



The Corporation of the Town of LaSalle

To: Members of the Water and Wastewater Committee

Prepared by: Dale Langlois

Department: Finance

Date of Report: September 10, 2024

Report Number: FIN-10-2024

Subject: Monthly Water and Wastewater Billing

Recommendation

That the report of the Director of Finance dated April 12, 2024 (FIN-10-2024) regarding Monthly water and wastewater billing be received;

And that, water and wastewater billing continues to occur on a quarterly basis.

Report

As members of the Water and Wastewater Committee will recall at the March 26th Water and Wastewater Committee meeting the following was requested:

That Administration investigate the costs associated with a monthly water/wastewater consumption billing cycle for residential customers as compared to the costs of continuing with quarterly billing.

Utility Billing History:

Prior to 2016, the Town's water / wastewater billing and collection function was performed by Essex Power Corporation. Billings were performed for both residential and commercial customers for an annual cost of \$252,000 and billing occurred monthly. Many of the meter reads performed by Essex power were estimated as they had to manually obtain meter reads each month.

As a cost savings and service level enhancement initiative, the Council of the day made the decision to take the utility billing function in-house and install a sensus transmitter system on all Town water meters in order that accurate meter reads could be performed through electronic transmission. As part of this cost savings initiative, it was decided to bill residential properties on a quarterly basis and bill businesses monthly. As a result of this initiative, the Town has saved over \$120,000 per year and has provided all Town customers with accurate water consumption on their utility bills. In addition, the sensus

system notifies administration of abnormal water usage patterns. In turn, administration notifies customers of these abnormal usage patterns (which may be a leak) and save the customers significant dollars on their utility bill.

Neither the finance department staff nor the Public Works staff have received any complaints from residential customers since moving to quarterly utility billing in 2016.

As outlined below under financial implications, should the Town implement monthly billing for both residential and commercial customers, it will cost the Town approximately an additional \$197,000 annually.

Consultations

Supervisor of Revenue

Manager of Water / Wastewater

Financial Implications

The following chart outlines the additional cost of adding 8 monthly billings:

Item	Cost
Print, stuff and seal envelopes	\$20,800
Paper	\$7,200
Postage	\$76,000
Additional staff position	\$93,000
Total	\$197,000

Prepared By:



Director of Finance/Treasurer

Dale Langlois, CPA, CA

Link to Strategic Goals

1. Enhancing organizational excellence - Not Applicable
2. Strengthen the community's engagement with the Town - Not Applicable
3. Grow and diversify the local economy - Not Applicable
4. Build on our high-quality of life - Not Applicable
5. Sustaining strong public services and infrastructure - Not Applicable

Communications

Not applicable

Report Approval Details

Document Title:	FIN-10-2024 Monthly water and wastewater billing.docx
Attachments:	
Final Approval Date:	Oct 1, 2024

This report and all of its attachments were approved and signed as outlined below:



Chief Administrative Officer

Joe Milicia