2 million of 9 million revenue in one year into a reserve fund. That is over 22% of one year's revenue. Preposterous! Now you want to jump the revenue which obviously is not needed by your own numbers.
	I have worked in the polling industry. This survey is very biased towards directing people to the answer desired by the City. Surveys should be neutral.
	when they were constructed, some of the buildings at that time asked the City to what they would prefer and at that time the City answer was only one meter and now the City is asking these units to change to now be charged as if there is a meter in each of the units - when there is none? If any new complexes are being built - than put in the meters in each unit. When any of the older buildings are being completed renovated - than that would be the time to put in the
	Single meter measure have been proven in the industry to be accurate. Results are available
	i think the fairest billing method would be based : solely on how much water one uses.
	Seems inappropriate to have meter fees when meters don't exist. Fairest method is based on consumption only
	I feel strongly that every residence (regardless of type of dwelling) using our sewer and water utilities should pay as equal a portion as possible to keep operating /upkeep costs reasonable for all users. I think the current billing system is unfair for homeowners versus apartments/condos,etc.
	Building with one meter had no say in the one meter idea...that was the City's idea. That decision should be continued not changed on a whim or what looks like a money grab.
	Seniors can not afford to live in Kenora.
	Question 2 looks lke you have already decided what you are doing before the survey. Shame on you.
	We did not vote for you so you could do this. Bad move City of Kenora. People will keep leaving our town and apartments will close.

	This is not about fairness. It is a cash grab.
	Why can't you work hard to attract new business and create new tax base instead of constantly getting more money from those who live here. You can do better than this.
	Another city cash grab for no good reason
	This survey seems very biased to get the answers you want.
	most if not all of the existing multi-unit buildings in Kenora do not have the plumbing/piping to allow the tenants to control the amount of water used(consumption). This would have to be looked at for some type of discount for each unit for fairness. Kenora is on a user pay system so what it costs is what it costs to run the system, upgrade & repair it. All who get water from it must contribute for their share of it.
	Make it a true user pay system—not extra costs for made up reasons
	Make it a true user pay system...put meters in so we can pay for what we use.
	Each building pays same amt service fee whether ind or apartment
	everybody should pay their fair share through only the water they use and not by a meter fee
	Fairness is 0\$ meter fees and 100% consumption ☹
	Make it a true user-pay system - not extra costs for made up reasons.
	The buildings involved followed the rules when built.If the town wants to change things then grandfather the ones involved and follow new rules for future buildings.The cost of meter,installation of same,billing etc less than individual meters.Paying for consumption alone would be most fair.
	Charges/fees should be based on water consumption primarily rather the fixed meter fee
	If there is a problem with raising the rent for the units to cover the cost of the fixed rate, then those existing units should be grandfathered in and when the unit is turned over to a new tenant then the fixed rate should be factored into the rent, as when you rent to a new tenant you can then set the rent at whatever you want.
	If the city is not going to offer meters PER tenant in a multi-tenant building then the city should treat multi-tenants as a single-user building with a single-meter and charge per existing schedule based on meter-size. ☹ Or offer meter per tenant.
	This survey is very bias in the way it asks the questions.
	People get the service, they should also pay for the delivery(pipes and maintenance) the same as a homeowner. Not just the water.
	I don't think there should be a charge for the meter but just for consumption. One meter reading divided by the number of units is very fair.
	It is an unnecessary tax grab created by the city. To much misleading information that has been supplied to the community by city council. It should be a pay per meter system. Not a system that we are going to be charged for meters that are not even existing. People should be charged for the meter used and the consumption used. Not a made up cost for meters that don't exist.
	This is a money grab.☹ You should have got your act together years ago.
	Fairness is \$0 meter fees and 100% consumption. Make it a true user-pay system-not extra costs for made-up reasons
	88 as a young family that uses very little water, compared to a condo owner paying \$8 for the same service. I would be curious to know if the landlords are benefiting by charging flat rate water fees while paying low fixed fees, it should not be a way of making landlords more profitable, I would rather see support for the younger or lower income families. These are then people left holding the bag when the cycle of aging populations roll through the assisting living and

<p>pay \$140/mos for 2 people in a house , and it never varies if i'm away or 3 more people stay here for a month ??? how can that be ?? my buddy is a senior on a small pension in La Verendrye appts and he says IF he's charged \$100/month he will likely have to move somewhere else. i'm on a small pension and if my water/sewer doesn't get a lower rate , then i am thinking of leaving KENORA too , been here since 1959 . turning into a rich persons only</p>
<p>Multi-unit dwellers should not be charged the same for monthly fees but I would support a flat fee such as 25 dollars a month.</p>
<p>This proposed water increase will hurt seniors living on modest pensions, while leaving the rich Hotel owners untouched</p>
<p>Is it worth this fee for Senior Housing if it makes it difficult if not impossible to build more much needed housing for seniors? Are we thinking it through or simply looking for money - maybe to get more needed housing we have to exclude Housing for seniors.</p>
<p>I think you are a bunch of fucking thieves and would like to see a 3rd party audit of where this money goes piss off you fucking goofs</p>
<p>Find an acceptable compromise to make it work</p>
<p>If the city collects more income from implementing fixed service fee for multi unit buildings then that should result in lower fees for everyone going forward</p>
<p>If the City supplies 1 line to a building how can the City charge a service fee to each unit? The amount of physical servicing does not go up linearly with the number of units.</p>
<p>I feel that the Rabbit Lake trailer park should be included in this service fee. I am a single person and I am paying more than a family of 4 in one trailer. Spread the cost to everyone and perhaps it can lower the fixed fee.</p>
<p>Fairness would be \$0 meter fees and 100% consumption --Make it a true user pay system--not made up reasons !!!!!</p>
<p>the amount anyone is charged, even homeowners is ridiculous, the costs in Kenora are outrageous and maddening.</p>
<p>Fees should be based on consumption. Charging a fixed fee for services that will not be rendered to each unit due to buildings only having one meter is robbery!</p>
<p>This is a tax</p>
<p>It cost less to service people in multi unit buildings, therefore their rates should be lower. Cash grab</p>
<p>Multi-unit buildings are limited in kenora and we need more of them. We should not be making more efficient living arrangements more expensive. Multi-unit dwellings are most often used by the elderly, low income and young professionals, all people who can't afford a price hike. Raise consumption costs, logically it seems fair to pay for what you use.</p>
<p>Any "individually deeded" property can pay the fee</p>
<p>Charging my landlord the same rate for my 450 sq foot apartment as a detached home is an outrage!!! City of Kenora bashing the poor people, shame on you</p>
<p>If the city can't control its cost you need to do two things. A general rate increase (above what is already being a wopper) and fire city mangement</p>
<p>We already pay a fixed rate in our building plus our user fee—all, but low income should pay same.</p>
<p>Water charges should be based on the number of water lines going into the property and on consumptionnot number of units in a building. The number of units in a building does not reflect consumption and sounds like a money grab by the city. Not fair..</p>
<p>This will only deter landlords and developers and further increase the housing shortage we have.</p>

I think that people who can afford a condo must be able to pay these fixed service fees. People who are in subsidized housing or seniors on a fixed income would have a difficult time to pay the fees. ☹
I think the fixed service fee is way too high. We should be charged for our consumption and sewage only.
This fee will end up slowing new housing starts and making rents less affordable to tenants. It will also take tax dollars as the higher exose se will lower taxable income.
This is going to hurt and new developments and opportunities for investors that we so badly need for rentals in Kenora. I really don't get the thinking- this is BAD for Kenora's future to grow.
I think it's a terrible idea. I think each unit should pay for what they use not pay the same for each unit. Each unit should have their own water meter
People who live in condos have the funds to pay the same as an individual household, they needn't cry poverty, especially the snowbirds.
Unless the city plans to install meters it would be illegal for them to charge for water when there is nothing there to meter it. This is a money grab. Our new mayor and council should be embarrassed by all the money grabbing crap they are trying to pull. Low cost housing will be even worse. Who can afford these ridiculous charges. Get a clue!
Maybe some can't afford it. I am one person, don't use much water. I was upset at this brochure. I am poor but doing the best I can to meet financial needs. I may have to go on welfare for food or to pay for increases. Time for the wealthy to pay their share. It is outrageous to pay for water when we live on LOW. Utility costs are out of control. Speaking for the poor and seniors, we all do the best to survive.
I believe implementing this would only be beneficial to condo owners and people with a higher income level. How is this beneficial for people on a fixed income or seniors? We have a housing crisis in Kenora and this is deterring any contractors for completing new builds in the area because of these extra costs. I was interested in investing in a multi plex and have now re-considered into just buying multiple single homes.
I'm 1 person trying to maintain my home but paying a fixed rate for 4 people. This sure is not fairness. But you think its fair to take my money to help pay for those on welfare or a fixed income with 4 or more people living in town units. Get rid of the fixed rate or rate it on the number of people in a dwelling. I'm a senior in this town and I think I've paid my dues to keep this town afloat. Now I'm spending a lot of savings to help others pay. Not fair.
I would like to know how many individual "units" in total, that would be added. That makes a difference in how people might respond to this.
This will hurt low income ppl
Don't do it
This is wrong
This is just a tax
This is a new business tax
This is a landlord tax
Rethinking any more investment in this city.
The lower the fixed service fee is for everyone, and the more revenue that comes from consumption charges, the fairer the system would be for everyone and this would be much less of an issue for multi-unit buildings. Other utilities (gas, electricity) use a small fixed monthly charge of about \$10 and the rest of their revenues come from consumption-driven charges. We should be moving in that direction.
Money grab
Money grab is all this is

	This is a money grab tax
	I don't think that existing multi unit buildings should be forced to retro fit. Perhaps another costing formula could be implemented. It would be interesting to know what other municipalities have done to tackle this issue.
	Multi-unit housing should not be charged meter fees per unit when there is only one meter for the whole building.
	It would be difficult, unless units were individually metered, to be able to figure out the actual extra water usage since different units have a different number of occupants, so the base fee for all is vitally important, to be fair.
	Everyone should pay their fair share.
	Don't bill for non-existent infrastructure. Consumption will not be affected regardless. Numbers of housing developments will go down as a result of higher cost
	I agree that it has been unfair to homeowners and charging everyone evens the water usage fees.
	no extra costs for made-up reasons. it's just a money grab. do you want people to stay in this town?
	0 meter fees, 10% consumption, no extra cost for made-up reason
	I think that condos/multi-unit housing developments should pay more than \$88 per building, but not \$88 per unit. There should be a compromise and meet in the middle.
	If everyone was paying their fair share, then the city may be in a position to lower that fixed fee amount.
	This is a tax grab. Single family homes are different than multi family homes in so many ways. This is just one of the ways that they are different.
	If you change rules for existing bldgs retroactively NO ONE will build new residential structures. You will kill this town. In 2005 just 2 residential bldgs (one condo one lifelease) replaced more than the taxes lost when the mill closed. Think about it.
	should only be based on 100% consumption
	Multi-unit buildings have only one city water line coming into the building so maybe a compromise is not the same rate as a house but a little less. E.G., fixed apartment rate of \$66 per unit.
	Kenora's water rates are the highest in North American.
	Don't cave to the landlords!
	Condo owners can pay more, but why not make the fixed rate say half of the individual house. It does cost less to service them and that would be reflected in the bill. Leave the poor people in apartments and houses alone
	How does the city think that this will help the affordable housing situation? Come on Jeff, connect the dots
	"User pay" means having the bill reflect the cost. It cost way less for the city to service one apartment building that say 36 individual homes. Having the apartment building pay the same as 36 houses is obscene! -- I wonder why nobody is building new rental housing?
	I can't believe this council, why are they going after the lowest income people in town living in private and social housing, shame on them. Why not go after all the hotels and restaurants, they can dig a little deeper

	if apartment has a bathroom ,laundry and dishwasher they use the same amount of water as a homeowner, landlords with coin laundry make money to pay water bill from there tenants
	Condos are basically houses. They can shoulder some of the low. Leave the tenants alone, they can't afford any more
	I can barely afford my rent now, if this goes through I will be living in a shelter
	City council needs to look up the word "AFFORDABLE" in the dictionary. Rental housing in this town is crisis, and what they are trying to do is a huge step backwards
	Why should a four-plex pay four times as much as a tri-plex? This anything but fair.
	Land locked Saskatchewan pays less for water, as does Alberta and probably every other province. We live on the largest lake in Canada, besides the Great Lakes and the cost of water is almost unaffordable
	homeowners should not be subsidizing water for multi-unit buildings
	I'm all for everyone paying their fair share (ie - apartment dwellers) but your prices are over the moon! Keep this up, and there won't be any people left in the city who can afford to live here!
	Million dollar condo owners freeloading on the backs of residents. Everyone should pay their fair share. Water rates will drive permanent residents out of Kenora if everyone is not treated the same. Tim Francis
	City of Kenora is trying to access more money for infrastructure without having to increase only home owners fees. To do so would be unfair to target only home owners while landlords & well-off Condo owners benefit from no changes. Please be mindful of Senior citizens on fixed-incomes though. Cheers
	I feel that homeowners have been over billed all these years since multi units have been paying a lot less for water than us!
	Have nothing to add
	I believe if u want to attract new apts In town, it should be affordable for the landlord, your approach to this new system of user pay all does not work..
	We should all pay the same, regardless of if you live in a home or apt/condo
	Adding meter fees to condo owners who don't have individual meters is ridiculous. Water should be 100% billed on consumption only.
	Everyone should pay an equal amount for fixed service fee and pay for what they use! That's fair for one and all!
	The Proposal does not reflect the costs to provide the services. The infrastructure costs of multi-units is lowere.. the costs of services should be lowere. The pamphlet is a biased presentation.
	As unitholders in multi-unit buildings are now being charged for consumption spread across/averaged across all units, this method of assessment should be remain unchanged.
	I do not support this as is. I don't think it should be exact. The fixed service could happen as I'm not saying not to charge but it should be exact \$88. You want this to be fair? People live in apartments to pay less. I think this is a money grab for the town. Be reasonable. I wonder how this is going to affect low income housing units.
	We Dady need some one to explain what the fix rate is and if there is any water usage in that fix rate or is it just a over charge on top of the water used cost are getting way out of hand and it is starting to become an expensive part of the cost of living
	Perhaps a slightly lower fixed service fee due to less likely cost of street water main repair. Maybe \$80 per unit.

	This was a very biased survey trying to sway the taker to support the city's off base idea of making everyone pay a fixed water fee service even though they do not have an individual meter that can monitor their usage. Not impressed!
	I do agree that owners of multiple unit buildings could suffer financially if the change is implemented and that gradual implementation may be best. On the affordability issue, perhaps this can be addressed through social welfare rather than broad-based rate preferences.
	I am a student living in an apartment strictly off OSAP and part time summer jobs until I graduate. I can just afford to do my laundry in my apartment building and wouldn't with this new increase.
	There are no differences whether you live in an apartment or a condo or water needs are the same.
	City is already charging too much for water and sewer. Costs are driving people on low income to go without other necessities.
	The entire residential fee for Water and Sewer should be based solely on consumption, not based on the type of residence a person occupies. The water used is measured by the meter installed. The only differential in consumption rate should be between residential and commercial with commercial being higher.
	Another damn hike in fees to drive fixed income people out of their homes
	Lots of people in our city live in multi unit places because they are of a lower income. I own my home but I rent the land that it is on.. i pay what is metered to me by my landlord, and even at my higher income, i would have a hard time paying a higher sewer and water bill. I think its should remain the same, or maybe a slight increase, but nothing like what is being proposed.
	Feel condominiums should be considered the same as a house. Private apartments also. Other types of units need other considerations as the taxpayer is subsidizing them already.
	Seeing that at the moment only single dwellings pay a fixed amount, maybe you should lower the single dwelling fixed amount and add a fixed amount to the condos and apartments! If the city is adding the multi units now , you guys will be making a shit load of money! Let's be at least fair!
	Start charging them and reduce fixed costs for homeowners. \$135 a month for a couple who does 2 loads of laundry a week? Intolerable
	City of Kenora should not be pushed around by project managers over the new fees.
	I feel that every household in the town of Kenora should be treated equally. When the town supplys water to Rat Portage it should be the same per household as Kenora. Maybe implementing this will stop further increases and extra funds to improve the infrastructure. I never dreamer my sewer and water bill would eclipse my Hydro bill, that is wrong.
	one building one meter
	I pay a flat fee for my house and some condos pay per unit. It is only fair that all houses and units pay except for subsidized houses as the taxpayer would just pay twice.
	Don't go forward with your current plan.
	Rentals are already unaffordable for young people starting out and low income workers, and we already have a housing problem in Kenora. This won't help.
	Rental costs in this town are already prohibitive. Landlords will be forced to pass this extra cost to tenants.
	The move from a common water meter billing to billing individuals without individual meters is not fair.
	Just not fair to pay one entrance fee. How did the City allow these buildings ti be built with only one metre. Very bad planning.
	The city needs to allow for affordable rental units, not increase the rates due to landlords passing on costs to tenants

charge, paying for the water we use and then paying 100% sewer for service fee and water usage?? My hope is by saying that multi unit owners have to pay the same as homeowners, maybe they'll lead a change in how we are all being over charged, since the homeowners aren't being listened to.
My landlord does not pay my water bill. The cost is passed to me. As a pensioner I don't know what I'll give up to pay that? Food perhaps
User pay.
The way it stands is not fair to homeowners who carry the bulk of the cost.
They are using the same services as individual residences and should pay the same rates.
Look to similar size municipalities in Ontario. No need to reinvent the wheel.
If the city is prepared to actually install individual water meters then it is fair to charge for them. This survey is worded improperly and misleading.
☐ In addition, those who living in apartments tend to be single-income families, where homeowners are generally dual income families and can afford the higher service rate.
The cost to the city to service o is apartment building or condo is much less than to service two city blocks of houses. To charge a apartment the same as a house would just be a cash grab.
-approve of subsidies for low income and local small businesses. -we should pay attention to those who are wasting water - should be penalized.:
Everyone should pay the same regardless of what type of home they have. We all use sewer and water.
Too high!
The fixed rate is too high this is not the way to get Kenora out of debt due to careless spending on unnecessary downtown curbs trees etc.
An extra \$90 per month will make it very difficult for seniors who are just managing to pay their rent ..
"Ghost" metered... The city is not supplying any more service to that building so how can they be charged.. There is no savings to anyone...when the ghost meters go in there is no discounts to other.. ☐
☐ Everyone should pay
likely making it not happen. We are currently waiting to get into a senior supportive housing unit (market value rent), told it will not happen in the near future. As we do not have children to help us, we are in a precarious position as we wait.
☐ Seems simple enough to me.
Multi-unit buildings should be paying more even if it is 50 percent per unit of what a normal home owner would pay
why should an individual house pay more than an individual at a apartment, condo who receive the same services
Home owners have been paying for years and others have had a pass to use any amount of water. Fair for all to pay equal across the board. Everyone pays the same. All need to be more accountable for usage.

bring in a true user pay system. do not burden a few because the city council wants to look good
stop the money grab
100% consumption
shame on the city council for pretending they care about affordable housing
Let City Council do what they feel is right and just
Increasing bill rates, or adding a fixed rate to every unit in multi unit buildings will push out low income families, as well as push landlords into not building new apartments, which makes Kenora even less livable than it already is!
I can not afford more
this is a disaster
do what is right, go to a real user pay system
Make it happen, but introduce it slowly so Landlords can adjust rents accordingly.
They should pay their fair share and currently they are not.
It amy be considered a little unfair in the case of a multi unit apartment, whereas a single retiree resident will certainly consume less water than say a 3 or 4 person family in the same complex, but yet each unit is charged the same.
I don't think every tenant should have to pay the fixed service fee, but perhaps pro rate it for the building so that the entire building pays for more than the single fixed rate but not as high as the total of the fixed rate for each unit.
The cost should be on the landlord -- fine for them to argue rent will go up, but that's a different issue. Tenants should not have to pay a fixed service fee. They share pipes with other tenants - I don't understand why they would pay the same as homeowners.
Each unit should have its own water meter, I do not want to pay for some else's water! I am a senior citizen , living alone. Its not my fault, that people building these units did not have a code to follow or the person who approved it. it was not very knowledgeable
the government, is it sustainable? The tax payer is always on the hook, when the City could capitalize on other money-making opportunities. People love coming to Kenora, and like every other tourist hot spot, people should have to pay for it. The \$90/month fee seems cheap when I've been quoted \$400,000 from contractors to have sewer and water trenched to my house that is right in town. That multi-unit dwellings haven't had to pay this fee all along is not conducive
This is a huge increase that I will eventually have to pay. I can't pay my bills now, adding \$100/month will put me under
and or workplace should pay the exact same fee as the rest of us. ;)
I do however feel lower income families such as families on social assistance or special housing and our elderly living in seniors homes should have a lower fee or a shared fee. If it is a shared fee however the fee should be slightly
I would also as a consumer like to pay less. If there were an option to pay a lower water bill because you are conscientious and careful of your water usage then that would be nice to see reflected and even caution more people to do the same. Less water = less money spent on your bill.
If the building was constructed to the bylaws at the time of construction they should be left as is for billing. New construction of rental or low income housing should have a grace period and then phase in full billing over a long span of time for owners to recoup the monies spent
You can find better ways to raise funds for the city than always increasing cost.

<p>And seeing as usage charges are above and beyond this fee, I'm also very unclear how this equates to "fairness". Who is it fair to? Not me, not my Landlord... As a tenant, my rent for the year is just over \$11,000. The proposed fee will constitute almost 10% of my annual rent, which is absorbed by the landlord as they cannot charge me for water-use individually as there is only one meter.</p>
<p>Fairness is not sameness.</p>
<p>We can't afford this.</p>
<p>I have to laugh, politicians pitch this as a fairness issue. If there are a couple of buildings in Keewatin already paying the separate fee then lower it to be fair. Instead there idea is to raise the price on hundreds of units in Kenora... Not a fairness issue, its a cash grab, and Jeff Holley is driving it.</p>
<p>Single houses should pay more for their service because it cost more to provide. Why should low income people subsidize people rich enough to live in a detached home</p>
<p>This is going to drive up apartment prices. I am a senior living on a small pension. I can afford this. Can't the city keep a lid on their costs?</p>
<p>Don't be swayed by greedy land developers!!</p>
<p>If they increase these fees on my building I will not be able to afford it anymore. I don't have the \$100/month. I might have to leave town because apartments are getting so expensive here</p>
<p>Keep present system, leave apartments and social housing the same</p>
<p>Fixed Fee way to high</p>
<p>I think this is a money grab by the city, most residents in the large apartment buildings are on a fixed income. Maybe the city needs to look internally at the waste in regards to how to its managing its budget. I've seen the sunshine list and the huge waste and mismanagement when it comes to how the roads department etc is run. Maybe it's time the city tightens it fiscal belt and manages it's staff better.</p>
<p>Seniors and people on assistance can't afford this fixed service fee billing. Quit the money grabbing from people who can't afford it. Kenora will become a ghost town.</p>
<p>If you must have meters then instal meters. Should have done this when water meters first came out.</p>
<p>This feels like another tax grab. If this happens we will move our investments out of Kenora. It is too hard to work with the city to create success here. Too many roadblocks by city.</p>
<p>It looks like this is a done deal by the way you ask the questions.</p>
<p>rent can not be raised to cover this new cost. I am afraid that landlords will just start closing their buildings because the City is passing on cost that are too high to absorb. Then the lack of housing in Kenora gets worse. Not a solution to your problem Kenora.</p>
<p>Taxes and user fees targeted at small groups is unfair. This survey seems unfair in how some questions are asked. Many answering are not aware of differing views of what maybe fair or unfair. The surveyors are taking advantage of this and seeking the answers they want not objective answers.</p>
<p>Individual home owners should pay more because it cost more to service them. USER PAY</p>
<p>I live on CPP. My landlord says that if this goes through he is going to raise my rent \$100/month. I can't afford to live in his building anymore and it is too cold to live outside. Turn the water off and I will haul my own in a pail.</p>
<p>Billing should be based 100% on consumption</p>
<p>We all don't make \$130K like our city operations manager. Try living on \$20/hr. Maybe you will think twice before raising prices \$100/month</p>

	What cost savings has the city done to lower water rates?. Maybe it is time to replace management
	Condos are houses treat them as that. Rentals and social housing is a different animal. Give the poor people a break
	City council sure has a strange way of trying to encourage affordable housing in this town
	It will kill the multi unit buildings. You will see a rent increase from units as well as unaffordable housing meaning more homeless people. Water and hydro will fall on the renters eventually which will overall increase rent that people cant afford now with landlords paying water and sewer. If Kenora Council wants affordable housing to NOT exist, then this is the start.
	I am sure angry that city council kept this quite before the last election. They tried to pull a fast one. Next election will kick the whole lot of them out
	Keep the present billing structure is the one most commonly and the most fair
	City should strive for equity among the users of the system because these rates are used to ensure ongoing maintenance and compliance with standards.
	This will hurt Kenora
	This will hurt affordable housing
	This will hurt affordable housing
	This will hurt affordable housing
	This will destroy the housing market in Kenora
	This will make people not want to live in Kenora
	This will make rents higher and there for it will be harder for tenants to pay their rent
	This will hurt affordable housing
	this will not help Kenora to grow
	This will have a major impact on Kenora
	This will not help with the homeless issue in Kenora
	This will be bad for Kenora
	this will make it hard for tenants live in Kenora
	Kenora needs to have affordable housing not extra fees

	Make it a true user pay system.
	Water service in a multi-unit building is not the same as for a private dwelling in a number of ways so should not be the same. I support raising the current monthly fee for multi-unit buildings that have a single water meter but it should not be the same as private dwellings - a compromise should be reached
	To me it's obvious. Apartment and condo dwellers take showers, do their washing, water plants, cook, wash cars the same as private homes. This new fee structure is probably overdue.
	Pay for what you consume
	Fairness is for people to pay for what they use. All buildings are metered so they pay for what they use. Just the same as single dwelling homes.
	This will close even more apartment buildings because they will close and not do business in Kenora. We already have a housing crisis and this will make it worse.
	Targeting seniors again.
	Why didn't you instal meters when water charges were first implemented? Seems like you are trying to close the barn door after the horse is out.
	Why are you asking for information on my income?
	As a researcher, these questions are poorly worded.
	Try to attract new business and housing developments to create a larger tax base rather than continually clawing more money from the residents of Kenora. Think outside the box.
	Why say that Kenora is open for business when this completely discourages new business
	I believe fees should be based on usage rather than a fixed charge
	Condo owners can pay more, leave the rentals alone
	The proposed rate hike for apartments is outrageous. No other city in Ontario is so hard on apartment tenants Shame on you city councillors
	everything was going along fine in Kenora until Jeff Holley took over the top job. Now he is bleeding us dry. He seems to think he can keep going back to tax payers for more and more. If the city need more money for S&W just take if off Jeffs \$130,000 pay cheque
	It is only fair that all residents pay their fair share. The fixed rate is to cover the cost of treating the water, distributing it and then removing the waste, which every consumer needs to contribute to.
	Retirees, low income and low consumption user fees should be lower than commercial, high income and water hog user rates regardless of their location whether it be a condo, an apartment or a detached home. □ Residential and commercial rates should not be in the same bracket. They should be calculated differently.
	Grandfather
	Kenora needs more rental housing stock and has to try to maintain the existing buildings. Raising water rates to the highest in the world is not helpful
	Why not do what everybody else is doing? Keep the billing structure the same. If you have to raise rates then do it across the board

Every "individually deeded " property should pay the flat fee (ie houses and condos alike) . We should not ask tenants in private or social housing to pay more, its just not right
Why do you want the poor (tenants) to subsidize the rich (individual home owners) It cost less to service people in multi unit buildings and it would be grossly unfair to ask everybody to pay the same
Rents go up 1.8 percent, taxes go up 3.55 % now water %450 percent, I wonder why nobody is building apartments in this town.
Try living on \$15/hour. This proposal is just going to drive my rent up. I can't afford to live in this town
Higher taxes higher water rates, this city is only interested in digging deeper into our pockets.
The price of apartments in this town keeps going up and up and up. The working poor are going to have to move into tents pretty soon
Asking condo owners for more money is one thing but social housing? Why pick on the poorest people in our town
The city should keep its present billing system. It is the same as %90 of all cities in the country and is fair. This latest proposal is just a cash grab plain and simple
How does the city think that raising the cost of water to apartments is going to help the affordable housing situation
do your homework - how do other cities handle this.? there are probably really good reasons and more knowlegde in the decisions made by To, VAnancouver, Calgary, etc.
Individual dwelling units in multi-unit dwellings should carry the same relative weight of maintenance and infrastructure costs as a single home. (Exception is subsidized housing). New multi-unit builds should be required to have separate metering for each unit. Where that is not done now, bill the proprietors for usage and let them figure it out.
They should pay more and lower the cost of fees for the individual home owners.
They use the service, they should pay for it. Fairness across the city.
It doesn't cost the same to supply service to multi unit places vs single family homes. User pay, it should cost more for S&W if you live in a detached home
I live on disability assistance in a private apartment. Sooner or later these cost will get passed on to me. I can't afford to eat if they raise my rent \$90 per month
As a 90 year old my mother has no opportunity to increase her income to cover increased expenses.
If everyone pays their fair share the City should be able to lower the fixed service fee.
Water billing for apartment buildings and condos should be equitable. It is not fair that individual units in the Panorama Ridge Condos are currently each billed the fixed service fee and units in other buildings are not. Just change the billing system for Panorama Ridge and leave the other buildings alone.
If the city wants affordable housing why would they be doing this (the proposed billing system) to the people who can least afford it?
Of you own your home - single or condo a fixed service fee is fair. If you own an aperment building the owner of the building should pay the fixed service fee like any other home owner and his tenants pay for the water they use.!! Anyone renting should not pay the fixed service fee that's on the owner of the building.
Landlords can't pass on these increases. These cost increases are so big that it will destroy the private sector rental business in Kenora. Be prepared to spend way more on social housing, oh that's right, they will be under financial stress as well. What are you thinking?

	You can't compare a 2000sq foot condo on the lake with a 500 sq social housing unit. How can you with a clear conscience ask these people to pay the same
	This is going to drive rents in Kenora higher and higher
	What the city is trying to do is get the poor people living in small apartments to subsidize people in individual houses
	All multi unit buildings currently should be exempt.No extra fees for no increase in current service where individual meters do not exist.period.
	You can recoup your costs with usage fees. This change would unfairly affect many landlords who have previously shouldered this cost for their tenants. This change would also unfairly affect seniors, those whose incomes are lower (thus they have to rent in multi-unit buildings), and organizations such as KACL, CSINW, and others who have to provide housing for mentally or physically disabled clients. It is only fair to differentiate on the basis of usage of water.
	People living in multi unit building, as a majority, are on a fixed or minimal income, often single resident or single parent families. Where do you think they have the money for these extra fees. PLEASE, JST LOWER THE FEES!!
	If a single multi-family residential building can supply enough water with or without a single larger service then this is great for the people who are renting.
	Refer # 5
	This rate increase seems to be offsetting spending somewhere else. Infrastructure is already covered by property taxes and other revenue streams, maybe get the province and feds kick in. Not ALWAYS the year round resident.... look at the roads... that is a priority too
	The additional charge for meters make no sense to me, the volume of water and discharge are measured weather 1 or 10 meters are in place.
	It looks like a money grab
	This will hurt Kenora
	Multi unit buildings should not have to pay made up fees
	This will hurt the city and no one will be able to afford housing in Kenora
	This is going to make it very hard to live in Kenora and a minimum wage job will not be able to pay for a place to live
	This is a bad idea for Kenora
	This will destroy the rental housing market in Kenora
	I have a ten unit place. The city has one water line and they want the same revenue as 10 individual houses! This does not reflect the cost of providing that service an is an outrageous cash grab
	How can you ask a person living on social assistance in a 400 sq foot apartment to pay the same as person living in a \$750,000 dollar condo on the lake.
	This is going to drive the cost of apartment rents through the roof. It will make it tough for poor people to survive
	why can't we follow the billing practises of most other Ontario Cities? Why is Kenora singling out Multi Unit buildings?

	All new buildings should have separate water meters for each unit.
	I get that the city is trying to increase their revenue but the only wage that seems to be going up is minimum wage. Tough for me to be able to stay in this town if you guys keep jacking up costs and thinking everyone can afford it. Most people can't.
	Each individual unit, apartment, condo, seniors building should be charged like a homeowner with a fixed fee and consumption fee and the fees should not be phased in over time and a high level of poverty. This change will adversely and directly affect the low income, seniors on fixed incomes, and those retirees looking to downsize and save money. Let's be realistic, EVERYONE would prefer to own their own private home, on a private lot of land - many cannot have this luxury. That is why they move into multi-unit buildings. One of the benefits for people moving into multi-unit buildings is the cost savings of the utilities. By removing the cost
	This whole issue is an underhanded cash grab by the city's operation manager. They tried to sneak this through but it is going to blow up in their face
	The revenue collected should reflect the cost of providing that service. It should be cheaper for the city to service multi unit buildings than separate houses so that should be reflected in the price
	Water is very expensive in Kenora. I don't know of any city that charges this much for water
	lower rates
	no phase in - immediate (they have had a break since meters were installed in single houses...) Let's have everyone of a uniform basic fee and usage on top.
	City has to stop these cash grabs
	I don't think it is fair to expect single dwellers to subsidize multi unit dwellers. The consumption fee will bill users that use more water.
	Each unit in a multi unit building should have to pay the same service fees as a home owner
	Not sure how the city can justify charging for something multiple times, when there is only a single connection. This plan comes off as a cash grab. Those who live in lower income buildings will be hit the hardest. Why not focus on the wealthy, and not the poor, when trying to increase tax revenue.
	All should pay equal, houses, apartments, condo. Water is being used regardless of where you live and who you are. Why should certain buildings get it cheaper!
	Its time everyone starts paying for the infrastructure they use
	It is way cheaper for the city to have one pipe feeding say 24 people in an apartment building than 24 pipes feeding 24 separate houses. The rates should reflect that cost
	Owning a condo is like owning a home so yes I do agree that they should pay the same as I have too.
	If someone can afford to live in a condo and pay condo fees they certainly can pay for their water, I worked very hard all my life to live in my own home and now I may have to sell because I cannot afford all the rising fees, taxes and cost. I'm actually looking into move from Kenora for these reasons.
	I feel that everyone that has these services should have some sort of fee however I feel that the set amount per unit and even home is set way too high. There needs to be a middle ground. At this rate the cost of living in Kenora and the overall service and lack of maintenance around the city makes me and others I talk to want to leave this area.
	One fixed fee for building payed by owner and tenants pay for water they use

rental units will suddenly be much higher than they would have been. If people pay for any extras that are not part of the rent – coin-operated laundry, for example, those extras will significantly increase. This change will affect seniors, people who live in rent-geared-to-income, people whose rent is higher than their wages can afford, people who are disabled, people who are on fixed incomes, and people who are struggling financially for all sorts of reasons. New
If you are charging each unit in an apartment buildings this fee, it should go down for everyone. Make it a lower fee and more affordable
What happens when the apartments sit empty for months at a time who is supposed to pay for that!
Why are you making the cost of living higher for people? Why do we even pay for water?
It should only affect new buildings if you are going to implement this.
This will force apartment buildings to close. I thought we had a housing crisis. This would make it worse.
Considering the current rate is astronomically high, I'd hate to see what this would be. Charging 100% for sewer, thus effectively DOUBLING the base rate is ludicrous. Kenora's fees and taxes will drive people out in a short time, leaving no one to pay your ridiculously high fees for minimal - and often ill provided - "services".
You are already discouraging businesses and developers from coming to Kenora or building in Kenora. This will make it even worse. It feels like our city is dead!
I fail to see how it is fair for a homeowner who has to pay the full price for water and sewer, while someone in an apartment or condo gets a cheaper rate. Everyone should pay and starting NOW
Every unit should have a meter and pay their fair share. I don't believe it will be a hardship for the majority of people.
Why increase the fee. Water and sewer charges in the "north" are already high enough for anyone. Fix the housing problem before implementing more states of higher city Bills.
I understand that fees may have to be increased to be able to maintain the proper infrastructure but by charging each unit the same as a home is completely unfair, maybe a lower fixed rate would be better suited than the in the proposed but we need to encourage multi unit development and this will not stimulate that growth plus landlords will end up passing the costs to the end consumers which will only make housing even more unaffordable
Seems! like a money grab.
Be more innovative in raising money for our city.
The fixed rate is too high... It is the city's fault that only one meter was installed in multi unit buildings...it should have been part of the building inspection and planning. It should therefore be phased in, and the city should accept the loss
This is just another claw for money by City of Kenora. Try attracting new business to raise tax base.
Fairness would be NO meter fees --make it 100% user consumption-- a true USER Pay not extra charges for made-up reasons.
Instal meters at your cost if you are charging for them. This whole idea is unfair.
If you don't charge each unit then us landlords whom pay for each unit now should only have to pay for one plus get back pay for all the years we have been paying for more than one unit
Usage pricing is obscene. In a perfect world I, multi unit rates get raised to meet private hon rates somewhere in the middle. My water is more expensive than electricity in a county where fresh water is more abundant than any resource. Seems backwards.
The issue I see here is that the proposed change would bill tenants for an item that DOES NOT EXIST. If the city is planning to install a seperate waterline and seperate meter to EVERY UNIT then we can re discuss this, but what is being proposed is that evrry unit pays full price for a shared resource. It's not just illogical, it's stupid, unfair, and a HUGE cash grab by the city. I do not support this in any way shape or form.

	While fairness is an important focus, it needs to also be considered in the context of landlords and tenants who negotiated their tenancy arrangements (and based their business and monthly expense plans, respectively) given the status quo.
	Do not discriminate Thank you for asking
	Ghost fees for multi unit buildings will at first chase away any investment in housing, lower income and taxes due to less profit or even loss in some cases from ghost meter fees. This will also cause renting and leasing of properties to jump at least the cost of the meter fee, per month, per unit. It's a short sighted cash grab with no thinking towards the repercussions and the future viability of living in Kenora.
	That means the buildings would need to be gutted to add more water lines to each unit. I have two apartments and would cost me in the thousands of dollars to renovate... I would just close them up :)
	Phase in should not be allowed. They could be reminded of how much they saved compared to how much it will cost
	Everyone should pay the same rate. It's not fair that multi units get a break.
	N/a
	We want Kenora to grow. Let's try not to hinder that. If this multi unit pricing rule, is going to hinder things, then it's not worth it. The city would likely make way more in taxes of a new multi apartment building than they would in this water charge.
	management. If as much effort was spent on building the economy and attracting new industry and jobs, City Council would not have to worry about having to raise taxes. The approach is short sited, counter growth, and doesn't seem to recognize that single family homes are different than multi family homes. It is like comparing apples to oranges.
	Another City Money grab.
]
	Trust me on this - keep the monthly service charge as it is and just increase the price of water.
	It is already burdensome for citizens to obtain housing at astronomical rates. How does implementing this payment protect anyone from living beyond their means. This is extremely short sighted and those who live in poverty will be the most adversely affected. This is a testament to the privileged people we clearly mistakenly voted in.
	Money grab by the city of Kenora. Lets support more development.
	this will make it extremely hard for renters to live in Kenora
	The present system is unfair to single family residents.
	I live in geared to income housing and I already pay more than some others because they are on Ontario Works and they don't have laundry or hydro added to their rent as I do, it will be the same with water some of us that worked all our lives will foot the bill out of our own income while others will be covered by the government. So I would have less to live on and some others would not be effected. Unfair as usual
	this will kill the rental housing market in Kenora
	I think they should be geared to income.
	this will make it hard to find housing in kenora
	providing housing in a market that is grossly lacking it. Costs that we can't recover from the rent controls imposed by the Landlord & Tenant Board!! I am strongly opposed to such an abhorrently high cost!!! Ridiculous!! I'm outraged by this quite frankly. Hurting the people in this community that are striving to make a living here and providing much needed housing. Shame on you!!
	If everyone paid their fair share perhaps the yearly increases in billing fees would not be as great. I dare say there are residents in some condo/apartment units that are far more affluent than some homeowners and renters who at present are bearing a far larger burden.

	this is only making it harder to find affordable housing in kenora
	You shouldn't do anything to discourage low income construction or multi- unit buildings!!
	It is time for fairness in this user pay system!
	I pay enough in rent to a landlord which includes these fees, by making this adjustment you are only increasing the monthly rate I pay which is already high enough in this area and the average person has difficulty finding housing as it is.
	Adding new multiple meters to existing properties is not feasible. Gutting Properties to re plumb to do that is not acceptable.
	No extra cost for bogus reasons.
	Make it a true user pay system
	lower rates
	produced nothing to attract businesses to Kenora. You will waste 3 million dollars on a round-a-bout and you are looking at twinning the arena. All this, but roads, like Railway Street, Park Street and others go unattended. There is only one taxpayer and I am tired of paying for incompetence in local, provincial and federal governments. We will be paying a whole lot of extra dollars for the federal carbon tax.
	By creating more revenue per everyone paying their equal share we may avoid more radical rate hikes on already astronomical charges.
	only senior and low rental units should be subsidized. All the rest should pay their fair share, prorate increase over several years.
	This change will discourage investment in new housing and negatively impact both seniors and low income individuals.
	How about Seniors??????
	If you add these new users, you should look at averaging out the fees to give everybody a better rate. This is now my highest utility bill, which I think is hard to swallow.
	I think that those that rent should not be penalized for an item they share. To charge each unit a service fee is unrealistic. Each unit is using a single service provided to the building. That would be the same as charging a service fee to a property that is on a well and septic. Don't charge people for what isn't there.
	I feel that this change would make housing less affordable. This is the opposite of creating more affordable housing in Kenora.
	Tenants in many of the multi-unit buildings are already low-income. Rental units are already too scarce and with high enough rent charges...this will continue to price decent units out of reach of the average senior.
	This survey is so vague. The costs are out so high in kenora, it makes affordable living hard. when you mention lowering costs, higher consumption, there is no data, how much? I struggle on a low income as it is. rising costs are hard on families.
	If a property is deeded individually then it should pay the flat rate
	Kenora needs more affordable housing not higher fees
	focus affordable housing not hurting population

<p>pipes that are connected to a home they don't own, and that they share with the others in the building is ridiculous. If the owner of the building was charged the \$88.96 and split it between their tenants, that would make more sense, it would be more fair. Charging people who rent apartments or own condos the same as people who own their own home is ridiculous. It's not the same. It's comparing apples and oranges.</p>
<p>I don't think the city does a good job a keeping costs under control. They shouldn't keep coming to the rate payers for more money</p>
<p>Kenora's water rates are the highest in the world</p>
<p>on the number of dwellers in that apartment. Why should a single person pay the same fee as a home owner with 5-6 people living in it. Secondly, we already pay the taxes to the government and they should use that money to run the water treatment facilities. The end result of this service fee will repulse away the hard working people to not come to Kenora and businesses will suffer the most, resulting in closure of businesses. Eventually migration of people to other support affordable housing, not destroy it!</p>
<p>Stop ruining our city</p>
<p>In multiple unit buildings, each unit would consume considerably less water than separate households. Billing each unit at the same residential rate would out price apartments in buildings containing less than 30 units. It will also restrict development of much needed new apartments.</p>
<p>Make it fair for everyone</p>
<p>promote development not kill it</p>
<p>Kenora is too expensive</p>
<p>no one can afford to live here as it is</p>
<p>stop making Kenora too expensive to live</p>
<p>this will make rents way higher and Kenora will shrink and not grow</p>
<p>wont pay ... so the cost will revert to the landlord and will make it financially impossible for the landlord to operate. Landlords are already stressed with the cost of repairs to damaged properties and the cost of tenants who refuse to pay rent or refuse to leave. Tenants currently have more rights than landlords in regards to eviction. I would support individual meters on condominiums but definitely not on seniors , and for multi unit apartments you could increase the</p>
<p>stop making housing affordable</p>
<p>stop making rents go higher</p>
<p>promote growth not killing our town</p>
<p>stop hurting affordable housing</p>
<p>help affordable housing not extra fees</p>
<p>Fairness to all, every consumer should be paying their share.</p>
<p>this is a joke</p>

	this will skyrocket rents
	focus on creating housing not on fees
	the city should focus on encouraging growth and not taxing its people to death
	we may need a new city council if this survey was approved by them
	this survey does not ask any relevant questions that help housing
	this doesn't help housing in kenora
	taxing your residents with hidden fees is not the right way of promoting growth
	charging for meters that don't exist is wrong, this kills housing
	Affordable housing needs to be encouraged, not ridiculous made up fees
	Kenora needs to increase housing stock and rental units, this is the opposite of what you are doing
	you cant keep taxing and charging residents to death
	Biased survey, affordable housing matters
	this survey is biased and doesn't address affordable housing
	This survey shows that city council doesn't care about affordable housing and asks the questions in a biased way to get the answers they want
	Fairness is 0 meter fees and 100% consumption.
	Fairness is \$0 meter fees & 100% consumption. Make it a true user-payer system, no extra costs for made up reasons.
	We have so little affordable housing, adding nearly \$100 per month is unconscionable.
	0% meter fees,100% consumption
	If this goes through affordable housing in Kenora will not exist. <input type="checkbox"/> It's a money grab by the city.
	It would be fair to have no fixed meter fees and to pay based solely on water consumption. This would be a true user-pay system.
	There is no clarity around what is meant by senior's housing. Is it publicly built or privately built. If it's privately built it should be considered the same as a private household or condo

<p>Unfair, Irresponsible actions by former elected officials ☹️ This action will see more people leaving Kenora in future.</p>
<p>This is nothing but a pure tax grab from the City of Kenora.</p>
<p>A personal residence whether an apartment, home, condo etc. Located in the city of Kenora is still a residence, wherein the occupants without fail, will use water for cooking, bathing and so on. Each dwelling should be charged for this service. It is the cost of living with a roof over ones head, single or family.</p>
<p>Fairness for all everyone should pay the same</p>
<p>everybody should pay there fare share</p>
<p>We all need to pay our fair share regardless of they type of home we live in</p>
<p>This increase will immediately increase my expenses over \$1,000/year. Comparing condo/apartment costs and individual house costs is unfair. People base their rental/purchasing decisions on the disclosed costs vs their budget.☹️ I would like to see the current multi-unit buildings grandfathered in. New multi-unit buildings could be charged as you see fit.</p>
<p>High density residential buildings both help keep property values and urban sprawl in check and should be encouraged, not penalized.</p>
<p>I feel that only one line goes into and out of each building, so one charge for that building is all that is necessary. Consumption charges cover excesses.</p>
<p>Make it a true user pay system, not extra pay for made up reasons. or maybe two showers daily, no baths, no dishwashers in senior units. How can you charge for something you don't service. I would think that all the apartment building in Kenora were built to code and signed off by the City or Town of Kenora.</p>
<p>My water consumption between me and my girlfriend is 10 dollars per month. Why the fuck should I pay the same fixed rate as a family of 6? You know exactly how little water I use and now you're gouging me. Kenora's version of communism. You should be fired you fucking criminal.</p>
<p>no comment</p>
<p>individual meters in due to the cost. Grandfather the current buildings and moving forward install individual meters. This isnt about fairness - it's about accepting bad decisions made by a previous council and change things moving forward. It almost seem illegal that you can charge for something you're not actually installing. As a condo owner I'm not happy about paying for someone else's water consumption but you put us in that position!!!!</p>
<p>It is appalling that someone in a high or low priced condo has been paying \$9 a month, enjoying their elevated status, making the rest of the residential payers into "citizen suckers". The city is right to stand up to these bullies.</p>
<p>There are no proposed changes to the ways that we receive water. There is no information about any upgrades to the water system or a reason for this change. Many who rent apartments already don't have enough income to afford a house, and have far less living space than home owners. It doesn't make any sense to me at all that tenants would be charged a fee per unit that equals the fee that each home owner pays.</p>
<p>I do not think paying double service charge is fair. I am so mad about this I am considering leaving this town. Sold our phone company and all assets who got the money not rate payers for sure unit by myself, ridiculous.:(</p>
<p>No meters, no charge. If you're requiring extra revenue alter the consumption charge</p>
<p>I feel each unit should be individually metered and billed.</p>
<p>a huge need for apartments in Kenora and now you want to do this.. So based on the 4 plex that means you are billing 4 times the amount of sewage. So now on an apartment that would be \$900 now has to be a \$1000 to recover these costs .. The supposed low-income apartments available will now be over priced. ☹️</p>

	Fairness is \$0 meter fees and 100% consumption
	These buildings were built according to specs at the time and now council changes the rules. New developers will be Leary as to what changes council will come up with after the development is completed. Fixed service fee for new development if you must, but currently the increase will put more hardship on seniors on a fixed income finding it difficult to stretch their money to last until the next cheque as it is.
	\$0 meter fee and 100% consumption
	Water is user pay. Therefore every household should pay the fixed fee & rebate those who have very low income.
	Make it a true user pay system
	would recover consumption costs through applied rents. Generally apartment/condo dwellers use less water than individual home-owners. There's also been no evidence provided as to why sewer rates are 100% of water rates. Sewer rates should be calculated based on actual sewage collection and treatment operating costs compared to equivalent water costs, they may well be less than or more than 100% of the cost of water.
	I cannot see how a condo/apartment is any different than a stand alone house. Water usage on a unit/house basis should be the same across the board.
	I pay for the water in with my rent so all you would be doing is making people pay twice for something they already pay for plus its a another cash grab for the city kenora you want more people to build affordable housing in kenora all the city of kenora will do is force people to leave the city with the water rates your going to implement I think you should re think that idea because all kenora will end up is a ghost town
	logical means of levelling the playing field. Homeowners are carrying the bulk of the load of the cost of providing the safe drinking water everyone enjoys. It should also be a requirement that any new multi-unit developments be fitted with individual meters.
	Go slow and listen to the ALL hit by this change. Can I change my rental agreement and recover this increased amount effective immediately without running afoul of the Landlord and Tenants act?
	I shared my views at number 4. There should NOT be a change to this "fixed billing for multi-unit buildings". We, as Seniors cannot afford this in any way shape or form.
	It's about time this was implemented!!!
	Charges for multi-unit should be solely based on usage, with a lower fixed service fee (only delivering to 1 location, but many users) split between each unit
	ITS EASY ...user pay is exactly what it says .any variance from this create clubs and elitism .Retirees in multi units are the same as retirees in their homes and trying to stay there!
	Would like to see private dwellings ie condos and apartments on same rate as homes to reflect living conditions as Kenora. Subsidized/social housing should have a subsidized rate based on ability to pay.
	There are many Seniors living in their own homes also so it should be equal for all. ;)
	If this current situation causes investors to shy away from multi unit construction and low income housing(which is the soup of the day currently) then the town needs to find another way of providing service. ;) May I add, we should NOT be paying a sewer rate on 100% of the water rate. Have you ever heard of evaporation, water gardening etc.
	those who own condominiums should pay the regular household fee for services ;) Those renting apartments could pay a reduced fee eg half of the \$88. Social housing and seniors apts could be exempt or pay an even lower rate
	A lot of people have had a pretty close to free ride for a lot of years on the back of the rest of the tax payers of this town and most know it. Should not have too many complain and if they do go back several years and charge the people what there back bill would be. I think they will shut up pretty quick.
	its another money grab by the city of kenora because they cant manage money

Additional Comments Received

We just had a discussion based on an introduction that you had made with [REDACTED] with respect to a new 75 unit seniors building on [REDACTED] site. [REDACTED] clearly indicated that with the new proposed water charges, that a new building would not meet the financing requirements for debt service and that the additional costs imposed would prevent the project from going forward. I would urge you and members of council to consider the representations of [REDACTED] when making your decision, especially in light of the dire need of additional Seniors Housing. [REDACTED]

As landlords of multiple properties, we are directly impacted by the new water billing system. Why is the city posting surveys online for input as well as in the mail, with the survey open until April 5, if they are already sending out bills? This new billing is a money grab. It will personally cost us over \$7000 in additional fees per year that can't be added on to existing leases. How does this help the housing issues in this town, especially for the low income housing? We have spent a lot of money in this City related to housing. It makes us question doing any addition investment. [REDACTED]



June 4, 2019

To: City Council Committee Report

To: Mayor and Council

Fr: Stace Gander, Community Services Manager

Re: NOHFC - Phase 2 Funding Application – Kenora Sportsplex

Recommendation:

That Council hereby approves the Phase 2 application request to the Northern Ontario Heritage Fund Corporation (NOHFC) in the amount of \$225,000 for infrastructure work required to the mezzanine of the Kenora Sportsplex; and further

That Council agrees to cover any project cost overruns related to this project.

Background:

At the May 21, 2019 regular meeting of Council, Council approved a recommendation for City staff to submit a Phase 2 application for funding to the Northern Ontario Heritage Fund related to the mezzanine project at the Kenora Sportsplex. NOHFC, the funding body, requires a slight amendment to the approved recommendation. In Council resolutions supporting an NOHFC funding applications, language is required confirming that the Municipality will be responsible for any cost overruns related to that project. This language was not included in the May 21st resolution and therefore the new resolution is before you for consideration.

Budget: There is no impact to the budget.

Risk Analyses: As per the requirements in the City's ERM Policy, the risk is determined to be low and insignificant.

Communication Plan/Notice By-law Requirements: N/A

Strategic Plan or Other Guiding Document:

1-9 The City will promote Kenora as a 365-day lifestyle destination

1-10 The City will promote and leverage its recreation and leisure amenities as a means to support local economic activity, tourism and to strengthen community ties with our regional neighbours.

2-9 The City will support continuous improvements to recreation and leisure amenities, particularly those that support the quality of life.



May 28, 2019

City Council Committee Report

To: Mayor and Council

**Fr: Stace Gander, Community Services Manager
Casey Pyykka, Community Program Liaison**

Re: Ice Allocation Policy Amendment

Recommendation:

That Council hereby approves the amended Ice Allocation Policy #CS-1-4 to the City's Comprehensive Policy Manual; and further

That three readings be given to a bylaw for this purpose.

Background:

With ice time demands increasing and regular ice users expanding their ice time the Recreation Services Department are recommending an amendment to the current ice allocation policy. The updated policy will assist and guide staff and the public in ensuring there is a fair and transparent process.

The Recreation Services Department would like the following amendments to be made to the attached policy (changes tracked in policy for Council's ease of reference):

- Conflicts be amended to help accommodate new/existing requests to user groups who have a longstanding history.
- Cancellation be amended to allow a fourteen day advance cancellation to regular ice to help the Community Program Liaison find adequate replacement of unused ice. If less than the stated time frame the group will be charged for their ice if no adequate replacement is found.
- Added cancellation policy of thirty days' notice for games/tournaments.

Budget: N/A

Communication Plan/Notice By-law Requirements: communicated to Recreation Staff and Customers

Risk Analyses: As per the requirements in the City's ERM Policy, the risk is determined to be low and insignificant.

Strategic Plan or other Guiding Document:

3-4 The City will embrace the importance of empowering Staff to make decisions that consistently demonstrate our commitment to making prompt, efficient and courteous customer service to our residents

1-10 The City will promote and leverage its recreation and leisure amenities as a means to support local economic activity, tourism and to strengthen community ties with our regional neighbours

2-1 The City will ensure that our municipal infrastructure is maintained using available resources with the intent of moving towards all City infrastructure being in a good state of repair to ensure certainty, security and long-term stability of our systems

Ice Allocation Policy



Section	Date	By-Law Number	Page	Of
Recreation Services	July 18, 2017	96-2017	1	4
Subsection	Repeals By-law Number		Policy No.	
	86-2015		RS-1-1	

Purpose

To identify the process for accessing and allocating ice time at the Kenora Recreation Centre and at the Keewatin Memorial Arena.

Policy Statement

The responsibility will be with the Community Program Liaison to make contact with the involved groups.

The City of Kenora staff may at their option schedule an annual meeting with the ice users for the purpose of reviewing the ice allocations.

Ice Time

Individuals, groups and organizations wishing to book ice time will do so via a the standardized application form (Appendix A), indicating the desired location, times, days, tournaments, special events, the name, phone number and address of a contact person(s) who will handle ice time bookings, cancellations, etc., and submit such requests to the Kenora Recreation Centre Office by the advertised date in June of each year.

Requests will not be considered individually but will be reviewed with all received requests during the mass seasonal booking process contained within this policy.

Ice requests will be reviewed and allocated as per number of participants per group.

Groups or individuals who do not have a good payment record with the City or have outstanding balances, will be required to pay all outstanding accounts prior to their request being considered.

Groups or individuals who have had poor payment history may be required to pay in full or in part for ice time as a condition of contracting for ice time.

A deposit may be requested, at the discretion of the Community Program Liaison, equal to one month's ice time.

Groups or individuals must sign a Facility Contract and, if required, submit their deposit by the designated date each year advertised by the Community Program Liaison.

Ice Allocation Policy

Policy Number	Page	of
RS-1-1	2	4

After 30 days of contracts being sent out, if the Community Program Liaison has not received a signed contract and a deposit, if requested, ice time will be cancelled and dealt with as per the cancellation policy stated within.

No ice time will be confirmed or used until contract and payment conditions are complied with.

Ice Time Allocation Priority

Consideration and priority for ice time allocation will be as follows:

1. City of Kenora public recreation and special events.
2. Local minor games, playoffs, special events and tournaments.
3. Local minor league play and regular programs (Figure Skating, etc.)
4. Local adult games, special events, and tournaments.
5. Local adult regular programs.
6. Non Resident Minor special events, tournaments and games.
7. Non Resident Adult special events, tournaments and games.

For the purpose of this policy "minor" shall be defined using Hockey Canada's definitions and shall be considered Midget players and under.

Tournaments and Special Events

All applications for the hosting of a tournament or special event must be made in writing indicating the name of the group or organization, proposed dates, anticipated hours and contact person.

Successful and Returning tournaments and events will have priority over new events or new requests or one-time events.

New events or requests are defined as not having been an active participant in the previous years schedule.

The Community Program Liaison will give consideration to the Ice Time Allocation Priorities and the Economic Impacts of a tournament or special event for the community as a whole and make the final determination.

Conflicts

When there is a conflict with the ice time allocation prior to the schedule being distributed, the Community Program Liaison will first take into consideration the allocation policy. ~~Consideration will be given to longerstanding history of bookings however b~~Best efforts will be made to accommodate new requests when possible. ~~and if all is equal I~~the Community Program Liaison will work in conjunction with ~~contact~~ the affected groups.

The Community Program Liaison will contact the group wanting the same time and inform them of the conflict and ask if they can work out an agreement. The Recreation Centre will

require a letter from both groups indicating same – an amendment to their group's original request. If there is no solution arrived at amongst the conflicting groups, then the

Ice Allocation Policy

Policy Number	Page	of
RS-1-1	3	4

Community Program Liaison in alliance with the Recreation Services Division Lead, will make a decision as to who will receive the requested time.

When the conflict arises **after** the ice time allocation and the distribution of the schedule, the Community Program Liaison will meet with the groups. If there is no solution arrived at amongst the conflicting groups, then the Community Program Liaison in alliance with the Recreation Services Division Lead, will make a decision as to who will receive the requested time.

Cancellations

~~Once ice time is allocated and Facility Contracts are approved, the deadline for any adjustments must be made in writing to the Community Program Liaison no later than September 30th. No cancellations will be accepted over the phone.~~

~~If less than the stated time frame of written notice is given, the group cancelling will be charged for that ice time, at the current rental rate in effect.~~

~~The Community Program Liaison will attempt to fill the cancelled ice time but there are no guarantees. If the ice is able to be rented, the cancelling group will not be charged.~~

All cancellations of ice time must be done in writing through the office of the Community Program Liaison at the Kenora Recreation Centre.

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The following will apply:

- Cancellations must be completed and signed by a designated representative of the group.
- Forteen working days (2 weeks) advance written notice is required on all cancellations of regular ice time.
- Tournaments or Special Events are subject to 30 days written notice.

If less than the stated time frame of written notice is given, the group cancelling will be charged for that ice time, at the current rental rate in effect.

The Community Program Liaison will attempt to fill the cancelled ice time but there are no guarantees. If the ice is able to be rented, the cancelling group will not be charged.

When ice, within the guaranteed hour's allotment, is cancelled by a Minor group and duly accepted by the City, the ice time will be offered to all other Minor Groups and then offered for open rental.

When ice is cancelled by an Adult group and duly accepted by the City, the ice time will be offered for open rental.

Any cancellations caused by storms, floods, power failures, acts of God or business interruptions caused by mechanical failure of the City of Kenora's equipment, will be considered unavoidable and the groups or individuals will not be charged for cancellations of this nature, nor will the City be held responsible for any losses, whatsoever, arising from cancellations for circumstances outlined here.

Available Ice Times

Any group, individual may rent ice at the Arenas that is not regularly scheduled. However, the following conditions will apply:

- All bookings of ice or rooms will be done through the Community Program Liaison or the Customer Service Desk and subject to a signed Facilities Contract (appendixes hereto as Schedule A) prior to accessing the facility.

Ice Allocation Policy

Policy Number	Page	of
RS-1-1	4	4

- The rental fee must be paid in full prior to the confirmation of the booking.
- The following will apply for any cancellations of available ice:
 - o Cancellations must be completed and signed
 - o Seven (7) working days advance notice is required on all cancellations of regular ice time

Cancellation of Ice Times by Recreation Office

The Recreation Centre Office reserves the right to cancel ice times of user groups:

- if a past bill has not been paid within a reasonable time or;
- to utilize the ice surface for special events that are for the benefit of the community or;
- if it is felt that ice conditions are not safe or the arena is not safe for the Public to be allowed entry.

Every attempt shall be made to provide sufficient notice to user groups of any cancellation which may affect them.

Ice Rental Rates

Ice rental rates will be reviewed on an annual basis and recommendations for any changes or adjustments will be made to council for approval.

All groups or individuals renting ice shall be charged the applicable rate in the User Fees and Charges By-law as approved by Council.

Ice Hours

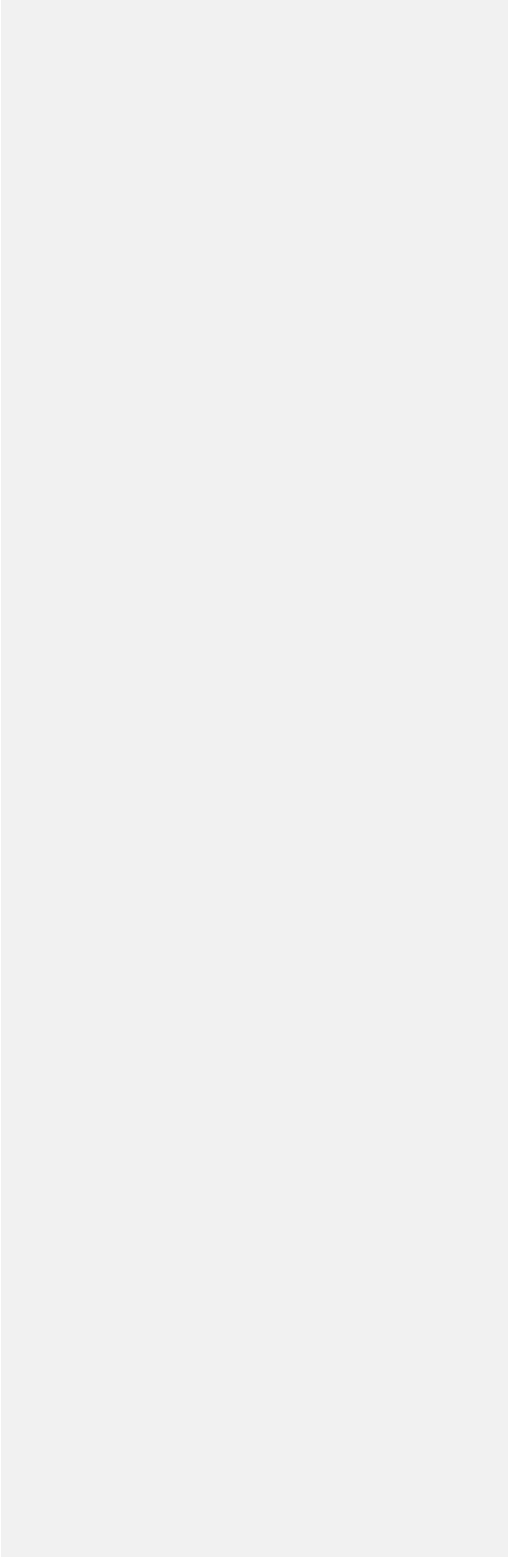
Ice time will begin on the hour or half hour. The last ten (10) minutes of the rental time will consist of flood time. If the ice does not require flooding, then the ten minutes will be split as follows:

- a) Five (5) minutes to the group already using the ice

b) Five (5) minutes to the group coming on the ice

Maintenance

The Recreation Centre Staff shall be responsible to ensure the Arena is kept clean, and in good repair at all times. Staff have the right to refuse access based on their determination of unsafe conditions.





May 28th, 2019

City Council Committee Report

To: Mayor and Council

Fr: Devon McCloskey, City Planner

Re: Reallocation of CIP Reserve Funds to 2019 Budget

Recommendation:

That Council hereby approves an additional allocation of \$37,458.00, to be funded through the 2019 CIP Reserves to provide Community Improvement Plan Grants (CIP); and further

That in accordance with Notice By-law Number 144-2007, public notice is hereby given that Council intends to amend its 2019 Operating & Capital Budget at its June 18th, 2019 meeting to withdraw funds from the CIP Reserves in the amount of \$37,458.00 to fund the 2019 CIP grants; and further

That Council gives three readings to a by-law to amend the 2019 budget for this purpose.

Background:

The Planning Department and the Heritage Kenora Committee have received more interest from eligible property and business owners in 2019 to access funds available through the City's CIPs. To date, it is anticipated that close to \$99,000.00 will be allocated to projects after the May 30th Heritage Kenora Meeting.

There has been uptake in recently added grant streams such as Accessibility and Residential Conversion. As a result of current development discussions, it is also anticipated that the City will receive more applications before the end of the year.

In 2018, Development Services, with support from the Lake of the Woods Development Commission, held Coffee Breaks and Open Houses, to promote the funding that is available, which has likely resulted in more recognition of the program, and uptake from the community.

Budget: CIP grants are funded through the City's annual Unusual Spend Budget (part of the Capital Budget).

Risk Analysis: There is a moderate risk that if the reserve dollars are not reallocated in 2019 that the funds will not be allocated to the CIP program.

Communication Plan/Notice By-law Requirements: Public Notice & bylaw

Strategic Plan or Other Guiding Document:

Official Plan – Section 8.2 provides policy with regard to Community Improvement Plans. The Objectives as set out in Section 8.2.1 include to encourage and incentivize construction of affordable housing; to encourage private sector investment and the strengthening of the economic base; and to enhance the visual appearance of Community Improvement Areas.

Strategic Plan – Section 2-4 The City will act as the catalyst for continuous improvements to the public realm. Section 3-12 The City will recognize the importance of leveraging partnerships and work together with our Community and Strategic Partners as appropriate to implement the various strategies as developed by those organizations for the improvement of the City and our Community.