

CORRESPONDENCE RECEIVED BY CITY CLERK'S OFFICE

(PERSONAL CONTACT INFORMATION REDACTED)

**RE: ENVIRONMENT COMMITTEE (EC) AGENDA 11, ITEM 3:
RECOMMENDED WATER, WASTEWATER AND STORMWATER RATE
(ACS2016-CSD-FIN-0008)**

EC MEETING OF TUESDAY, 18 OCTOBER 2016

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From: Jay Ambrose
Sent: Monday, October 17, 2016 2:34 PM
To: Zwierzchowski, Christopher
Cc: El-Chantiry, Eli
Subject: Stormwater - rural

I contacted Eli about this issue and my concerns when it was originally proposed. Eli explained to me what stormwater control looks like in rural areas. What I took from that is we're basically talking about ditches and culverts.

I am strongly against adding a "stormwater charge" to my (can't speak for all rural taxpayers) taxes. For us its a 'roads' issue, please stop masquerading it as something new &/or different. If the city decides that rural stormwater control needs a separate & added tax it WILL be an election issue, it WILL breath life back into the 'evil of amalgamation' & it will have me complaining to the city about the puddling and potholes on my dirt road.

Jay Ambrose

From: Nancy Atchison
Sent: Wednesday, October 12, 2016 9:52 PM
To: Zwierzchowski, Christopher
Subject: stormwater & water tax

Hello,

I am definitely opposed to rural properties being taxed on stormwater & water. As rural residents, we pay for our septic system installation & maintenance. A new or replacement septic installation is roughly \$25-\$30k. Give or take every 25-30 years. There is no help from the city, it is totally our personal responsibility. We are not connected to sewer systems, nor will we probably ever be. The same goes for our wells. (not the same sort of cost, mind you). We are paying for taxes on everything the City does including libraries & LRT which most of us will never use. I don't believe we should be paying anything for City water or stormwater usage.

Thank you for taking this into consideration & sharing my sentiments with Council for the Budget.

Nancy Atchison

From: Wendy Barber
Sent: Monday, October 17, 2016 9:24 PM
To: Zwierzchowski, Christopher
Subject: Rate

We just paid a dumping fee for our septic cleaning. We also had to have our pump replaced. Rural areas on wells and septic should not have to pay anything to the city

Please share this with the committee.

Wendy Barber

From: Klaus Beltzner
Sent: Monday, October 17, 2016 4:18 PM
To: Zwierzchowski, Christopher
Cc: Darouze, George
Subject: Environment Committee - Oct 18 - Stormwater

Good-afternoon Christopher,

Please add my name to the speaker's list for tomorrow morning's Environment Committee Agenda Item on Wastwater, Water and Stormwater.

This is what I wrote in our local "Manotick Messenger" newspaper for this week:

Stormwater Fees Coming for all Properties in 2017

The City is going ahead with new fees to distribute the \$42 million in stormwater costs to residents and businesses in Ottawa. Since amalgamation, all stormwater costs were incorrectly assigned to the water rate program and charged on the basis of water usage.

The new fee structure for stormwater, starting in 2017, has residential properties paying a fixed monthly fee depending on where you live and what type of dwelling you live in. Commercial and institutional properties will pay a fee based on assessed property value.

Residents in single and semi-detached houses, whether living in rural villages or urban Ottawa, will be charged the same \$9/month if connected to city water and the same \$6/month if on private services. Townhouses and apartments in urban Ottawa and rural villages will all pay \$4/month. Rural residents outside village boundaries on private services will also pay \$4/month.

Because of the small number of residents living in rural Ottawa outside of villages, the total amount collected from them under this new fee structure amounts to only \$2 million. The City estimates that \$8 million in Stormwater costs are currently being spent on delivering culvert replacement and ditch maintenance services along roads in rural Ottawa because much of this infrastructure has reached the end of its useful life. \$34 million are spent in urban Ottawa, including rural villages, and this figure is expected to increase.

The increasing costs of capital contribution to Stormwater is explained by the City as follows:

"The city's stormwater infrastructure is quite extensive and similar to the wastewater system, includes significant amounts of complex infrastructure including large underground pipes, storage tanks, above ground and underground hydraulic flow control structures and pumping stations. Work on storm systems also entail in many cases, interfaces with the natural environments (creeks, ravines, etc.) and the additional measures needed to mitigate impacts to the environment which adds a layer of complexity beyond traditional more contained wastewater systems."

Rural village residents, who don't see such expensive and complex stormwater infrastructure installed in their villages, question whether it is fair for them to pay the

same rate as urban residents in Ottawa served by extensive stormwater infrastructure.

It is the opinion of the MVCA President that the latest Staff proposal is an improvement over what had been proposed earlier. The MVCA President has requested that rural Councillors introduce a motion for a mandatory review of the fairness of the fee allocation within the next 4 years. The review would take into account locally installed city infrastructure and would consider fee adjustments based on the amount of storm water runoff from private property entering the city's stormwater infrastructure.

Many thanks,

Klaus Beltzner, president
Manotick Village and Community Association

From:
Sent: Tuesday, October 18, 2016 7:22 AM
To: Zwierzchowski, Christopher
Subject: Rural Tax for rain

NOT FAIR!!!!!! Storm water at my house stays there until the ground soaks it up. We already pay extremely HIGH hydro rates, it seems council thinks the rural people are stupid just like Wynne does. I will not pay for storm water reservoirs do to more housing development in the city, I live in the country for a reason.

Debby Byers

From:
Sent: Monday, October 17, 2016 11:48 PM
To: Zwierzchowski, Christopher
Cc: El-Chantiry, Eli
Subject: RE: No to the storm water tax!!!

To whom it may concern,

I am a taxpayer and voting against the so call new "Storm Water Tax" which is being proposed.

This is complete nonsense in my opinion and is just another tax grab!

Just to highlight some of my costs living out here in rural Ottawa are as follows:
 My hydro bill is averaging about \$500.00 now per month and I pay more then enough property taxes.

I pay for my own septic system maintenance and just had it replaced a few years ago at a price tag of \$18,000.

I pay for the hydro to pump water out of my own well that I payed for when I built my home!

I also pay for the water treatment system that I maintain in my home.

After all this, I try to keep the house running on what funds are left.....gas, vehicle up keep etc.....I just can't make the funds fast enough!!!

Let me also tell you about the ditch maintenance, I personally keep my own ditch cut and trimmed during the summer and I keep the water running in the spring.

So I don't know what storm water management there is to take care of.....really!
 I am feet from the Ottawa River....the water does not have any problem running away.

And, I am to also to understand the City **does not** replace homeowners **culverts** now if they should rust out and fail, so it is up to us to replace if it should happen to break. \$\$\$\$

The old West Carleton Township used to replace them as part of the road service.
 So what is the storm water tax really for?

Enough with the taxes already!!!

We are just trying to survive out here and just want to be left alone in peace!

Thank you for your time,

Homeowner and tax payer!
 Michael Campbell

From: Mary Condie
Sent: Tuesday, October 18, 2016 8:21 AM
To: Zwierzchowski, Christopher
Cc: El-Chantiry, Eli; Moffatt, Scott
Subject: Storm Water Fees

Mr Zwierzchowski, you have my permission to share this email with any relevant people.

I am one of the people who was very vocal at one of the storm water meetings.

I have read over and over again that rural landowners have not paid their share of storm water charges since the amalgamation of the City of Ottawa. I am very frustrated with this statement as all the politicians seem to forget that many of these same rural properties are ones that the city of Ottawa has allowed to remain with Hydro One. You may see this as unrelated, but I certainly don't. I am being grossly overcharged for electricity because the city of Ottawa doesn't care about rural residents, so why should I want to pay for storm water fees? If you want me to pay for Storm Water fees, then transfer my property to Ottawa Hydro!

In addition, the city of Ottawa is dumping water onto my property. The culverts are set to channel water onto my property from both sides of the road and it has no where to go, so it pools in my horse paddock. I have confirmed with the roads department that this is planned. This topic was raised by myself and others at the Storm Water meeting, but I see no mention of it in the report.

So if the City of Ottawa wants to charge me for Storm Water removal, then I, along with others in the same situation, should be sending a bill to the city for the operation of a storm water reservoir. From my perspective, the bill I send the city should equal the storm water tax for all the properties dumping water onto me.

Regards
 Mary Condie

----- Councillor's Response -----

From: Moffatt, Scott
Sent: Tuesday, October 18, 2016 10:40 AM
To: Mary Condie; Zwierzchowski, Christopher
Cc: El-Chantiry, Eli
Subject: RE: Storm Water Fees

Ms. Condie,

Thank you for copying me on your submission to Mr. Zwierzchowski. While I am not in a position to comment on your local drainage issue, I did want to address your two main points on stormwater and hydro. First of all, nobody forgets that many rural residents are Hydro One customers. All four rural Councillors are Hydro One customers so it is easy to remember. The only intent of the stormwater fee is to assess residents based on service level received. In the rural area, we'll pay less than in villages, where the service level is higher. This is actually better than prior to amalgamation as it was placed on the general tax and assessed based on property value rather than service level received.

On Hydro, you mention that the City of Ottawa has allowed rural residents to remain on Hydro One. That isn't entirely accurate. First of all, not all rural residents are Hydro One customer and not all urban residents are Hydro Ottawa customers. Prior to amalgamation, Goulbourn, Kanata, Nepean, Ottawa and Gloucester all had their own hydro companies. They merged but Ontario Hydro had no intention of losing their customers. That left West Carleton, Osgoode, Rideau and Cumberland with Ontario Hydro, now known as Hydro One. All of Orleans is on Hydro One as well.

You may recall that, in December 2015, the City reached a bit of a stalemate in our efforts, as Hydro Ottawa, to bring all of our hydro customers together under the Hydro Ottawa umbrella. Following that, I had tried to come up with some outside the box ideas to get the job done. After looking at every option I could think of, I was met with nothing but roadblocks.

Even now there is, unfortunately, no good news on the matter. At this point, we've hit a bit of a brick wall. Simply put, we either fork over \$600M or the Provincial Government forces the shift. If the Hydro Ottawa was able to match Hydro One's asking price, there would be no savings realized. The dividend that Hydro Ottawa provides the City of Ottawa each year is in the range of \$15M to \$20M. If the dividend was used for 30 years; that loss in City revenue would need to be made up somewhere else as those funds go directly into general revenues. There is no City led solution that achieves savings for taxpayers.

From the Provincial point of view, they make millions each year as well. The loss of the 45,000 customers would also mean a loss in revenue for them. That is why no Government, regardless of political affiliation, has taken any initiative to make the change. Consider that two former municipal politicians in Ottawa (Bob Chiarelli and Phil McNeely) lobbied the Province prior to becoming Provincial MP's. Once they got to Queen's Park, they defended the status quo. The Ontario Energy Board plays a huge role here as well. Created in 2005, they would block any deal that caused Hydro One to lose money because of a Government created "no harm test". As you know, earlier this year, I pushed for a solution that would see existing Hydro One customers in Ottawa continue to pay the higher bills if the money collected went toward making the deal possible. Believe it or not, the OEB wouldn't allow Hydro Ottawa to charge two different rates within the same area. Of course, the OEB seems to have no issue with Hydro One charging a different amount than Hydro Ottawa within the same municipality. This isn't just an Ottawa issue, though, as several other municipalities suffer from the same discrepancy.

The difference in billing prices isn't a new thing and, the base hydro rate is actually the same, as set by the Ontario Energy Board. Hydro One's province-wide cost of service delivery is substantially higher than that of Hydro Ottawa, thus the discrepancy. In the most recent meeting with Hydro One, Hydro Ottawa officials were able to review Hydro One's books and determined that, although incredible higher than expected, the valuation appears valid. Essentially, it comes down to us paying more to service such a larger area. Hydro Ottawa customers benefit from the fact that they serve a smaller, more dense area.

I should point out that the difference between Hydro One bills and Hydro Ottawa bills has gone down in recent years. It used to be 30% on average and that has come down to around 25%. From what I understand, that difference is supposed to be

narrowed even further in the coming years based on some changes at the Hydro One level.

Hope this helps shed some light on the matter.

Thanks,

Scott Moffatt

City Councillor

[Rideau-Goulbourn Ward 21](#)

Office: 613-580-2491

Fax: 613-580-2531

Twitter: [@RideauGoulbourn](#)

From:
Sent: Monday, October 17, 2016 6:37 PM
To: Zwierzchowski, Christopher
Subject: Rural Stormwater Fees

Good day,

I live on _____ near _____. I live on 12 acres of forested and open space that is nowhere near the road. I am on well & septic and we have to pay for maintenance and any problems that go with this setup. Considering that the total frontage is minimal and that the ditches that line the road are always empty even after winter thaw, there is basically no runoff from my property or the road and that is why we are in total disagreement to make rural homes pay for something like this. I moved to the country for the peace & quiet and to get away from paying exaggerated water and storm fees.

It's the same thing every year, city can't manage the budget so they look for ways to tax us even more.

That's my 2 cents.

Ron Coutu

From: A Crosby
Sent: Monday, October 03, 2016 9:34 PM
To: Zwierzchowski, Christopher
Cc: Nussbaum, Tobi; Chernushenko, David
Subject: RE: City of Ottawa's Water, Wastewater and Stormwater Rate Study - Update / Examen du barème de redevances pour l'eau, les eaux usées et les eaux pluviales de la Ville d'Ottawa - mise à jour

To: Committee Coordinator, [Christopher Zwierzchowski](#).

I have read the draft report and I can't understand why planning staff has not included the storm water rate structure with roads services.

Could you please explain why the maintenance of storm water infrastructure is not part of road services? Does it have anything to do with some institutions having property tax exempt status? If so, would you consider creating separate rate structures for road services and traffic services thereby removing them from the property tax calculation?

Our urban community is in a "forested area" with no sidewalks, fire hydrants or storm drains. The residents also own a quarry that basically serves as a natural storm water pond yet the residents do not get any credit or discount for this from the city on the quarry tax bill.

Considering the recommendation included lower rates and discounts for low volume users, I would assume that property with no users would get a 100% discount for all three rates.

Who does one talk to ensure the quarry property does not receive any water, sewer or storm water levy? What determines whether an area is "forested" or not?

The tables below look simple enough but it is not based on any tangible "fixed" storm water costs for each category that I can see.

An urban single/semi-detached home with private well and sewer is expected to pay a storm water rate of \$6/month (30% discount) compared to a rural single/semi-detached home of \$4/month (50% discount). This seems rather arbitrary. What is the rationalization for the \$2/month difference?

Can you also explain the basis of the baseline costs or the method used to arrive at the \$8.88/month figure for 2016? I will assume the methodology will be transparent and consistent in future years.

Sincerely,

Al Crosby, PEng. MBA



Ottawa proposed new rate structure

Which category are you?	Current rate structure	Proposed new rate structure			Total \$ charged monthly under new structure
		Water	Sewer	Stormwater	
Urban/village connected single or semi-detached 	Pays \$63*	Fixed \$9 (based on meter size) Variable \$19	Fixed \$8 Variable \$16	Fixed \$9	2018: \$61* (\$2 less than current rate)
Rural single/semi-detached with private well and sewer 	Pays the City \$0 per month	\$0	\$0	Fixed \$4	2017: \$1** 2018: \$2** 2019: \$3** 2020: \$4**
Urban single/semi-detached with private well and sewer 	Pays the City \$0 per month	\$0	\$0	Fixed \$6	2017: \$2** 2018: \$3** 2019: \$5** 2020: \$6**
Urban/village connected townhouse/apartments 	Pays \$63*	Fixed \$9 (based on meter size) Variable \$19	Fixed \$8 Variable \$16	Fixed \$4	2018: \$56* (\$7 less than current rate)

*For 16 m³ of water per month **Stormwater will be billed annually
All figures rounded to the nearest dollar and are based on the 2016 rate.
For more details on the proposed water, wastewater and stormwater rate structure, visit ottawa.ca.



Table 5 – Proposed Monthly Residential Stormwater Fee Structure (based on 2016 rates)

Property Type	Service Level	Stormwater Flat Fee (\$)	Discount
Single & Semi	Connected	8.88	Full rate
	Not Connected (urban)	6.22	30%
	Not Connected (rural)	4.44	50%
Townhouse / apartments	Connected	4.44	50%
	Not Connected (urban)	3.11	65%
	Not Connected (rural)	2.22	75%
Agricultural or forested	Not Connected	0	100%

From: A Crosby
Sent: Saturday, October 08, 2016 10:15 AM
To: WWSRSR-EBRE
Cc: Nussbaum, Tobi; Zwierzchowski, Christopher; Chernushenko, David
Subject: RE: City of Ottawa's Water, Wastewater and Stormwater Rate Study - Update / Examen du barème de redevances pour l'eau, les eaux usées et les eaux pluviales de la Ville d'Ottawa - mise à jour

Thank you for your responses to my questions.

I would also like to make one observation on the remark: Discounts on the storm water fee are intended to reflect the cost of service received by each type of property as much as possible.

Please recall that the One World report on "What We Heard" dated 15 Jun 2016 stated: **"Fairness and equity was the principle that was considered most important by respondents to the survey, and was most frequently mentioned in the consultations."**

In one of the initial presentations for the public consultations there was a statement:

80% of the stormwater costs support services to the urban areas and 20% for rural.

The terms urban and rural are used in one case, but in another area different terms were used:

We conducted an analysis of the total of all impervious surfaces in the City based on **GIS data.**

- **We mapped this data to existing property information and calculated the split between residential and non-residential hard surfaces. That split is 60% residential and 40% non-residential.**
- **However, because the current rate is based on water consumption residents are actually paying 70% of the storm water costs.**
- **So the first step we took to better allocate these costs was to create two customer groups: one for residential and one for non-residential and allocate the costs to be recovered from each of these customer groups on a fairer 60-40 split basis. \$25M to be paid by residential customers and \$17M to be paid by non-residential customers.**

There appears to be a gross rationalization related to the assignment of the cost of service when using terms urban and rural (80/20). I assume that this split is used to demonstrate the unfairness of the current water bill allocations, not a target allocation. Similarly the terms residential and non-residential are used to rationalize another cost split. (60/40) between residential and non-residential cost assignments based on hard surfaces. I conclude from the response that the discounts are not based on any formal analysis of the costs for urban and rural (80/20) but they are simply arbitrary (60/40) which is not what I would have expected from the City to ensure fairness and equity.

The logic of using the terms urban and rural to differentiate the storm water fee is in question, especially when identical homes with the same lot size, both of which have private wells and sewers are arbitrarily assessed differently.

I currently live on an half acre lot in an urban area that does not have water or sewer services and I see no reason to pay \$2/mo more than someone in a rural area with the same type of property. An explanation is needed.

I therefore do not concur that the storm water fee reflects the cost of service received. The current allocation is not fair and equitable and I suggest an equal allocation (say \$5/mo) for any single/semi-detached home with private well and septic sewer system, regardless of the urban or rural designation.

The 60/40 split related to the hard surface GIS data for residential, non-residential property types which seemed reasonable. But if we are using hard surfaces as the criteria, then it makes no sense to assess stormwater charges for a single/semi-detached property type with private wells and sewers differently because one is simply in an urban area whereas the other is in a rural area.

More thought and analysis of this specific situation is needed to achieve the important principle of fairness and equity.

I would certainly appreciate a response to my question and observation.

Sincerely,

Al Crosby, PEng. MBA

From: WWSRSR-EBRE [<mailto:WWSRSR-EBRE@ottawa.ca>]
Sent: Thursday, October 6, 2016 2:42 PM
To:
Subject: RE: City of Ottawa's Water, Wastewater and Stormwater Rate Study - Update / Examen du barème de redevances pour l'eau, les eaux usées et les eaux pluviales de la Ville d'Ottawa - mise à jour

Hi Al,

Please see below responses within the body of your email in red font.

Regards,

From: A Crosby
Sent: Monday, October 03, 2016 9:34 PM
To: Zwierzchowski, Christopher
Cc: Nussbaum, Tobi; Chernushenko, David
Subject: RE: City of Ottawa's Water, Wastewater and Stormwater Rate Study - Update / Examen du barème de redevances pour l'eau, les eaux usées et les eaux pluviales de la Ville d'Ottawa - mise à jour

To: Committee Coordinator, [Christopher Zwierzchowski](#).

I have read the draft report and I can't understand why planning staff has not included the storm water rate structure with roads services.

Could you please explain why the maintenance of storm water infrastructure is not part of road services? Does it have anything to do with some institutions having property tax exempt status? If so, would you consider creating separate rate structures for road services and traffic services thereby removing them from the property tax calculation?

It is being recommended that the recovery of stormwater costs be done through a separate stormwater fee and not part of the general tax levy (or specifically the roads budget). The reason for this is to be able to exempt property classified as farm land and forested land because they have no impervious surfaces. It is also to be able to charge those properties that are exempt from paying property taxes, such as churches, hospitals and universities.

Our urban community is in a "forested area" with no sidewalks, fire hydrants or storm drains. The residents also own a quarry that basically serves as a natural storm water pond yet the residents do not get any credit or discount for this from the city on the quarry tax bill.

Considering the recommendation included lower rates and discounts for low volume users, I would assume that property with no users would get a 100% discount for all three rates.

Who does one talk to ensure the quarry property does not receive any water, sewer or storm water levy? What determines whether an area is "forested" or not?

The proposed water and wastewater rates only apply to properties that are connected to the City's water and wastewater services. The water and wastewater rates are based on water consumption, and are not related to stormwater. The discounts are provided to any property that is not connected to City sewer services. A 30% discount to urban and rural not connected because of the higher ratio of permeable to impervious surface for those that have a private septic system and septic bed and an additional 20% discount for rural not connected because the level of service and the stormwater infrastructure in rural areas is lower than in urban areas. Properties classified by MPAC as agricultural and forested land is exempt.

The tables below look simple enough but it is not based on any tangible "fixed" storm water costs for each category that I can see.

An urban single/semi-detached home with private well and sewer is expected to pay a storm water rate of \$6/month (30% discount) compared to a rural single/semi-detached home of \$4/month (50% discount). This seems rather arbitrary. What is the rationalization for the \$2/month difference?

Can you also explain the basis of the baseline costs or the method used to arrive at the \$8.88/month figure for 2016? I will assume the methodology will be transparent and consistent in future years.

Discounts on the stormwater fee are intended to reflect the cost of service received by each type of property as much as possible. It is important to note that the benefit of stormwater management also includes the use of roads, parks, and open space programs. Please see the response above for an explanation of the discounts. The amount is fixed, meaning for a property owner the amount does not vary with consumption like the water rate does. It is one fixed amount.

Sincerely,

Al Crosby, PEng. MBA

From: Trevor Davies
Sent: Monday, October 17, 2016 3:22 PM
To: Zwierzchowski, Christopher
Subject: West Carleton resident input on Stormwater Rate Review

From: Trevor Davies
Sent: October 17, 2016 3:18 PM
To: Christopher.Zwierchowski@ottawa.ca
Subject: West Carleton resident input on Stormwater Rate Review

Input for 18 October Environment Committee on Stormwater Rate Review in the rural area. Please provide a copy to committee members.

I object to the introduction of any charge for stormwater service in my rural area.

My area and street () has no ditches for stormwater. Some properties have a swale adjacent to the highway. The swale grass area is maintained by the resident not by the City. There are a few culverts crossing the road. One culvert empties into my property, provides drainage for most of the subdivision across from our land into a creek that crosses our land and flows down to Constance Lake. I provide the service of keeping this creek clear and most years also clear out both sides of the culvert which are often partly blocked by runoff debris in the Spring.

The City provides no maintenance services at all for stormwater on our property and for the runoff from subdivision. I provide this service myself, so rather than the City charge me, the City should be providing a property tax credit to me for the clearing and maintenance of stormwater facilities that I provide each year.

Culvert replacement is appropriately a road maintenance item that is already paid for in property taxes. Our culvert has not been replaced in the past 32 years as far as we can recall.

Trevor Davies

From:
Sent: Monday, October 17, 2016 5:23 PM
To: Zwierzchowski, Christopher
Subject: Proposed rainwater tax

As a rural resident, I think Jack MacLaren's letter in today's, 17 October, Citizen makes perfect sense.

We have looked after our roadside and easement ditches for 30 years (Should we bill the city for this upkeep ? !!)

We collect rainwater from the roof for the garden. Rural residents have many expenses associated with their water supply and septic system.

Country residents will all be well aware of these expenses.

Please consider these comments at your meeting on October 18

Sincerely,

Michael de Wilton

From: Patrick Dooher
Sent: Monday, October 17, 2016 2:37 PM
To: Zwierzchowski, Christopher
Subject: Wastewater Storm Water

Please share with the rest of the committee .

I have lived in Woodlawn all my life and this new tax in my opinion is completely out of line. The city's decision to take over rural areas and their tax base should have considered this when doing so. We already pay far too high of taxes for what we receive and we are already paying for upkeep of the roads. I have no street lights side walks or natural gas but yet pay as if I did. I am paying twice the taxes I did before the city of Ottawa took over. This new tax is an outrage and if this keeps up will have to consider leaving west Carleton and possibly the Liberal Ontario.

Patrick Dooher

From: Brian Doyle
Sent: Tuesday, October 18, 2016 11:07 AM
To: Zwierzchowski, Christopher
Cc: jack.maclarenc@pc.ola.org; El-Chantiry, Eli
Subject: Storm Water Tax

To Ottawa City Hall Planners and Elected Officials.

You have mismanaged the Water Tax where having encouraged residents to save on water usage, which not surprisingly has resulted in a decrease in water usage. And even less surprising with a decrease in usage comes a corresponding decrease in tax revenue. Now if this is not poor planning or foresight by City Planners (and our elected representatives) who had proposed/approved this GRAND conservation initiative without considering the Tax revenue impact, then I respectfully request that both City Staff and City Elected Officials should hand the job of managing the City over to persons more capable.

Now a Storm Water Tax is being introduced to compensate for this (unforeseen!!!!) Revenue Shortfall.

The Storm Water tax is a TAX GRAB. No question.

Storm Water management in the rural areas is a result of Road engineering construction, which addresses both runoff from the roads, and allows EXISTING streams/rivers to navigate alongside or under roads. Thus our existing "road" taxes already pay for this engineering requirement as part of the road construction and maintenance budget.

New Housing developments MUST engineer sewer and drainage systems at the developers expense, which is then passed on to the Home Buyers. And now the City is planning to add to that expense by "double dipping" an already paid for service.

Would it be too much to ask that City Staff and City Elected Officials implement a City Management Culture where they manage the City Budget like they would manage their Home/Personal budgets. What person today can go their employer and justifiably request more money because they have mismanaged their personal finances, and where the employer would readily agree to provide a Salary Increase. NOT LIKELY!!!!

At some point the City MUST face up to the REALITY that Taxpayers have limited budgets, and that the City Planners MUST also live within a MANAGED limited budget.

Creating additional "service" taxes (where NO additional value is being provided) is only adding to the taxpayers Tax burden, where we the taxpayer have no alternative but to find that money somewhere else within our existing home/personal budgets. Would it be too much to ask that the City does the same???

Respectfully (a very dissatisfied and disillusioned taxpayer).

Brian Doyle

From: Dave Dumouchel
Sent: Monday, October 17, 2016 3:39 PM
To: Zwierzchowski, Christopher
Subject: Water, wastewater, & Stormwater Rate

Mr. Zwierzchowski

I would like to voice my opinion on the proposed rates for subject "services". As a rural resident on a well, and one who maintains his own ditches, I find it completely unacceptable that the city wants to tax me for something they have never had their hand in providing or maintaining.

I request that you share my message with the committee.

Regards
Dave Dumouchel

From: Connor, Jon
Sent: Tuesday, October 04, 2016 1:18 PM
To: **WWSRSR-EBRE**
Cc: Jasmin, Isabelle; Chernushenko, David; Zwierzchowski, Christopher
Subject: Low-volume user concerns with Water Rate Proposal

Hi there,

Our office just received a phone call from an elderly woman who uses an incredibly small amount of water per month (her recent bills show consumption levels of 0—2 m³ per month). She is quite concerned about the proposed changes to the City's Water Rate Structure and is requesting that someone in Finance/Billing contact her to go through the changes she can expect to her bill under the new system, particularly regarding the introduction of the fixed fee as well as the separate stormwater fee. My impression is that despite the lifeline rate for <6 m³ users, this customer will likely end up paying considerably more per month because of the fixed fee and the new stormwater fee for a connected single-detached home.

She expressed to me that as a low-income senior, this may be one of the deciding factors as to whether she leaves her home. Can someone in Finance or Billing follow up with this woman and explain to her what her new monthly fee is likely to be under the new/proposed system? For reference, her water services billing/account number is . The resident's name is Edith and she can be reached at .

Chris, I've also copied you on this message as I'm asking folks I speak to whether they would like me to include their comments as part of official correspondence. In this case, the resident's name is Edith, she is a low-income senior that lives in _____, and she is concerned that the increases to her water bill under the proposed new rate structure, will result in significant financial hardship for her as a very low-volume user.

Many thanks to you both for your help!

Jon

Jon Connor

Assistant to the Chair of the Environment Committee | Adjoint au Président du
Comité de l'environnement
Office of Councillor David Chernushenko | Bureau du conseiller David
Chernushenko
City of Ottawa | Ville d'Ottawa
110 Laurier Avenue West, Ottawa, K1P 1J1
(613) 580-2424 ext. 42022
jon.connor@ottawa.ca

From: Jacqui Ehninger-Cuervo
Sent: Sunday, October 16, 2016 11:33 PM
To: Zwierzchowski, Christopher; Fernando Cuervo
Cc: Shirley
Subject: Environment Committee Meeting October 18th - Proposed Stormwater Fee

Dear Mr. Zwierzchowski:

Unfortunately we will not be able to attend the meeting on Tuesday, Oct. 18th in person, we do however have a very legitimate concern regarding the proposed stormwater fee for rural, unconnected properties, namely:

How exactly does the city propose to determine which properties are "agricultural or forested" and as such exempt from the new stormwater fee?

Background:

In the proposal it is mentioned that "agricultural or forested" land is exempt from paying the fee. No where in the proposal, however, does it define which land will be considered "agricultural or forested". Does it go by zoning? Do you need a premise Id? Do you have to show at least \$7000 gross profit to be considered a farm, as is the requirement with the farm tax rate?

All of those methods have issues (unless land is zoned Environmentally Protected, which is pretty clear). But it is quite possible to not be zoned agricultural, for example, and still have a large tract of land that is not built up and used for such crops as hay.

In our case, I believe the zoning is "general rural" and we have most of our land in hay, with some newly planted forest as well, which means we should be exempt. However - we do not operate as a commercial farm and our property is split into two adjacent pieces of land with different deeds.

Another scenario, which is applicable to the smaller one of our properties: Let's say you have one or two acres and the only impermeable thing are the roofs - everything else on the property is gardens, ponds or non-paved areas. It seems a fair assumption that a one acre property would deal with water from a roof just fine, therefore should be exempt - especially since in our case all run-off from the roof is directed into a pond.

So, I reiterate my question: How exactly does the city propose to assess which rural, unconnected properties should be paying the stormwater fee and which ones do not? And secondly, what recourse does a rural homeowner have, if they think that they have been assessed unfairly and should be exempt?

We are looking forward to your reply!

Best Regards,
Jacqui Ehninger-Cuervo and Fernando Cuervo

From:
Sent: Sunday, October 16, 2016 12:08 PM
To: Rideau Goulbourn; Christopher.Zwierzchowski@ottawa.ca.
Cc:
Subject: Re: Stormwater Update

Hello Scott.

Please accept this email as my comment to the upcoming October 18 meeting. I ask that the City take this comment into consideration.

Just a short question regarding the suggested storm water fee which is proposed for rural residence who are on private wells and septic system.

If the fee is collected, which I understand would be \$48 per year, where exactly would that money be used? I see your statement below states,

"The total amount collected through this charge will be \$2M which will go directly toward the \$8M spent annually on rural stormwater services."

What exactly does that statement mean?

If 2M will go towards the 8M spend annually, then there should still be 2M extra at the end of every year. Does the statement above imply that 10M will now be spent on rural stormwater management?

Could you please clarify where the 2M will go?

Will we be able to review the City's annual expenditure reports to see how the 2M was used?

Finally, with the new money coming into the city to help manage storm water in the rural area, will the City finally address the drainage issues along the north side of Flewellyn Road which forms part of Flowing Creek?

Await your reply. Thanks.

Michael Erland

----- Original message -----

From: michaelerland
Sent: Wednesday, October 19, 2016 7:45 AM
To: Zwierzchowski, Christopher
Subject: Fwd: RE: Stormwater Update

FYI.

----- Original message -----

From: michaelerland
Date: 10-19-2016 7:43 AM (GMT-05:00)
To: "Moffatt, Scott"
Cc: , "MacLaren-co, Jack"
Subject: RE: Stormwater Update

Hi Scott.

Many thanks again for the prompt reply.

Your example may be an isolated case which likely does reflect ever day contracts. Yes, lowest bid wins, however, again my point is that profit margins within the proposals should be regulated with a limit.

I think a lot of the public would agree on the fact that a lot of tax money is wasted on providing contractors with excessive profits.

For example. 30M spent on the LRT recently for OC transportation diversion!

Your article in the paper yesterday still did not address an outstanding question. If the 2M collected will offset the 8M provided from the 42M budget, then 2M must be redirected elsewhere, unless the rural budget will increase to 10M! A gap exists in the city's explanation of the budget distribution. I'd still like to see how the numbers are being worked.

Thanks.

Michael Erland

From:
Sent: Sunday, October 16, 2016 8:05 AM
To: Zwierzchowski, Christopher
Subject: Water, wastewater & stormwater rate review 2016

Hi,

I would like to voice my strong opposition against the new proposal. As a home owner on private water well and septic system, I believe is not fair to impose such a fare to people like me that have their own expenses (much more expensive than city residents) to take care.

I paid in excess of \$1000 last month to repair my well water pump and as resident of Ottawa I did not receive any form of help from the city of Ottawa!

I see no so called " Stormwater management" in and around my property that the city is trying to maintain. I would like the city clearly explain to me as what rural stormwater management is providing to me that is not already being paid thru other means (i.e road maintenance).

Stormwater must be paid by the residents that benefit from it and I see no valid argument from the city to impose the fee in this way.

I request this email to be shared with members of the Committee

Regards,

Siamak Eslampanah

New Water Bill Proposal

17 October 2016

Municipality should be encouraging residents to make maximum use of their treated city water taken in from the Ottawa River. Once the water has been taken from the outside sources (Ottawa River) this water should be treated as a source of revenue if use beyond its original purpose, for drinking and cooking.

At this time an individual bottle of water will cost an average cost, about a dollar per litre of water yet, city water users pay as little as .00179 cent per litre of water?

There would be no need for an up front serves fee passed on top of the water bill if proper cost per litre of water was apply to the water bill, and the amount of user fee asking for, is too high, this would hurt low city water users and fix income resident.

Other source of revenue should be used, for example business tax should also pay for the cost of water, because of the substance that has to be remove before and after the use of the water that has to be cleaned out, that came from retail stores, examples; cigarette butts, all sorts of plastic, paper, medication, and cleaning solvents etc. Since we cannot control what happens outside our municipality some of that business tax should also come both from provincial and federal taxes.

If a person turns off the water or is away on vacation or a business trip, this maintenance fee, then should be charged only, on the monthly water bill.

When up front serves fee where to be accepted it should be included in the water bill. For example if one uses 4.00 \$ of water and the upfront serves fee or (user fee etc) is 7.00 \$ per month then that person pays 7.00\$. If the water user uses 10.00 worth of water per litre then the person only pays 10.00 not 17.00\$ that monthly bill.

In conclusion, having a four tired system would be acceptable only if the first tire bill payer does not have to pay the included service fee on top of the water bill.

Richard Eveleigh

From: Tom Gillespie
Sent: Tuesday, October 18, 2016 5:46 AM
To: Zwierzchowski, Christopher
Cc: jack.maclarenc@pc.ola.org; El-Chantiry, Eli
Subject: FW: Rural water tax

Morning all.

This was a comment I sent along to Sue Sherring Ottawa Sun after reading her column on Oct 6th of this year.

Eli, I let you know how I felt about this rain/snow melt tax when the subject came up early last year.

Christopher, please take note. We rural tax payers are not really that stupid. We have the ability to see through B.S. tossed our way by any city employee. We pay taxes to maintain the roads and ditches owned by the city of Ottawa.

Christopher, In future "for your reference" Be honest with tax payers. Try it, just for fun. IE) We in the city tax dept. are desperate for new taxes, because (In this case) the dept. in charge of billing for water and sewer don't have a clue. We need this NEW TAX to cover up the constant mismanagement that goes on in that group. Have a good day.

Kind regards

Tom Gillespie

From: Tom Gillespie
Sent: October 6, 2016 8:23 AM
To: 'susan.sherring@sunmedia.ca' <susan.sherring@sunmedia.ca>
Subject: Rural water tax

Morning Susan.

I am a rural resident. No I do not want to pay this tax.

Your column for the paper today is a bit off.

I know that you are aware of the fact that living in the country, one must install a well (average \$ 7-9000.00)

Septic systems can cost between (\$ 12 and 20.000.00)

If something goes wrong. I pay to have the repairs done. I don't mind that , because I knew this when I built. We out here pretty much look after are own ditches, that's just the way it is. Everyone on my street knows when the spring run-off happens and the culverts get blocked, Tom will take care of it. Even the road crews in West Carleton know " that someone does it" Sue, we have an area of ditch on our road that has grown in with trees. I haven't call Eli on this because I was going to take care of it later this month. I guess what I'm trying to say is. The City better get ready for a

huge increase in their ditch maintenance costs. P.S. The photo used in your column, pretty much shows a perfect picture of how the city looks after it's rural ditches.

Have a good day

Tom Gillespie

----- Original Message -----

From: Genevieve Giroux
Sent: Thursday, October 20, 2016 9:15 AM
To: Zwierzchowski, Christopher
Cc: ; El-Chantiry, Eli
Subject: Rural taxes for those on well and septic tank

Good morning,

Will the home tax payers have any tax credit or other breaks for the maintenance fees of their own well and septic tank systems in compensation for paying for water and sewage services they will not ever receive at home?

Really, this is totally unfair if we are to ever pay for services we do not receive and not having some breaks in return...

Please let us know.

Regards,

Geneviève Giroux

Sent from my iPhone

----- Councillor's Response -----

From: El-Chantiry, Eli
Sent: Thursday, October 20, 2016 9:52 AM
To:
Cc: Pohl, Kelly; Bell, Sylvia; Bourgaize, Kerry; Zwierzchowski, Christopher;
Subject: FW: Rural taxes for those on well and septic tank

Hi Geneviève,

No, there aren't any tax credits/breaks available.

You do receive this service and have been receiving it since amalgamation without contributing towards it. For example, below are some concrete examples of recent stormwater management work in West Carleton-March which were entirely funded from urban water bill revenue:

- Village of Kinburn drainage modifications: \$2.9m
- Constance Bay drainage improvements in four locations: \$522k
- Riverwood Road: \$415k
- Galetta Side Road at Woodkilton: \$325k
- Galetta Side Road at Ferry Road: \$433k
- Kinburn Side Road culverts before resurfacing: \$1.8m
- Numerous other locations throughout Ward 5 totalling \$11.3m just in the last 4 years

Stormwater management maintains the safe transportation of rain and meltwater across Ottawa. Ottawa's stormwater infrastructure is much greater than the ditches in front of houses. It includes thousands of kilometres of roadside ditches and thousands of culverts to collect and manage stormwater throughout Ottawa. If you travel anywhere along the roads in Ottawa, you benefit from stormwater infrastructure. It protects roads, properties and local waterways from flooding and erosion. It services a vast network of rural culverts and ditches.

Prior to amalgamation, all residents contributed to stormwater management. Some paid for it through their general taxes, some through a specific stormwater rate and others as part of their sewer bill. At amalgamation, Council at the time shifted all stormwater costs to the water and sewer rate. This meant that some residents who used to pay for it no longer did and residents who had always been paying for it started paying more. For fifteen years, that is the system the City has been using.

Hope this helps.

Regards,
Eli El-Chantiry

From: Bob Gregory
Sent: Thursday, September 08, 2016 12:23 PM
To: Zwierzchowski, Christopher
Cc: El-Chantiry, Eli
Subject: Stormwater Study

I would like to make a couple comments regarding the study on this subject. There is an error in the report with regard to culverts in rural areas properties. These are not installed, paid for, nor maintained by the city, they are completely the rural property owners responsibility and always have been. No doubt in estate subdivisions, the developer installs and initially pays for them but the buyer then picks up this cost with the purchase of the home and or property.

The other point is that many rural properties play a significant role in stormwater management. It was correctly mentioned in the report that most rural properties act as sponges for stormwater and rainfall, snowmelt generally, which is true but other rural properties, including ours, actually have significant creeks running through them which carry millions of gallons of stormwater run-off. With our deed we actually own both sides of the creek and the land on which the creek runs, so we are clearly providing significant stormwater passage on our property. We receive zero maintenance for this and we also receive zero maintenance for any stormwater infrastructure around our property because there is none.

The reality for rural properties, stormwater matters are simply part of the roads. If a road goes over a creek there is a culvert, apart from that, there is no stormwater infrastructure nor maintenance to be found. Rural roads have a slightly raised elevation, creating a small ditch on either side, that is our stormwater run-off. As such, it should be already paid for in our tax bill for roads.

Thank you for keeping us informed and for taking the time to study this matter in greater depth.

Bob & Suzanne Gregory

From: Gord Hammond
Sent: Wednesday, October 05, 2016 7:14 PM
To: Zwierzchowski, Christopher
Cc: Watson, Jim (Mayor/Maire); El-Chantiry, Eli
Subject: New Storm water Tax

Christopher, Eli recommended on Facebook that we send our comments to you concerning this tax.

I live on an un-assumed road along with 12 other families. The City does nothing to maintain anything on our road. If we have potholes we have to buy our own fill and pay to have it spread and graded.

We pay a local farmer to clear our road all winter. The city plows regularly block the end of the road as they plow past it. There are no street lights or city services on our road.

All of us on this road had to pay in the vicinity of \$25,000 to install septic Tanks and Wells and have to pay every year to have them maintained. We all had to pay to have our lots graded to deal with any rain water when we built.

There are no ditches that the city maintains.

We all have to pay City Taxes and the only service we get is Garbage pickup and it is a surcharge on our tax bill.

Recently that service was cut in half but the charge on our tax bill stayed the same.

It is no wonder that we object very strongly that the city is proposing to add this additional Tax which we feel is unjustified.

The city already gets enough money from us and provides little for it.

I would suggest that you create a category that does not get taxed for un-assumed roads separate from rural lots that are on city maintained roads where there are city maintained ditches.

I am Retired and on a fixed income and strongly object to the continuous increases in taxes that go into the sinkhole that is created by all the unnecessary projects proposed just to build a political legacy for council.

Gord Hammond

From: John Henderson
Sent: Wednesday, October 05, 2016 10:26 AM
To: Zwierzchowski, Christopher
Cc: Moffatt, Scott
Subject: Stormwater Rates

To the Environment Committee:

As someone who expressed serious concerns over the original proposal, and voiced those concerns in writing, I thought I should respond to the latest proposal. I want to thank all those involved in the process for taking the necessary time to review the matter and come up with an alternative approach. Although it is not perfect, it does go a long way in addressing the concerns expressed by rural residents (including myself). And although this has to be seen as an indirect increase in taxes (in addition to the normal annual tax increase), I can live with it. This is particularly so because of the phase-in approach.

Yours truly,
John Henderson

From: Randy Hobbs
Sent: Wednesday, October 05, 2016 1:43 PM
To: Zwierzchowski, Christopher
Subject: Water tax

Living in West Carleton and maintaing my own well and septic system I find it criminal that you would expect me and other rural residence to help pay for water services that we don't get it's wrong and totally disgusting that this would even be considered if this is the case then I will expect the city to cover my septic and well maintenance costs.

Randy Hobbs

From: Glenda Jones
Sent: Monday, October 17, 2016 2:40 PM
To: Zwierzchowski, Christopher; El-Chantiry, Eli
Subject: storm drainage tax rates

To the committee and Mr. el-Chantiry:

The sugar-coating of this proposed tax would be a credit to any flim-flam man! Do you really think anyone will read that entire “novel” of feel-good crap you sent out as a committee report? Has the committee never heard of editing? When I read all the way through to your fancy chart, and percentages, and so on *ad nauseum*, what you are proposing is to tax our property water system, for which we paid totally and for which we will again pay if said system has to be replaced. We were levied a “culvert fee” when we built our house 22 years ago, even though we have no culvert, nor will ever have one due to being practically on bedrock at the top of the hill on _____ .

The drainage ditches on the Upper Dwyer Hill Road are maintained by the ROADS, NOT WATER department.(they are often seen tearing out the beaver dam) There has only been one flood in all the years we’ve lived here,and that was caused by heavy rain, not plugged ditches. Even that was negotiable. The threat of flood is so insignificant as to be hardly recognizable. This tax is a grab of the worst sort. You want us to feel included in the grand city of Ottawa, and yet we receive very few of the benefits. We are rural; we didn’t choose to be City of Ottawa; our wants/needs are entirely different from Mr. Glebe or even Mr. Kanata. We are in general self-sufficient out here.

By way of example of how “rural” we are and how much the City is working on our situation, last week we had our internet upgraded to the top speed we could get; it is 1/10th what our brothers and sisters in the City can get!! And here we thought you were actually trying to improve our lives out here! You promised high speed, but I guess we rurals don’t move at the same rate of speed the City does.

I will be angry if this tax is imposed, and I will not be conned by your quiet fade-in over four years. Are we supposed to simply let it go, just because you’re gouging the cash out of our jeans’ pocket slowly instead of quickly? We might be rural, but we’re not stupid!

Sincerely,
 Glenda Jones

From: Lisa Larwill
Sent: Monday, October 10, 2016 9:24 AM
To: Zwierzchowski, Christopher
Subject: City of Ottawa's Water, Wastewater and Stormwater Rate Study

Christopher,

I am a long-time rural residents that you are now wanting to impose this "fee" on. I have lived here BEFORE amalgamation and have gone back to my Rideau Township property tax bill (yes I keep information that long) and there is no "fee for waste water", as you claim. Both mayors of Osgoode and Rideau Township's have publically come out and stated that there was no "fee" because both Townships used the Transportation budget to deal with this problem. I see now that this is a out and out lie and I EXPECT that this will once again. be part of the TRANSPORTATION budget.

Please feel free to share. It should be noted that I was also at the public consultation in North Gower regarding this matter.

Thank you

Lisa Larwill

From: David Mallalieu
Sent: Tuesday, September 20, 2016 10:36 AM
To: Zwierzchowski, Christopher
Cc:
Subject: Comments from David Mallalieu on Wastewater billing proposal

September 20, 2016

Dear Mr. Chernushenko / Mr. Zwierzchowski;

Please incorporate these comments / notes into the official record.

My concerns and analysis are provided.

Sincerely;

David Mallalieu

Reference

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Section 4.4 Water/Wastewater

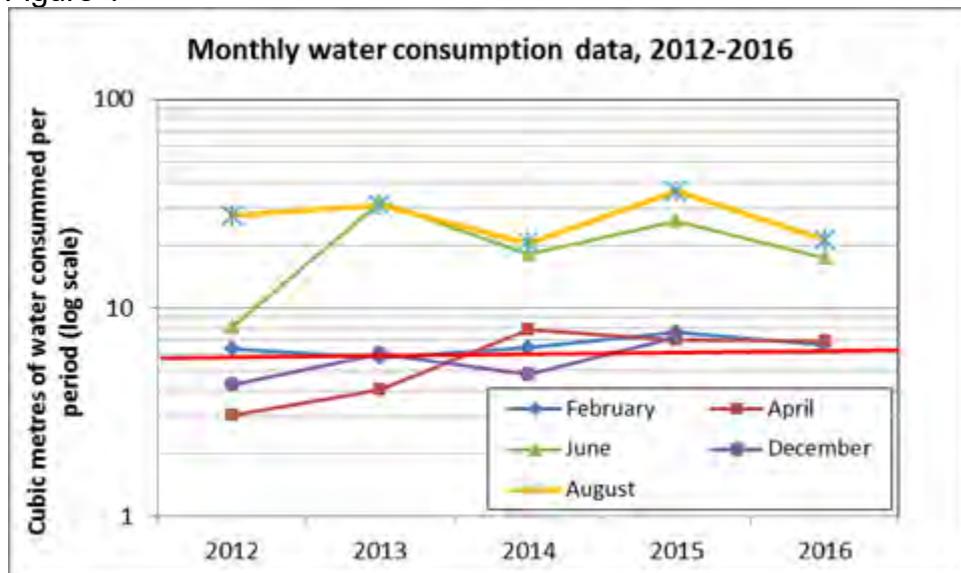
Part 1. "Lifeline" level of 6 cubic metres/month

"Research reviewed by the City determined that the average household required a minimum of 6 cubic metres of water/month for basic needs....."

I question whether "the average" household required only a minimum of 6 cubic metres of water/month.

I live at _____ in the West End. Only one person lives in the house. I do not own a dishwasher. I have had a high efficiency shower and toilet installed. Figure 1 illustrates my monthly consumption. The solid red line represents 6 cubic metres per month suggested as the minimum by the City.

Figure 1



The conclusion I draw from this data is that a single person who used only 6 cubic metres per month in a household would be an extraordinary individual. A corollary to this would then be that if an “average” household in the West End consisted of a family of four, a minimum consumption of 6 cubic metres per month would be nigh unto impossible to attain.

In an e-mail to Jim of the WWSRSR-EBRE on April 4, 2016 dealing with the same subject, the response was -

*“As to your question regarding the lifeline level of 6 cubic metres this resulted from research we conducted. We found a range of anywhere between 4 to 8 cubic metres as having been cited as a per household amount per the **International Water Resources Association and the Sustainable Sanitation and Water Management Toolbox**. In the case of the IWRA this was an older figure so we reasoned with the innovation of new plumbing and appliances it was now a conservative figure.”*

- 1) I believe that it is important that this data be able to be inspected.
- 2) All water consumption in Urban Ottawa is recorded digitally; therefore it should not be very difficult for an average consumption to be reported for individual neighbourhoods. For purposes of transparency, report what these averages are, as opposed to employing “Research reviewed by the City.....” which provides absolutely no insight.

Also, I could not find the reference to this number at <http://iwra.org/> or <http://www.sswm.info/>; however, my communication with neighbours in my area suggest that **no one** attains a consumption level of 6 cubic metres per month.

Conclusion:

This would suggest that if I were to be considered the model for conservation in the neighbourhood, a minimum monthly consumption level would have to be at least 7 cubic metres per month.

Reference

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Appendix I: Proposed Options for Stormwater Rate Structure Proposed Residential Water Rate Structure and Proposed Residential Wastewater Structure

With reference to Figure 1, note that water consumption at _____ peaks in the June and August reporting periods.

- 1) Occupancy remains at 1.
- 2) Daily regime does not change.

Therefore the only change to explain the increase in water consumption is the “requirement” to keep 3 pine trees, 1 oak tree and 1 horse chestnut tree alive. Three of these trees are now considered as the property of the City of Ottawa. (Please reference Google Earth, _____).

If I do not carry out intensive watering of the Oak tree in the summer it will die. This has been confirmed by botanists from the Experimental Farm. The 3 pine trees aggressively consume water. If there is no active irrigation of the the oak tree it dehydrates, blight completely covers all the leaves and branches die.

Considerations

- 1) Increased water consumption in the summer for myself (and perhaps many families) is related to irrigation.
 - a. **None of this increased water consumption reaches the stormwater system!** Therefore why is it being charged at all!!!! This latter rate is literally a “money grab.”
 - b. If, in the case of _____, I chose not to irrigate, the Oak tree will die, yet, the City of Ottawa desires more trees – paradox.
 - c. Therefore would it not be more appropriate to bill at a constant rate based on steady state consumption levels (Figure 1, December, February, April). Summer consumption, I believe is billable; however, the wastewater component is definitely not.

From:
Sent: Tuesday, October 04, 2016 6:46 AM
To: Watson, Jim (Mayor/Maire)
Cc: Chernushenko, David
Subject: Flat rate water

Please let me express how vehemently I am opposed to a flat rate water charge. Such a charge works against conserving water. Back to the drawing board on this one.

Sharon McCue

From: Elaine McHale
Sent: Monday, October 17, 2016 9:33 PM
To: Zwierzchowski, Christopher
Subject: Storm water tax

I live in West Carleton, rural area. I do not agree with the proposed storm water tax for no new service. If there is a shortfall of funds look elsewhere. As a rural resident, we pay way too much in hydro costs. We are senior citizens & cannot afford any more tax. We pay too much already in property taxes as well.

Definitely against the storm water tax!

Elaine & Mike McHale

From: eileen muir
Sent: Tuesday, October 18, 2016 8:08 PM
To: Zwierzchowski, Christopher
Subject: Rain Tax

Importance: High

Dear Mr. Zwierzchowski although it might be late but I am registering my opposition to the rain tax that is being bestowed upon rural residents. I am a resident of rural Kanata since 1990 and any water that is released goes on my property and I feel we already pay our fare share of property tax for the up keep of roads etc., so I am wondering why the road maintenance budget is not being used to maintain the ditches along the roads and culverts. I cannot understand why rural landowners is being taxed for a government service in urban Ottawa which does not applies to us. As I said I don't use that service because whatever drainage I have is done on my property.

Eileen Muir-Fashola

From: V & K Neimanis
Sent: Monday, October 17, 2016 3:45 PM
To: Zwierzchowski, Christopher; WWSRSR-EBRE
Cc:
Subject: Water, Wastewater and Stormwater Rate Changes

We wish to strongly re-voice the position taken by the rural residents which is to was to include charges for ditches and road culverts with the roads budget in rural Ottawa not as you propose.

Our 40 acre rural property is but a water conserver during extreme weather events rather than something needing special attention. We disagree categorically of the position being adopted by the City of Ottawa!

Respectfully submitted,

V & Karen Neimanis

From: Bernice and Terry
Sent: Monday, October 17, 2016 7:09 PM
To: Zwierzchowski, Christopher
Subject: Rural water and sewer fees

Committee Coordinator

We feel our ditches are part of the road system for which we pay considerable taxes already.

We paid to have a septic and well system on our property for which we paid fees and taxes and continue to pay fees and taxes to maintain this system therefore, we don't feel we should pay further fees.

Please share with the Committee.

Thank you

Terry & Bernice O'Connell

From: G Potter
Sent: Tuesday, October 18, 2016 5:09 PM
To: El-Chantiry, Eli; Zwierzchowski, Christopher;
 jack.maclarenc@pc.ola.org
Subject: Re: storm water sur charge

the results of today's committee discussions are, to say the least, breath taking in their complete disregard and contempt for the electorate and their position. the rural constituents overwhelmingly and almost unanimously are opposed to the hair brained money grab that is being characterised as a legitimate fee - obscenely incorrect.

the next municipal elections should prove interesting.

the electoral system is our only way to effectively voice our displeasure with the performance of the officials supposedly put in office to reflect our common views and concerns. next time around my guess is many incumbents could be facing their last term.

From: G Potter
Sent: October 17, 2016 5:05 PM
To: El-Chantiry, Eli; christopher.zwierzchowski@ottawa.ca;
jack.maclarenc@pc.ola.org
Subject: Re: storm water sur charge

Jack - please see my email history with Eli El-Chantiry - the elected representative for our area. Despite my repeated requests for his official position on this matter he has chosen to not respond.

I stand by my assertion this 'initiative' is a blatant attempt to institute an additional and unwarranted fee on the backs of the rural residents. Rationalising this as fair - is disingenuous at best. The fact the body politic is trying sneak this through - is an insult to our collective intelligence.

I also stand by my assertion that the Councillors who ignore the overwhelmingly opposed electorate do so at their peril.

The voters will speak at the next election.

From: G Potter
Sent: October 17, 2016 9:56 AM
To: El-Chantiry, Eli
Subject: Re: storm water sur charge

Per my earlier response - I think my views are fairly clear in the below communication. Further clarification shouldnt be required.

Reminder - I as well asked what your official position on this is. To date you have not stated it.

Again - this is a blatant cash grab that is being 'rationalized' and spun by the urban councilors.

From: El-Chantiry, Eli <Eli.El-Chantiry@ottawa.ca>
Sent: October 4, 2016 2:19 PM
To: 'G Potter'
Cc: Pohl, Kelly
Subject: RE: storm water sur charge

Mr. Potter,

I have logged your comments and noted your opposition. I would encourage you to also make your comments known to the members of the Environment Committee before they debate this on the 18th. Would you consider preparing an email with your concerns that I can forward to the Committee Coordinator?

Including this as part of the roads maintenance line won't work. That would mean stormwater funding would be taken away from the existing funds earmarked to fix our roads – which are already badly in need of improvement.

Regards,
Eli

From: G Potter
Sent: Tuesday, October 04, 2016 10:09 AM
To: El-Chantiry, Eli
Subject: storm water sur charge

Spin this all you want. Bottom line is it should be part of the roads maintenance line. This is an unconscionable and ridiculous tax grab. You are supposed to represent the interests of your constituents - not cow tow to the whims of the urganites. On most issues you appear to be siding with what is politically expedient at that moment - this is no different. It was always managed and covered under the basic tax bill when we were West Carleton.

How is this in any way an extra? It should be part of my basic property taxes. Period.

Where I am - at the end of a private road that regularly gets washed out because of poor road maintenance on Harry Mackay - the storm water runs DOWNHILL to the river. That is the storm water maintenance.

This is ... idiotic. You and your current cohort of councilors would do well to be cautious if re-election is in your near term expectations.

Count me as a NON SUPPORTER of this moronic scheme.

You should all be ashamed. My views on this are not unique or isolated.

From:
Sent: Monday, October 17, 2016 3:37 PM
To: Zwierzchowski, Christopher; El-Chantiry, Eli
Subject: Storm water tax

Sir

I am a resident of West Carleton. Last fall the culvert in front of my home was colapsing and I called the city to report it. I was informed that it was my problem to have it replaced at my expense, and I did. Cost to me just over four thousand dollars. Now the City is telling me that we need to pay for storm water management tax. I want to be on record as objecting to this tax proposal as it is unfair .

Next I suspect a tax on my well and septic system will be proposed, the City and Province don't pay for that either.

Richard Raymond
Frustrated taxpayer

From: Bruce Reid
Sent: Wednesday, October 05, 2016 10:35 AM
To: WWSRSR-EBRE; Zwierzchowski, Christopher; Egli, Keith
Subject: Comments on Revised Proposal - Water, Wastewater and Stormwater Services Rate

Thank you for the opportunity to review and comment on the revised proposal which is to be considered by Environment Committee on October 18th.

The single criticism that I have on the proposal, as revised, is that it continues to be based on the incorrect premise that the construction, operation and maintenance of drainage infrastructure (roadside ditches and culverts) in the rural, unserved area are undertaken as a "stormwater management service" which is provided for the benefit of rural property owners. I am amongst those who feel strongly that these activities are more properly recognized being necessary elements of managing the City's network of roads - to maximize roadway service life while minimizing conflicts with the rural landowners' riparian rights to unobstructed drainage outlets.

The approximately \$8 Million of annual costs attributed to the management of roadway drainage infrastructure in rural, unserved areas should not now be (and never should have been) included within the bundle of costs that the City wishes to cover through the administration of water, wastewater and/or stormwater service fees.

In this morning's Ottawa Citizen ("*Stormwater fee won't cover costs: mayor*"; *Jon Willing, October 5, 2016*), it is reported that Mayor Watson doesn't mind that "Rural landowners still wouldn't be paying the full cost of stormwater mitigation in their communities under [the] proposed fee structure", and that residents in the urban area "will continue to help pay for stormwater services in the rural area under the proposed scheme". As a ratepayer in the served, urban area I want to be on record as strongly opposing the suggestion that I should willingly continue to pay more than my fair share in service fees in order that those in the rural unserved area can pay less. This goes against the principle of fairness that the proposed fee structure was supposed to be founded upon.

The proposed scheme, if adopted by Council, will serve as an additional, unnecessary irritant dividing urban and rural residents within the City. This can be entirely avoided by openly acknowledging that landowners in the rural unserved area do not, in fact, receive "stormwater services", and by moving the \$8 Million annual cost of providing rural roadway works to the Transportation Services area of the City's budget, and adjusting the stormwater service rates for the properties in the served area downwards accordingly.

Respectfully,

Bruce A. Reid, P.Eng.

From: Charles Rogerson
Sent: Tuesday, October 18, 2016 7:03 AM
To: Zwierzchowski, Christopher
Subject: "Rain TaX"

IS THIS A BAD JOKE OR WHAT?

NOT FUNNY

CHARLIE

From: PrisKeith Rowley
Sent: Tuesday, October 18, 2016 9:38 AM
To: Zwierzchowski, Christopher
Subject: Rain tax

I am totally against the new tax being proposed for rural residents. It should be part of the road building and maintenance budget not the water bill. Your argument is that the money comes out of the water budget but that is only because the city changed it from the road maintenance budget. Change it back and put the cost where it belongs. This is a ploy by the city to create a new income source so that it can be separated from the tax bill so that the BIG LIE OF A 2% TAX INCREASE can be maintained. The initial cost of this new levy is intentionally kept low so as not to arouse protest and in subsequent years the costs will rise as fast as the obscene increases that are now occurring in the water bills. The city has to concentrate on their huge waste of our tax dollars and become more efficient. Your only efforts seem to be in trying to find and justify new tax revenue.

Also, I object to the fact that it is very difficult for rural residents to find time to attend your meeting today since they have work and family commitments and the location, parking, cost and time is difficult for them to attend. This will be interpreted as very little protest. In fact, the truth is that there is a huge protest as was seen in the rural meetings I attended. Virtually 100% of those in attendance felt it should not be a new tax, but city staff will say that we were given a chance to express our views which will be totally ignored if this new levy is applied.

Keith and Priscilla Rowley

From: John Shearer
Sent: Monday, October 03, 2016 4:53 PM
To: Moffatt, Scott; Zwierzchowski, Christopher
Subject: Re: City of Ottawa's Water, Wastewater and Stormwater Rate Study - Update / Examen du barème de redevances pour l'eau, les eaux usées et les eaux pluviales de la Ville d'Ottawa – mise à jour

Hi Scott,

further to my earlier email could you also provide an explanation of how the proposed new fee will be folded into the existing tax bills over time. More specifically, those in Richmond paying the special RSS- Sewer Charge in Richmond (mine is over \$500) are supposedly already contributing to sanitary and storm water costs through that levy (as were those receiving a metered water bill). The report explains how those receiving a water bill will be treated but is silent on how the RSS- Sewer Charge will be modified to take into account the proposed phasing in of the rural storm water management fees. (I expect Carp has the same issue.) It seems reasonable to me that we can expect to see a progressive decrease in the RSS - Sewer Charge as the rates are phased in in recognition of a wider base of ratepayers paying for storm water. At the end of the phase in period will we have both sanitary and stormwater surcharges show on our tax bills to parallel the effort the City is making to be transparent? If it is implemented properly it strikes me that this should be the case.

Finally, Environment Committee needs to ensure clarifications of how existing Surcharges will be restructured are brought forward by staff.

 On 3 October 2016 at 14:40, John Shearer wrote:

Hi Scott,

I am not sure who to contact on this so I am seeking your clarification of a couple of points with respect to the attached draft report, in particular the definitions or interpretation to be used when reading "Document 1 - Stormwater Rate Structure Options Analysis".

Richmond as you are aware is largely comprised of homes on private wells with the exception of a few households on City operated communal wells. Also, Richmond is outside the Urban Boundary so I don't believe the rate of "Urban Not Connected" can apply. 1.) For those in Richmond on City communal wells am I interpreting the report correctly that those homes would be classified as "Urban/Rural Connected" and subject to a proposed "discounted fee" of \$106.57? 2.) Similarly, for those on private wells with a sewer connection would those homes be classified as "Rural Not Connected" and subject to a fee of \$53.29?

Clarification of these points would be greatly appreciated. Also, these points should be clarified in the document for Council.

From: John Smit
Sent: Monday, October 17, 2016 6:05 PM
To: Zwierzchowski, Christopher
Subject: Water, wastewater & stormwater rate review

Hello Christopher,

I would like to voice my opposition to the proposed new rate structure for storm water management.

As a rural resident of Ottawa I personally foot the bill for my well (source of drinking water), my septic system and the drainage of my property (including the culvert under my driveway at the road).

In the 35 plus years that I have lived at _____, I have never witnessed any water in my ditch at the road even during or after the heaviest of downpours.

I receive very minimal services from the city for my property tax dollars... Snow removal, (for which the service is far poorer that it was while we were still zoned as West Carleton), and garbage

pick up for which I don't use the green bins since I manage my own composting.

We waited over thirty years to finally have some of the roads in our subdivision re-paved. **The road I live on was not re-paved.**

I believe the taxes I pay more than cover my share of the cost of services that I benefit from.

Thank you for your attention to my concerns.

John

From: Suzanne Thompson
Sent: Tuesday, October 18, 2016 8:05 AM
To: Zwierzchowski, Christopher
Subject: Rain tax/storm water tax

Hi Christopher,

To whom it may concern:

We do not agree with rural Ottawa property owners having to pay the proposed Rain Tax / storm water tax.

We are on a well and septic system, we should not have to pay the Rain Tax/ storm water tax....to be fair, property owners who use the water and sewer system should be the ones paying the Rain Tax /storm water tax.....not those rural folks who have enough to pay keeping their well and septic systems functioning properly and drainage as well.

Signed

N. Suzanne Thompson and George D. Thompson

From: Agnes Warda
Sent: Friday, September 02, 2016 3:45 PM
To: Egli, Keith; Chernushenko, David
Cc: Ryan, Sara; Connor, Jon
Subject: Water, sewer stormwater review

Dear Councillors,

On July 14 most of those commenting on the study received an update entitled: WHAT WE HEARD prepared by ONE WORLD INC.

During our most recent board meeting we had discussed the report and its finding and also commented on Councillor Chernushenko statement noted in the Citizen.

The committee has a hot "potato on its hands with the introduction of a new water and sewer rate structure, which has [some rural residents peeved about potentially paying a stormwater fee](#) for services largely based in the urban area.

Chernushenko expects to deal with this at the committee's October meeting, after the public have had "plenty of time" to read and comment on the city's draft plan.

"It's crucial that it be dealt with and we're looking at how best to do that," he said".

We have two comments:

1. Many more residents participated in the Nepean Open House that the quoted 77 in this study. There were at least 7 tables, with 10-11 people sitting at least three rows of added chairs in between and number of residents standing against the wall. We would say that way over hundred took part in the open house. If number of emails was counted many were not included. I have never received any update from the staff even though I was fairly active in providing comments. I have not seen many residents names that I know attended but were not included in the mailout.

2. The report reflects fairly well what residents have said, however, it does not contain any proposal based on those fact finding consultations. **We are still not sure what draft proposal would suggest to account for our collective comments. We our really confused to what the above statement refers to.**

What exactly will be happening at the October meeting?

Is the committee planning to accept the findings and proceed to work on the draft, give directions to staff, listen to some more submission?

Or will there be a draft version of the proposal based on those findings presented at the committee? If the plan is fr the latter we would like to see the draft proposal early enough (not week before the committee meeting) to circulate, digest and prepare comments.

Could you please explain what's expected of us? I think our community working with others similarly endowed areas have prepared many comments and we are ready to look at the final proposal.

Agnes

From: Connor, Jon
Sent: Tuesday, September 06, 2016 10:05 AM
To: 'Agnes Warda'; Egli, Keith; Chernushenko, David
Cc: Ryan, Sara; Zwierzchowski, Christopher
Subject: RE: Water, sewer stormwater review

Hi Agnes,

You certainly don't miss a beat—thank you for keeping us on our toes! In fact, an email announcement and an update to the City's website are both set to happen today to provide residents with an update on the process.

You may recall (I believe it was mentioned in the last email sent out to the Water Rate distribution list) that staff had committed to providing a discussion document outlining the draft recommendations for the public by the end of August. Councillor Chernushenko has been quite firm in insisting that the public should have at least three weeks to review the public discussion document and the proposed recommendations prior to the report coming to Environment Committee. That said, through discussions with staff and various Council colleagues over the past two weeks, it was felt that more time was needed to ensure that this public discussion document provided a very clear overview of the recommendations being proposed by staff and the rationale behind these decisions. Staff will therefore be releasing a discussion document explaining the revised new rate structure on **September 27**. This will provide a full three weeks to review the changes and consider their impact before the Environment Committee meeting of October 18.

In terms of the October Environment Committee, like all committee meetings members of the public have the opportunity to register and address the committee briefly (for 5 mins) as a public delegation. These presentations are officially part of the committee record, as are any written submissions sent to our committee coordinator, Christopher Zwierzchowski. So to answer your question, yes, the public will certainly have another opportunity to submit comments and make presentations to the Environment Committee.

Does this help clarify the process for you? As I mentioned, an email notice with more information should be going out later today.

All the best,

Jon

Jon Connor

Assistant to the Chair of the Environment Committee | Adjoint au Président du Comité de l'environnement

Office of Councillor David Chernushenko | Bureau du conseiller David Chernushenko

City of Ottawa | Ville d'Ottawa

110 Laurier Avenue West, Ottawa, K1P 1J1

(613) 580-2424 ext. 42022

jon.connor@ottawa.ca

From: Dennis Weitzel
Sent: Monday, October 17, 2016 2:35 PM
To: Zwierzchowski, Christopher
Cc:
Subject: Waste Water and Stormwater Rate Review Report: Proposed charges for rural residents

Dear Sir, Please forward my comments to the committee.

As a rural resident who has paid for and maintains all the infrastructure necessary for water supply, sewage and stormwater management I strongly object to any charges for stormwater. In addition to well and septic systems in our community all property owners paid for a stormwater management system consisting of a series of ponds which is of benefit not only to our community but to our neighbourhood as well.

The millions of dollars required to service urban properties should be properly charged to urban taxpayers. Rural property owners who are required to bear all the capital and maintenance costs related to water, sewer and stormwater infrastructure should not be asked to subsidize urban property holders.

Regards

Dennis Weitzel

From: Connor, Jon
Sent: Tuesday, October 04, 2016 1:59 PM
To: **WWSRSR-EBRE**
Cc: Zwierzchowski, Christopher; Moffatt, Scott
Subject: City directing runoff to rural properties

Hi there,

I just spoke to a resident named Mike Westley who lives in Councillor Moffatt's ward. Mr. Westley was calling to express his profound opposition to having to pay a proposed stormwater fee as an unconnected rural resident. Not only does he feel that the proposal is asking rural residents to pay for a service they do not receive, but he claims the City—through its various culvert and ditching projects—has in fact been channeling stormwater directly onto HIS property, requiring him to continually build up the berms on his property. I spoke to Mr. Westley for quite some time and informed him that I would pass his feedback onto our Environment Committee coordinator, as per his request, so that this is included as part of the public submissions received. But he also asked whether someone will return his call and answer his question, which is: How can I charge the City for the runoff it diverts onto my property? He can be reached at .

Many thanks,

Jon

Jon Connor

Assistant to the Chair of the Environment Committee | Adjoint au Président du
Comité de l'environnement
Office of Councillor David Chernushenko | Bureau du conseiller David
Chernushenko
City of Ottawa | Ville d'Ottawa
110 Laurier Avenue West, Ottawa, K1P 1J1
(613) 580-2424 ext. 42022
jon.connor@ottawa.ca

From: Colin J. Williams
Sent: Monday, October 17, 2016 6:54 AM
To: Zwierzchowski, Christopher
Subject: Rainwater Tax

Dear Mr Zwierzchowski,

I would be grateful if your could provide details of what is being called a Rainwater Tax. Is it based on land area?

Surely, this is a factor in the present land valuation.

Thanks,

Colin J. Williams

Correspondent's query was copied to "WWSRSR-EBRE@ottawa.ca" mailbox; correspondent was informed that staff from either Public Works and Environmental Services (for matters of an operational nature) or Financial Services (for Finance-related matters) would follow-up, as appropriate.

CARP ROAD CORRIDOR

PROMOTING ECONOMIC DEVELOPMENT IN WEST OTTAWA

RE: Proposed Village of Carp Water Treatment Upgrades - \$3.1M
Clean Water and Wastewater Fund ACS2016-PIE-GEN-0001

The Carp Road Corridor is an Official Plan designated employment area along Carp Road from Rothbourne Road to March Road. The area is home to 350 businesses, 3500 employees, over \$90M in assessed property value and is currently 50% vacant offering considerable potential for new companies and new jobs in Ottawa.

Our Ask:

The City list of projects includes the "Village of Carp Water Treatment Upgrades" project at a cost of \$3.1M. The long term operations and maintenance costs of stand-alone treatment is not provided.

The CRCBIA requests that Committee direct staff to undertake a review of the "Village of Carp Water Treatment Upgrades" project before commencing construction. In particular that the option of extending central water through the Corridor / including water service to the employment area be investigated.

New Information:

We understand the treatment upgrade project was identified in an Environmental Assessment approved in 2009. Since that time there is new information which may support a different approach:

- The City has identified risks related to the communal wells in the Village and identified the "wellhead protection area" (2014). The area extends as far as the Corridor business area. Connection to central water would eliminate risk;
- The cost of the planned project is \$3.1M. If the project is comparable to treatment requirements identified in 2009 at only \$0.945M (attached), there has been a 3.3x increase in cost. Review of the cost basis which in part justified the project may contribute to considering a different solution;
- The 2009 EA included extension through the Corridor as an alternative but did not take into account economic development or involve the owners along Carp Road in considering their interest. The BIA was formed in 2011 and has confirmed interest among area owners and how water service in the Corridor will promote economic development (for instance removing private fire flow costs for large buildings – one member paid \$750,000 to build tanks and pumps);
- The City, in the three* successive economic plans since the EA in 2009 has stated a need and the opportunity to promote economic development at 400 interchanges including the role servicing may play. As example, last spring the City approved a water only servicing project in rural Ottawa including to support economic development in the industrial park at Boundary Road and 417. (*Partnerships for Prosperity 2010, Livable Ottawa 2013, Employment Land Review 2016).

Stantec**VILLAGE OF CARP CLASS ENVIRONMENTAL ASSESSMENT FOR WATER AND WASTEWATER INFRASTRUCTURE UPGRADE / EXPANSION**

	<u>Village</u>	<u>Airport</u>	<u>Corridor</u>
• Treatment Upgrade	\$ 945,000		
• Central Supply System Upgrades		\$ 100,000	\$ 200,000
• High Lift Pumping #1 & PRV's	\$ 111,000		
• High Lift Pumping #2	\$ 160,000		
• Watermain Extension		\$ 2,550,000	\$ 4,950,000
• TOTAL	\$ 1,216,000	\$ 2,650,000	\$ 5,150,000

Thus, with the construction of a watermain from the City's central system in Carp, the total cost to service the Village of Carp is estimated at \$1,216,000, the costs to service Phases 1-4 at the Carp Airport is estimated at \$2,650,000 and the total cost to service the Carp Corridor is estimated at \$5,150,500.

4.7.4 Impacts, Mitigation and Monitoring

It is not expected that any of the recommended infrastructure upgrades will have significant impact on the environment, and thus only minor mitigation measures and minimal monitoring will be required. The following summarizes the recommended infrastructure and any associated measures identified at this time.

Water Treatment Upgrades: Construction of these works will be undertaken entirely within the existing water treatment, pumping and storage facility area – no additional land is required and no off-site impacts are expected. Mitigation measures will be limited to ensuring construction procedures follow standard practices for environmental controls.

High Lift Pumping Upgrades: Construction of these works will be undertaken entirely within the existing water treatment, pumping and storage facility area – no additional land is required and no off-site impacts are expected. Mitigation measures will be limited to ensuring construction procedures follow standard practices for environmental controls.

Individual PRV Installation: Individual PRV's have been recommended for connections in the lower lying areas of the Village. Installation of these will require access to individual homes, with no external construction required. The final approach and plan to ensure customer satisfaction will be developed as the installations are undertaken, with minimal affect on home owners.

Well Supply Increase: An increase to the well capacity is not anticipated for approximately 14 years. Groundwater testing has suggested that the permitted capacity of the existing wells may be upgraded to meet the ultimate demands, so no additional well drilling is currently anticipated. Prior to the acquiring the change to the permit, further hydrogeological investigations will need to be undertaken to prove the viability of the aquifer and the wells. It is expected that such investigations will not be required for at least 10 years, and the appropriate environmental issues will be dealt with at that time since it is possible that current guidelines may change over this time period.



EASTERN ONTARIO LANDLORD ORGANIZATION

SUBMISSION TO THE CITY OF OTTAWA ENVIRONMENT COMMITTEE

City Of Ottawa Water Rate Review

October 18, 2016

Who EOLO is

The Eastern Ontario Landlord Organization (EOLO) consists of the owners and managers of more than 37,000 residential rental homes in Ottawa, as well as many suppliers to the rental housing industry. EOLO has been the voice of private rental housing providers in Ottawa since 1990.

Our members range from the largest residential landlords in Eastern Ontario to the owners of one or two rental units. All private landlords in Ottawa with more than 2,000 rental units belong to EOLO. Our Board of Directors includes representatives of Minto, Paramount, Homestead, Osgoode, Timbercreek, CLV, Ferguslea, District, Regional, United Properties - Ottawa, Empire Holdings and Gold Key. Other large members include Sleepwell, Island Park Towers and Arnon.

Background

While for most rental properties landlords send the payment for water to the City, **tenants ultimately pay the water charges on the buildings they live in.** Under 35 years of rent control, increased water charges have allowed increased rents. Economic theory is in full agreement that tenants effectively pay utility charges (and the property taxes) on their rental apartments. That does not depend on the mandatory rent reductions enforced by Ontario law and City notices for property taxes; the forces of supply and demand result in tenants paying the utility charges and the property taxes through their gross rents.

Water and sewer rates

EOLO understands and accepts the key principles adopted for the water rate review, namely,

- ensuring that everyone who benefits from a service pays their fair share (Fairness and Equity)
- providing a stable source of funding that fully recovers the cost to provide services (Financial Sustainability and Revenue Stability)

EOLO also accepts

- the current goal of moving to an 80-20 split between the volume rate and a fixed rate, and
- the desire to provide low water users with discounted water rates because of the impact on them of the new fixed charges.

In addition, we understand there is a desire that most current water users pay very close to what they pay now under the existing system, as the City changes to the new system.

We wish to flag a concern for the future. A future Council might decide to charge high users more for water, taking the view that their water use may be less important or critical to them, such as filling a swimming pool or watering an extensive lawn. In doing that, staff might just look at the consumption at a property. On that basis multi-residential properties look like high users since many consume hundreds or even one or two thousands of cubic meters of water per month. However, on a per unit basis multi-residential properties, and the tenants who live in them, are actually low volume users, since the per unit consumption is usually down in the 5 to 10 cubic meter range. (That is a lower consumption rate than most homeowners.)

No one should think that residential landlords or tenants are getting a break under the new system. In fact, because of the number of units in most rental buildings, the vast majority of residential landlords or tenants will be paying for the vast bulk of their water at the highest rate, even though they are in fact low users.

Storm water charges

For our members and for tenants, it is essential that the proposed discount on the storm water charge apply to rental units. We are content to support the proposed discount, although we believe that the discount is not large enough to reflect the actual difference in services used. Within the urban area there seems to be general agreement that the storm run off is largely a function of the impervious area of different properties. The impervious area is almost always paved area and roofs.

The discount for rental units has been provided to reflect the fact that on a per unit basis rental building (and condo buildings) represent less impervious area than single family homes. See the three examples below.

Example 1 - Typical single family home

Average floor area 2,000 sq ft

Roof area (for a two storey house) 1,000 sq ft

Driveway and garage roof 1,200 sq ft

Total impervious area 2,200 sq ft

Monthly waste water charge \$8.88

Monthly charge per sq ft of impervious area (0.40 cents)

Example 2 - Typical 3 storey walk up

6 apartments (2 per floor) at 850 sq ft
 Net floor area 1,700 sq ft
 Add hallways and stairwell
 Total building footprint (= roof area) 2,000 sq ft
 Parking area – 12 stalls - 3,600 sq ft
 Total impervious area 4,600 sq ft
 Monthly waste water charge \$26.64 (6 times \$4.44)
 Monthly charge per sq ft of impervious area 0.58 cents

Example 3 – Typical apartment building

100 units 10 storey apartment building
 Total building footprint (= roof area) 10,000 sq ft
 Parking area - 120 stalls - 36,000 sq ft
 Total impervious area 46,000 sq ft
 Monthly waste water charge \$444.00 (100 times \$4.44)
 Monthly charge per sq ft of impervious area 0.97 cents

Based on those examples, one can see that the average walk up building will pay 45% more per sq ft of impervious area than the average single family home (0.58 cents versus 0.40 cents). The average high-rise building will pay almost two and a half times what the average single family home will pay per sq ft of impervious area (0.97 cents versus 0.40 cents).

Looking at the future, EOLO hopes that based on the user pay principle, the ~~waste~~ *waste storm* water charges for rental units (and especially high rise rental units — and condos) will see movement further below the base rate, and not any movement up toward the base rate.

Conclusion

No one should think that landlords or tenants are being favoured in the reformed water, sewer and storm water charges. However, given the financial difficulties the staff recommendation seeks to mitigate, and the City's recognition that a lower rate on storm water charges is needed for rental properties and thus for tenants, EOLO supports the staff report.

John Dickie
 Chair, EOLO

For more information, contact EOLO at 613-235-9792, or at chair@eolo.ca.

Comments on
Recommended Water, Wastewater, and Stormwater Rate Structure
Environment Committee 18 October 2016

By
Harold Moore

As I mentioned in my comments during the public consultation, if the city is going to charge rural properties for storm water management, then there is going to be much more work to do than what has been done in the past. The ditch that runs beside my property is a good example. It was built over 30 years ago and in the early years functioned as designed to drain storm water from our local neighbourhood (20 residential properties). But it has never been maintained by the city (it is on an easement so it is a city responsibility). We never complained about the lack of maintenance because we were not paying for it. We just waited for flooded lawns to drain away. This year the city announced that the ditch would be cleaned out to remove "flow restrictions". However as you can see from the attached photos only half the ditch was cleaned out leaving a major "flow restriction" and standing water dammed up by soil and vegetation material that wasn't removed. What good is half a job like this in controlling surface water runoff?



If the city is going to charge me and my neighbours an extra fee to cover surface water management then we certainly will expect much better maintenance of our ditches by the city than we have received in the past. This ditch was designed and approved to remove all surface water runoff for our neighbourhood and it should be maintained so that it functions as it was designed.

I am sure there are many other similar examples throughout the rural parts of Ottawa. So if you are now going to charge rural property owners for surface water management then surely there

will be more demand for ditch clearing and thus more costs that the city has committed in the past. Has the City calculated the full cost of maintaining the entire surface water infrastructure to designed standards? Or will it be like the road infrastructure where it is left in sub-standard state.

I also question why agricultural and forest lands are exempt. These lands are certainly a major contributor to surface water flooding in the spring. The land is often frozen at this time of year and snow melt and heavy spring rains cannot be absorbed thus running off into ditches and natural drainage channels. If as stated in the city report that **ALL** property owners benefit from surface water management then surely **ALL** property owners should contribute to paying for it.

Background:

1:15

Hi. My name is Doug Poulter. I am residential homeowner. I have 3 pages of spaced notes for this presentation. I'll leave a copy of my presentation notes with your secretary.

I now have a steady and low volume, potable water use history, attained only after I put in improvements based upon incentives of the current rate structure. Under the latest proposal,

- 1) My potable water bill will more than double and then my bill will almost double again with the storm water surcharge.
- 2) I will be charged a significant storm water fee, even though much more City storm water flows into my land than visa versa.
- 3) My average total monthly water fees rise from less than \$5 monthly to almost \$20, with the fixed portion rising to 91%, nullifying any incentive to save, and potentially my cost recovery of the improvements I've made that cut water costs for both the City and me. (I delay sewer loading by use of rain barrels with capacity totalling 6,000 L, whose water I use in part for my fruit vegetables and flowers, gardens,etc.)

Fee \ Rate Structure:		Current		Proposed	
m ³ Potable water + Sewage	1.25	3.908	4.885	1.345	1.68125
Water meter			0		9.14
Storm Water			0		8.88
Total			4.885	4.03	19.70125
Fixed Percentage			0		91.4663

In my email of June 25, 2016, I provided the Water Rate Structure Study Team, feedback showing not only multiple defects of their proposed rate structure, but also alternatives using more appropriate variables that could better meet the stated objectives of the rate structure, including fairness. While the team has recently made adjustments improving fairness, fairness is still much less than it can easily be, by choice of more appropriate charge variables.

0:30

Today the time you allocate me will only give me time to speak to 3 of the defects of the proposed rate structure, and/or current practice..

These being:

- 1) Methodological Design Errors
- 2) Bad Faith.
- 3) Hard surface area

Time permitting, I plan to briefly speak in detail on the Methodological Design Errors, and then briefly on the other 2.

6 78% increase
 vs 300% increase

3:40

And now the 1st defect in detail

Low Value User
 responsible rate increase
 90% fixed
 by factoring 1/4

The Methodological Design Errors in proposed rate structure

a) greatly reduce the incentive to save and act environmentally responsibly

and b) do so by choosing the wrong metrics to bill upon, resulting in both:

- i) revenue shortfalls caused by high variance users
- ii) unfair, inappropriate, unnecessary and arbitrary penalization of steady low and high potable water users.

Potable
 water costs

The report correctly identifies that there are fixed and variable costs, and that the fixed costs are significant. The report falsely assumes that it is fair to allocate fixed costs pro-rata by water meter or property, rather than metrics of use, and ignore the number of people served and how steady their use is of the water.

As recognized by most Ontario electricity providers, customers, whose use is higher during peak times cost much more to serve, and so deserve being charged much more than for their average consumption. This is so because the system capacity and costs are determined by provision of adequate capacity to handle the peak demands of aggregate of customers, not use at other times. Thus for electricity we have time of use billing that varies by time of day, day and season of the year, and for industrial customers, has a further adjustment for peak demand. Rural customers pay more for the additional infrastructure distance makes necessary to bring electricity to the customers.

Similarly municipal potable and waste water are capital intensive and electrically energy intensive commodities. Likewise, fairness dictates the rate structure per unit of such water should be similarly structured to allocate costs based upon where and when the service is consumed or generated by the customer. The variables that go into these costs typically have 2 components:

- energy costs by time of day / day of week and
- capital infrastructure costs for equipment, piping and maintenance.

These cost/unit volume variables are based upon 3 metrics:

- a) Generation/disposal costs at potable water sources and waste water destinations, and
- b) Network zone delivery fee. The higher and further water must travel and/or be pumped, the higher the cost of delivering the water. The inclusion of this variable reduces the attractiveness of urban sprawl. Due to gravity, many urban zones below the elevation of the potable water supply and above the sewage treatment plant will have minimal pumping fee components. Old sections of the City not having separate storm water sewers likely should have a higher zone fee to help cover the additional capital and processing costs of their extra wastewater volumes.
- c) Peak volume/unit time during periods of system high usage - typically summer months
 Note that the peak volume charge might be based upon the customer maximum summer month consumption of the last 5 to 10 years.

I am told that the automated metres used by the City report consumption every hour.

3:20

And now briefly the.

2) Bad Faith - 3 examples:

- i) Under the current system, residents were formally encouraged to make upgrades to reduce usage. These included replacing toilets, and facets with more water stingy units. Under the new proposal, I and many others will not get their money back because the relatively high fixed rate charges, charges in my case totally more than 90% of my total charges. Contrary to that claimed in the proposal, the fixed rate components greatly decrease the potential for payback of conservation efforts.
- ii) In the spring, residents were led to believe by the presentation that low steady consumers like me would pay a few dollars more, ie: \$11 to \$15 more per year depending upon how storm water is billed. However, I calculated the real calculated increase was at least \$236.11, corresponding to the cheapest \$11 stormwater option, **21½ times that suggested** by the presentation. With major fiscal errors that continue into the latest report, (ie: Current Uniform Rate per m³, wastewater), a new consultation is appropriate via the water bill with a much more accurate description of alternatives, their relative benefits and deficiencies, and their fiscal impacts.
- iii) Various water department managers responsible for implementing transmitter based automated water meters repeatedly assured customers with disabilities adversely affected by EMFs of such technology, that the customers would receive the reasonable accommodation of continued use of the older safe technology requiring manual reads, without any extra charge. Beginning in the spring 2016, the City revenue department has now insisted on charging for such reads of customer meters, in violation of the accommodation agreed. Such violate the Charter, its jurisprudence, and provincial legislation on accommodation of those with disabilities. City Revenue staff says that in their mind City Bylaws override provincial and federal law on such matters.

3) Hard surface area was dismissed by the City Study Team as being too expensive to administer, without provision of any supporting evidence. I note that farmers do economically use lydar satellite data to selectively apply fertilizer, pesticides and irrigation within their fields. Perhaps a "*Request for Proposals*" is warranted to validate the Team's assumption that no 3rd parties have the ability to economically provide and administer a reliable database of accurate Hard Surface Area data .

Please ask that the team go back and prepare an appropriate alternative based upon the foregoing.

Thank-you.

Mike

From:
Date:
To:

I am opposed to this storm water tax.

I MAINTAIN + WELL + SEPTIC SYSTEM
In the past 46 years, I have witnessed huge changes in the volume of water directed to our area. We now have water from the changes done to Highway 7, Tomlinson, Bell and Lafarge Quarries who have permits to discharge up to 14 million litres per day.

My first bill for drainage works was from Goulbourn Township. This was to pay for my share of the maintenance work on the Hobbs Municipal Drain in the early 70's and since. In 1987 I had my neighbours sign a petition to have the Hobbs Municipal Drain Extension created through an abandoned and plugged A - Ward drain between Conley and Fallowfield Rd.

We paid a lot ^{OF MONEY} to provide an outlet for other peoples water (from Highway 7 & south) that was flooding our properties. *WATER ADSORPTION IS A FACTOR HERE ALSO KEEPING OUR PROPERTY WET LONGER*

A small hand-dug ditch, through a height of land, created in the 40's acted as an overflow ditch for Flowing Creek. Flowing Creek became obstructed so the water flowed through *the* hand-dug ditch to Conly at Flewellyn. These ditches and drains were constructed for private agricultural uses, not Highway 7 runoff, quarries' discharge nor developers who are now taking advantage of them. In 2005, the hand-dug, overflow ditch was greatly enlarged to get rid of water dumped onto that property through a 7 x 50 foot culvert which was installed under Fernbank Road in the mid 80's *ASW DESIGNATIONS*

Robinson Consultants report states that runoff to Conly Rd should be about 8 litres per second. With the: diversion from Flowing ^{CREEK}, Highway 7 runoff and quarries discharge, the water flow increased to 82 ltrs/sec., 16% attributed to the quarries.

I have had to berm my property, at great expense to keep overflow water from Conly Rd. off of my land. My melted snow and rain runoff goes directly to the Hobbs Municipal Drain Extension and not to the city ditches.

I opposed the City putting a larger culvert under Flewellyn Rd at Conly; Dec. 2010. They *CITY* have also raised Conly Rd. near Flewellyn approximately 4 ft. over the past few years to keep it from flooding.

Charging me for storm water/snowmelt runoff is just a money grab. I will see no

[7/10/2016

improvement to my property. If this goes through, in my case, this is double-dipping.

Scott Moffatt was to work on these issues as per ARAC meeting on April 7, 2011. Nothing improved. He witnessed my berm washout in the spring of 2013. *STILL NOTHING DONE.*

Stop the illegal diversion of water from Flowing Creek to the Hobbs Drain.

NOTE: The quality of our drinking water has decreased greatly in the last few years.

** YOU DON'T FLOOD PRIVATE PROPERTY THEN GET THEM OUT TO DRAIN + DESTROY P.S.W.*

** I would pay for ^{quality} service - not a disservice*

- PETITIONED FOR FLOWING CLEANOUT MUNICIPAL DRAIN

AT current state of drainage in our area I will not benefit being charged for storm water

*MOTION Councillor S. J. Loutier on behalf of R. EGLI
Landscape controls - trees - permeable driveways*