



Finance, Administration and Operations Committee

Tuesday, July 21, 2015, 4:15 pm.

City Hall, Council Chambers

Committee Members

Councillor T. Blanchard, Chair
 Councillor P. Deery
 Councillor J. Earle
 Councillor J. Fullarton
 Mayor D. Henderson, Ex-Officio

Areas of

Responsibility:

Clerk's Office
 Environmental Services
 Finance Department
 Fire Department
 Human Resources Dept.
 Operations Department
 Airport Commission
 Arena Advisory Board
 Brockville Municipal Accessibility Advisory Committee (BMAAC)

CRCA
 Cemetery
 Health Unit
 Joint Services Committee
 PLMG
 Police Services Board
 Safe Communities Coalition
 St. Lawrence Lodge Management Board
 Volunteer Awards

 All legal matters [excepting the purchase and sale of land]

Page

AGENDA

DISCLOSURE OF INTEREST

DELEGATION(S) AND PRESENTATION(S)

Nil.

CORRESPONDENCE

Nil.

STAFF REPORTS

- 4 - 6 1. 2015-079-07
Lease of 101 Water Street West for Public Parking
Owner: 6108555 Canada Ltd.

THAT Council hereby authorize the Mayor and City Clerk to execute a lease agreement with 6108555 Canada Limited for the former EIT property with municipal address 101 Water Street West for purposes of public parking as per the terms outlined in Report No. 2015-079-07.

- 7 - 8 2. 2015-075-07
Contract 2015-41,
Management and Operation of the Para Transit System

THAT Council enter into a five (5) year agreement with Voyageur Transportation Services of London, Ontario for the Management and Operation of the Specialized (PARA) Transit System in the amount of three hundred and fifty eight thousand, five hundred and twenty dollars (\$358,520.00) per year, excluding HST, with annual CPI increases.

- 9 - 15 3. 2015-077-07
Ontario Municipal Cycling
Infrastructure Program

THAT the City of Brockville submit an Expression of Interest to the Ontario Municipal Cycling Infrastructure Program for a grant of \$325,000 towards the Brock Trail: Brockville's North-South Linkage project, with an estimated total project cost of \$950,000.

- 16 - 35 4. 2015-076-07
Water & Wastewater Systems
Quarterly Report (Apr-June 2015)

THAT Report 2015-076-07 Water & Wastewater Systems Quarterly Report (Apr. – Jun. 2015) be received for information purposes.

Finance, Administration and Operations Committee
July 21, 2015

- 36 - 39 5. 2015-078-07
Front Yard Parking Agreement
39 James Street East, Brockville

THAT Council authorize the Mayor and Clerk to execute a Front Yard Parking agreement with Netta Maskell, 39 James Street East, Brockville, for the installation of a front yard parking pad, that encroaches onto the James Street East road allowance measuring 3.02 metres (9.9 ft.) in length and 3.96 metres (13.0 ft.) in width.

- 40 - 62 6. 2015-069-06
Policy on Collection of Property Tax,
Waterworks and Wastewater Charges

THAT the Policy for Collection of Property Taxes and Water and Waste Water Charges be accepted.

NEW BUSINESS

Nil.

FAO - CONSENT AGENDA

ADJOURNMENT

THAT the Finance, Administration and Operations Committee adjourn its meeting until the next regular meeting scheduled for August 18, 2015.

15 July 2015

Report to Finance, Administration and Operations Committee – 21 July 2015

2015-079-07

**Lease of 101 Water Street West
For Public Parking
Owner: 6108555 Canada Limited**

**David Paul
Director of Economic Development
Sandra MacDonald
City Clerk**

RECOMMENDED

THAT Council hereby authorize the Mayor and City Clerk to execute a lease agreement with 6108555 Canada Limited for the former EIT property with municipal address 101 Water Street West for purposes of public parking as per the terms outlined in Report No. 2015-079-07.

PURPOSE

To give consideration to and authorize the lease of vacant lands formerly occupied by EIT at 101 Water Street West to expand the inventory of public parking in the downtown/waterfront area.

BACKGROUND

In 2014, a demolition permit was issued for the building at 101 Water Street West which was formerly associated with EIT and various other businesses. The building has since been removed, and in its place, the site has been graded and a gravel surface installed.

In the absence of imminent plans for redevelopment of the property, a lease of the 0.56 ha (1.39 ac.) property for use as public parking has been discussed with the owner, 6108555 Canada Limited, represented by Dr. Alexander Iliassov.

A sketch depicting the location of the subject lands is attached as **Schedule "A"**.

ANALYSIS/OPTIONS

Staff is recommending a lease of the lands at 101 Water Street West in order to take advantage of this key site, located adjacent to one of the City's busiest parks, the Brockville Museum and various other waterfront destinations.

The terms of the lease are generally as follows:

**Report 2015-079-07
Lease of 101 Water Street West
For Public Parking**

Page 2

- The lease would be in effect for three (3) years with option to renew annually thereafter with agreement between the parties.
- The lease amount would be the equivalent of the municipal taxes payable. 2015 taxes payable are \$23,438.21, and lease amount for 2015 would be a prorate amount from commencement date of the lease.
- Net revenues would be applied to the taxes on the owner's nearby property at 80 Henry Street.
- The City would be responsible for property maintenance , insurance, signage and parking management.
- The lease could be terminated by either party on 60 days notice.

The lease is being prepared for review by the City Solicitor.

POLICY IMPLICATIONS

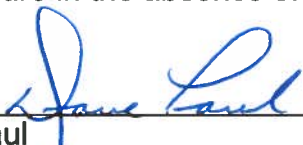
The Official Plan recognizes the importance and growth of tourism opportunities to the City. Increasing the temporary supply of parking in the waterfront area supports the City's efforts in this regard.

FINANCIAL CONSIDERATIONS


As noted, upon authorization, the lands at 101 Water Street West will be leased for the equivalent of the municipal taxes payable throughout the life of the lease, and any net revenues are to be credited to the owner's tax account for 80 Henry Street. Source of funds required for lease of these lands is the Parking Reserve.

CONCLUSION

A lease of the former EIT lands for public parking is recommended as a short term measure in the absence of a redevelopment opportunity.



D. Paul
Director of Economic Development
And Tourism



D. Dick, C.A.
Director of Corporate Services

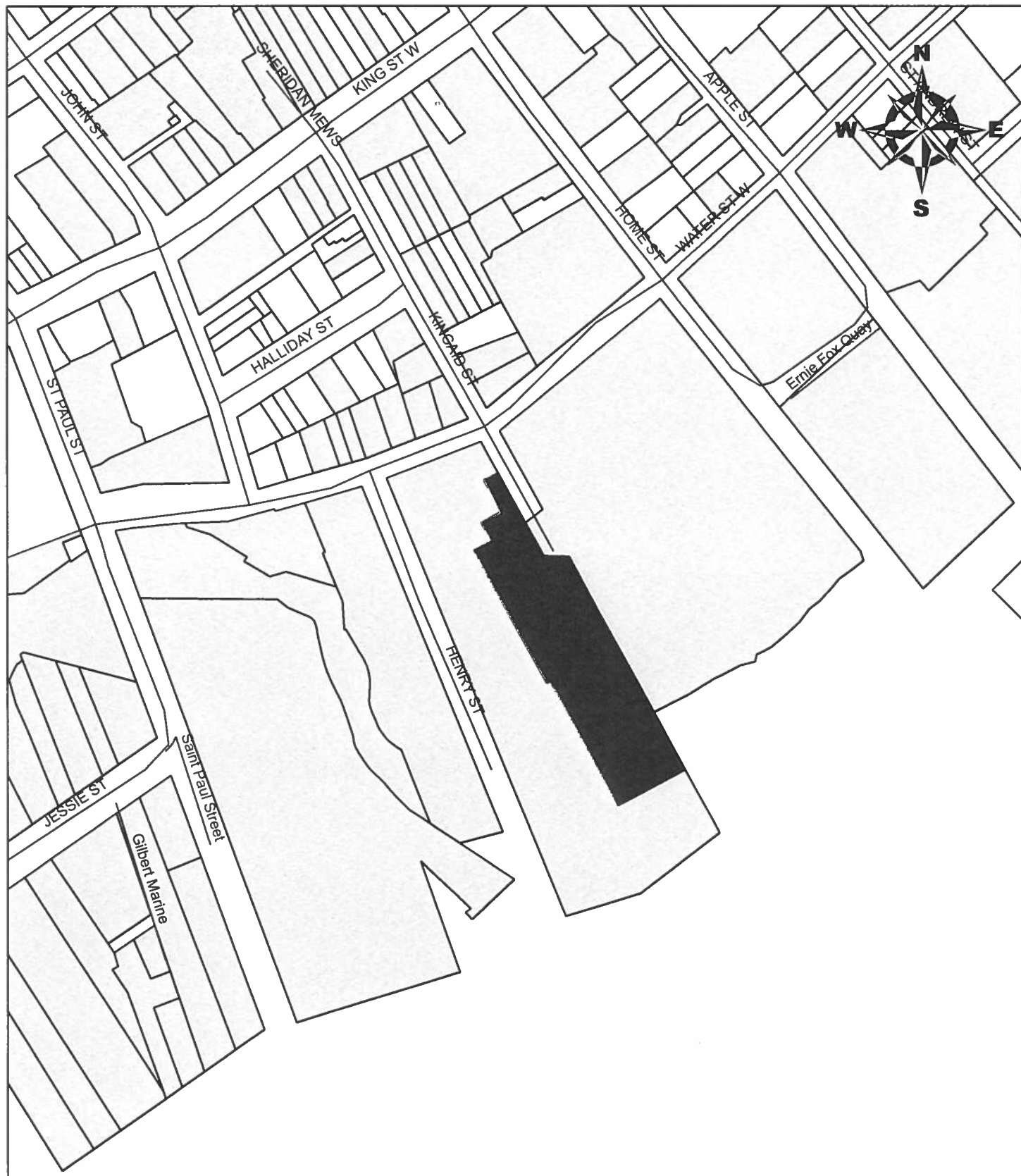


S. MacDonald
City Clerk

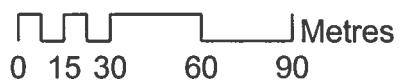


B. Casselman
City Manager

Schedule "A" to Report 2015-079-07



Information supplied by Teranet



July 7, 2015

REPORT TO FINANCE, ADMIN. & OPERATIONS COMMITTEE – July 21, 2015

**2015-075-07
CONTRACT 2015-41
MANAGEMENT AND
OPERATION OF THE
SPECIALIZED (PARA)
TRANSIT SYSTEM**

**C. J. COSGROVE, P. ENG.
DIRECTOR OF OPERATIONS
P. McMUNN C.E.T.
SUPERVISOR OF TRANSPORTATION SERVICES**

RECOMMENDED

THAT Council enter into a five (5) year agreement with Voyageur Transportation Services of London, Ontario for the Management and Operation of the Specialized (PARA) Transit System in the amount of three hundred and fifty eight thousand, five hundred and twenty dollars (\$358,520.00) per year, excluding HST, with annual CPI increases.

PURPOSE

This purpose of this report is to retain the services of a qualified, reputable contractor to manage and operate the existing Specialized (PARA) Transit system.

BACKGROUND

The current Specialized (PARA) Transit contract will expire on December 31, 2015 following a five (5) year term. The City of Brockville's Specialized (PARA) Transit system has operated under contract since 1986. Provincial legislation specifies that if a municipality is to offer a Conventional Transit system, they must offer a similar Specialized (PARA) Transit system. In 2014, the Specialized (PARA) Transit service provided 10,674 trips for local residents who suffer from cognitive or mobility impairments.

ANALYSIS/OPTIONS

Four (4) contactors picked up tender packages and three (3) contractors submitted bids. The Transportation Services Division publically opened tenders on Monday, July 6, 2015 at noon with the following results:

Voyageur Transportation Services (London).....	\$358,520.00/year
Synfast Corporation (Brockville).....	\$390,302.20/year
J.W. Ferguson Services (Bracebridge).....	\$420,862.50/year

This Contract is for a five (5) year term, commencing on January 1, 2016, terminating on December 31, 2020.

Voyageur Transportation Services have been providing Accessible/Specialized Transit services for other small to medium-sized municipalities such as London, St. Thomas, Chatham/Kent, and most recently, Woodstock for the last 20 years.

These municipalities have been contacted and have provided positive references.

POLICY IMPLICATIONS

At the discretion of Council.

FINANCIAL CONSIDERATIONS

The City currently provides three (3) City owned accessible buses for the existing contract, as there were grants available to municipalities for the purchase of buses in 2009. The buses were purchased in 2009, at a cost of \$89,382.48 plus applicable taxes per bus. Also under the current contract, the City provides the maintenance and fuel.

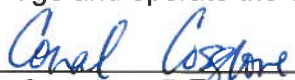
The 2015 contract price with the existing contractor is \$310,215.00 plus \$14,055.63 (expanded evening service hours) excluding HST. The 2015 budget for maintenance and fuel was estimated at \$48,589.00.

The 2015 estimated operating costs for the Specialized (PARA) Transit system is \$372,859.63.

With the acceptance of this contract, the City of Brockville will not be required to invest capital to replace the aging Specialized fleet which is scheduled to be replaced in 2016 at an estimated expense of \$270,000.00. The bidders were requested to provide the buses as the municipal grant for the purchase of buses no longer exists. This contract requires the contractor to supply the fleet, provide maintenance and fuel at the contracted price. Over the 5 year term of this contract, the City will save approximately \$330,000.00 (capital and operating).

CONCLUSION


It is recommended that Council accept the tender from Voyageur Transportation Services to manage and operate the Specialized (PARA) Transit system for the five (5) year term.




C.J. Cosgrove, P.Eng.
Director of Operations



P. McMunn C.E.T.
Supervisor of Transportation Services



D. Dick CA, CPA
Director of Corporate Services



B. Casselman
City Manager

July 9, 2015

REPORT TO FINANCE, ADMIN. & OPERATIONS COMMITTEE – JULY 21, 2015

2015-077-07

**ONTARIO MUNICIPAL CYCLING
INFRASTRUCTURE PROGRAM**

**C.J. COSGROVE, P. ENG.
DIRECTOR OF OPERATIONS**

RECOMMENDED

THAT the City of Brockville submit an Expression of Interest to the Ontario Municipal Cycling Infrastructure Program for a grant of \$325,000 towards the Brock Trail: Brockville's North-South Linkage project, with an estimated total project cost of \$950,000.

PURPOSE

The purpose of this report is to confirm the City of Brockville's priority project for the Ontario Municipal Cycling Infrastructure Program.

BACKGROUND

Ontario is taking action to implement #CycleON: Ontario's Cycling Strategy through a series of ongoing, multi-year action plans. The first, #CycleON Action Plan 1.0, identifies clear actions that Ontario government ministries and agencies began working on in 2014 to make Ontario a more cycling-friendly province. The intent is to help individuals, communities and governments reap the benefits of increased cycling.

As part of #CycleON Action Plan 1.0 the Ministry of Transportation (MTO) has established the \$10 million Ontario Municipal Cycling Infrastructure Program, to help municipalities build new and improve existing cycling infrastructure.

Under this new program, municipalities are eligible to apply for funding for up to 50% of the total eligible costs of a cycling infrastructure project to a maximum amount of \$325,000. Funding will be provided between April 1, 2016 and March 31, 2018.

The program includes a two-stage application process that involves the submission of an expression of interest (EOI) and, for municipalities shortlisted on the basis of their EOI, an application form. One EOI is permitted per municipality and MTO expects to hold a single intake. Both EOIs and applications will be evaluated in a competitive process.

The deadline for submitting an EOI is August 6, 2015.

ANALYSIS

The Ontario Municipal Cycling Infrastructure Program has been discussed collaboratively with the Brockville Cycling Advisory Committee and the Brock Trail Committee (multi-use trails are eligible projects in this program) to develop a consensus for a recommended project.

The Cycling Advisory Committee has been working on the design of a cycling network over the past year, and will be presenting the proposed network to Council for approval in the near future.

The Brock Trail as a linear park and shared-use trail forms the spine of the cycling network that will be proposed, and there are several Trail segments that are ready, or nearly ready, to move ahead with, subject to funding. These include a new section from Laurier Boulevard to Centennial Road, and the “401 corridor crossing via Parkedale/Ormond/Central” section proposed by the cycling committee and approved and adopted by the Brock Trail Committee (illustrated in Attachment #1). The “401 corridor crossing” would primarily consist of increasing the width of the sidewalks on the south side of Central Avenue (Brock Trail-Ormond), Ormond Street (Central-Parkedale), and the north side of Parkedale Avenue (Ormond-Brock Trail) to 2 metres to create a multi-use trail with a 1 metre travel width in each direction. This is intended to be an interim solution until the preferred route along the CPVIA rail corridor is available.

The common interests of the Brock Trail and Cycling Advisory Committees have been evident in the past in a joint approach to Council for longer term capital budget commitment. That effort was successful in securing a commitment that has allowed three Brock Trail projects to move ahead in 2015, providing seed funding for grant and in-kind solicitation.

The value of the common interests of the two committees cannot be understated. The vision of the Cycling Advisory Committee is, “Brockville will have a vibrant cycling culture, in which cycling is integrated into the fabric of the City’s sustainable lifestyle – in its transportation network, recreational opportunities, tourism initiatives and everyday living.” The mission statement is, “To create sustainable lifestyle advantage by helping people cycle more often, through engineering, encouragement, enforcement, education and evaluation.” It is well understood and generally accepted that the path to helping more people to choose to ride bikes more often is to provide infrastructure that provides a sense of safety and security from vehicular traffic. Doing so always results in more people venturing out on bikes for leisure and recreation, leading to greater adoption of cycling for everyday travel around town. In that respect, a Brock Trail that reaches as many neighbourhoods and key destinations around the City is key.

In the City's unsuccessful application for "Bike Friendly Community" certification in 2013, part of the feedback indicated, "Reviewers were happy to see some off-road trails in Brockville, but felt that investment in safe cycling infrastructure all over town is vital to get more residents on bikes. A cycling journey is only as safe as the least safe part of the trip, so providing a series of connected, safe routes both on and off-road are vital to making cyclists feel safe and welcome in Brockville." In the application's list of top three items the cycling committee felt were required, completion of the Brock Trail was number one.

With the foregoing in mind, the Brock Trail and Cycling Advisory Committees endorse that the "401 corridor crossing" and the Laurier Boulevard to Centennial Road sections be combined into one project (Brock Trail: Brockville's North-South Linkage) for the purposes of submitting an EOI to the Ontario Municipal Cycling Infrastructure Program at an estimated cost of \$950,000. The funding request is recommended to be the maximum amount of \$325,000. Completion of these sections would provide a continuous trail from the St. Lawrence River to the Mac Johnson Wildlife Area, which leads to the name of the proposed combined project.

POLICY IMPLICATIONS

Council endorsement of a project is a requirement of a complete application.

FINANCIAL CONSIDERATIONS

In 2014 Council endorsed a 10-year capital plan for active transportation projects (Attachment 2). For the purposes of the EOI, it is recommended that the City share consist of the Cycling allocations for 2015 to 2018 (\$60,000) as well as the Brock Trail allocations for 2016 and 2017 (\$220,000) for a total of \$280,000.

The project funding would consist of the following:

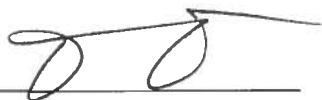
City.....	\$280,000
Ontario Municipal Cycling Infrastructure Program.....	\$325,000
Fundraising/In-Kind Services/Grants.....	<u>\$345,000</u>
	\$950,000

CONCLUSION


The Brock Trail: Brockville's North-South Linkage project should be the City's priority project for the Ontario Municipal Cycling Infrastructure Program.



C.J. Cosgrove, P. Eng.
Director of Operations

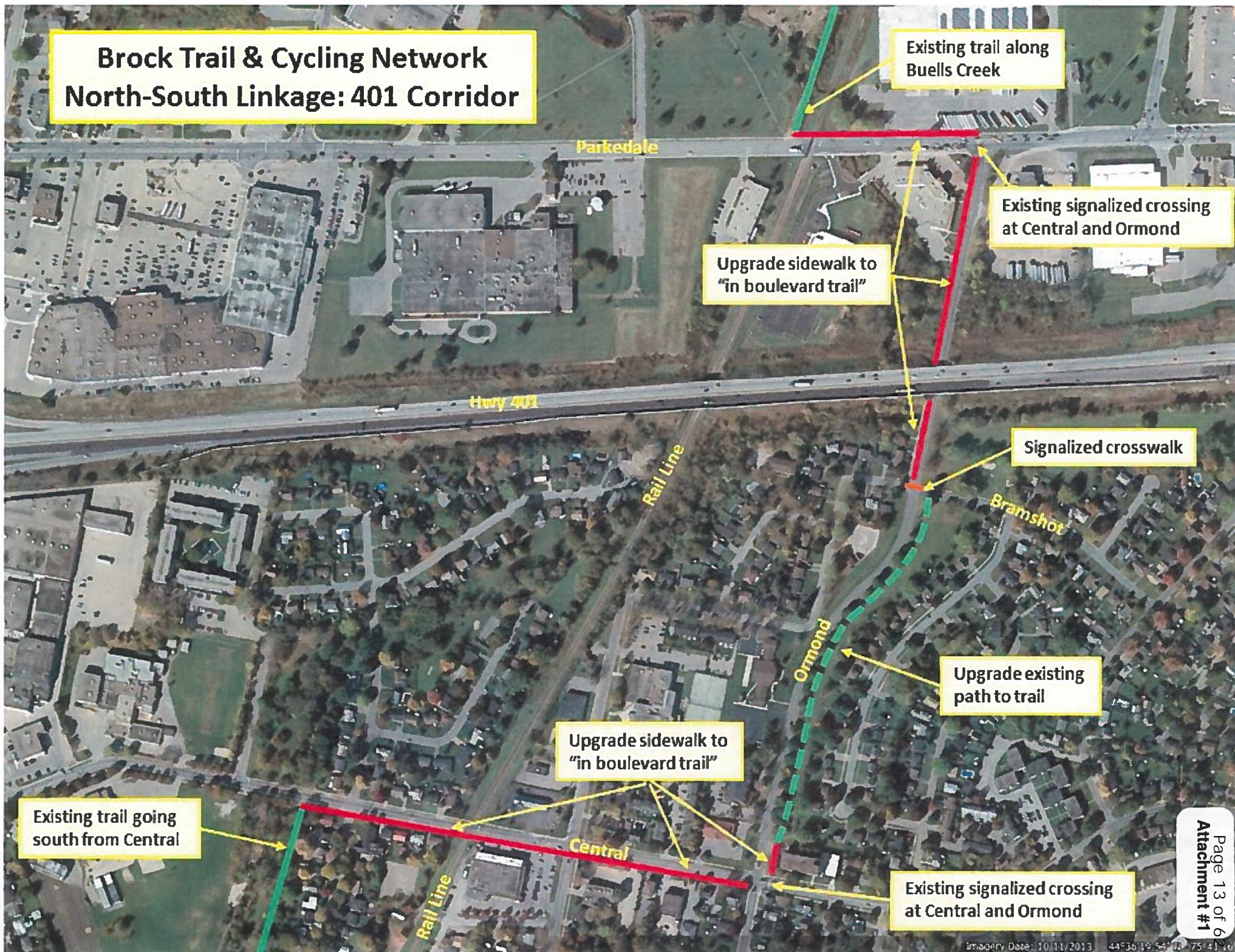


D. Dick, CPA, CA
Director of Corporate Services



B. Casselman
City Manager

Brock Trail & Cycling Network North-South Linkage: 401 Corridor



FAO - REGULAR AGENDA

The following item was defeated by the Committee but the Committee directed that the matter be put forward to the Council agenda for consideration by Council.

1. **2014-103-09
2013 Annual Financial Statements and
Auditors Report**

Moved by: Councillor Fullarton

THAT the Audited Financial Statements for the Corporation of the City of Brockville to the year-ended December 31st, 2013 be received and approved; and

THAT the Audited Financial Statements for the Board of Management, Downtown Business Improvement Area of the Corporation of the City of Brockville be received and approved; and

THAT the Audited Statements of the Corporation of the City of Brockville Trust Funds be received and approved; and

THAT the operating surplus of \$22,046 be allocated to the Fiscal Policy Reserve.

CARRIED

2. **Capital Budgeting for Active Transportation
(Brock Trail Committee & Brockville Cycling Advisory Committee)**

Moved by: Councillor Fullarton

WHEREAS during the City of Brockville's Official Plan Public meetings and Strategic Plan public meetings the Brock Trail and Active Transportation were identified by residents as strategic pieces of infrastructure and goals for the city of Brockville to encourage and invest in; and

WHEREAS the Brock Trail and cycling infrastructure encourages healthier physical activity, greater community connection, and a more attractive destination for residences and visitors; and

WHEREAS the Brock Trail Committee and the Brockville Cycling Advisory Committee have researched and planned out a long term capital investment strategy that involves extensive community involvement and leveraging of municipal funding and coincides with the city's adopted official plan and strategic plan; and

City of Brockville
Council Meeting Minutes - Tuesday, September 23, 2014

WHEREAS the Brock Trail Committee and the Brockville Cycling Advisory Committee have worked with City staff to develop the capital investment strategy in conjunction with the City's ongoing capital programs with regards to roads, parks, and infrastructure; and

WHEREAS the committees have developed a capital investment plan that is essentially the same as the current city capital plan up to the year 2017 and then adds an additional four years of planned investment;

NOWTHEREFORE Council direct the Treasurer to incorporate the proposed capital investment plan by the Brock Trail Committee and the Brockville Cycling Advisory Committee, as presented and included below, into the 10 year capital plan as council approved capital budget items.

Year	Description	City's Capital Budget		Grants and In-Kind	Project Total Cost
		Brock Trail	Cycling		
2015	Trail: Cedar St to St. Lawrence Park	54,000		106,000	160,000
	Trail: Perth St to William St	52,000		103,000	155,000
	Trail: St. Paul St to Henry St (Wayfare)	30,000		135,000	165,000
	Cycling: design audit & to be determined		15,000	15,000	30,000
	2015 totals	136,000	15,000	359,000	510,000
2016	Trail: Laurier Blvd north to Centennial Rd	100,000		200,000	300,000
	Cycling: to be determined		15,000	15,000	30,000
	2016 totals	100,000	15,000	215,000	330,000
2017	Trail: Park St to First Ave	120,000		240,000	360,000
	Cycling: to be determined		15,000	15,000	30,000
	2017 totals	120,000	15,000	255,000	390,000
2018	Trail: Hardy Park - wood promenade redeck	67,000		134,000	201,000
	Cycling: to be determined		15,000	15,000	30,000
	2018 totals	67,000	15,000	149,000	231,000
2019	Trail: Extension north from Railway Tunnel **	50,000		100,000	150,000
- 2024	Trail: 401 underpass **	60,000		120,000	180,000
	Trail: Stewart Blvd to Park St **	50,000		100,000	150,000
	Trail: Stewart Blvd to Brookview Park	100,000		200,000	300,000
	Cycling: to be determined		90,000	90,000	180,000
	2019-2024 totals	260,000	90,000	610,000	960,000
	2015 - 2024: 10 year totals	683,000	150,000	1,588,000	2,421,000

CARRIED

NEW BUSINESS - REPORT FROM MEMBERS OF COUNCIL

Nil.

July 8, 2015

REPORT TO FINANCE, ADMINISTRATION, OPERATIONS COMMITTEE – JULY 14, 2015

**2015-076-07
WATER & WASTEWATER
SYSTEMS QUARTERLY REPORT
(APR. – JUN. 2015)**

**PETER RAABE, P. ENG.
DIRECTOR OF ENVIRONMENTAL SERVICES
ED MALCOMSON
SUPERVISOR - WASTEWATER SYSTEMS
DON RICHARDS
SUPERVISOR - WATER SYSTEMS**

RECOMMENDED

THAT Report 2015-076-07 Water & Wastewater Systems Quarterly Report (Apr. – Jun. 2015) be received for information purposes.

PURPOSE

This report covers the months of April, May and June 2015. The intent of the report is to keep the Committee, Council, and the public current with performance and major operational aspects of the Water Treatment Plant, Water Distribution System, Water Pollution Control Centre (wastewater treatment system), and Wastewater Collection System, including any notable highlights, MOECC inspections and adverse conditions.

BACKGROUND

This report is submitted quarterly, and represents the second quarter of 2015.

ANALYSIS/OPTIONS

A. WATER TREATMENT PLANT AND WATER DISTRIBUTION SYSTEM

The City continues to be in compliance with the Water Treatment Plant's Municipal Drinking Water Licence and Drinking Water Works Permit, in addition to the Ontario Safe Drinking Water Act and Regulations. Please refer to Attachment #1 – Brockville Drinking Water System Performance Assessment Report to review the treatment and bacteriological sampling results.

Adverse Water Quality Incidents:

Incident Date AWQI #	Parameter	Result	Corrective Action	Corrective Action Date
AWQI 124252 June 18, 2015	TC / EC	TC (17) EC (2) Main Plant Discharge (treated water sample mistakenly taken from raw water sample tap).	Resampled treated water discharge. All notification forms and corrective actions submitted to MOH and SAC	June 20, 2015

Items of Note:**1. Main Treatment Plant**

- Main plant diesel pump #1 refurbishment completed (2015 Capital).
- Diesel engine control communications failed. ISI Controls rewired connections to main plant PLC and re-programmed diesel SCADA control.
- New pre and standby chlorinators installed and commissioned (2015 Capital).

2. Booster Stations & Parkedale Reservoir:

- Diesel engine battery charger failed and was replaced.

3. Filters:

- New filter #1 & #2 turbidity analyzers and SC200 controller installation completed (2015 Capital).

4. Overhead Tank:

- Tank exterior inspection completed for paint touch-up project (2015 Capital). Two out of three contractors bidding on project declined from submitting quotation due to the extensive paint delamination. Contractors recommending complete exterior tank sandblasting and painting to solve coating failure. Sandblasting and painting will be required within the next 5 years. Estimated budget implications – (\$1M).

5. Low Lift Pump Station:

- Diesel engine controller failed, new controller on order (2015 Capital Contingency).

6. Drinking Water Quality Management System:

- Internal audit conducted on May 6th & 7th, 2015, no corrective action items issued.
- DWQMS Management Review Meeting was held on June 17th, 2015 (see Attachment #2).

7. MOECC Inspections:

- No inspections conducted.

8. Regulatory Sampling

- All regulatory annual sampling completed.
- All regulatory weekly bacti sampling for Brockville and Elizabethtown-Kitley completed.
- All regulatory quarterly sampling for THM's Nitrate, Nitrite for Brockville and Elizabethtown-Kitley completed.

9. Trunk Water Distribution:

- Nothing to report.

10. Elizabethtown-Kitley Distribution:

- Repaired sump pump in Country Club Meter Chamber.
- Flush station installation completed (2014 Capital).

11. Local Water Distribution:Service Calls

April (total 82 service calls)

- 1 bleed valves
- 36 curb stop repairs
- 4 Fire Dispatch
- 2 general inquires
- 0 hydrant repairs
- 13 other inquiries
- 6 valve repairs
- 7 water main break inquires
- 6 water meter/inside valve leaks
- 7 water quality complaints (dirty water/low pressure)

May (total 95 service calls)

- 49 curb stop repairs
- 2 Fire Dispatch
- 4 general inquires
- 10 hydrant repairs
- 10 other inquiries
- 10 valve repairs
- 2 water main break
- 2 water meter/inside valve leaks
- 6 water quality complaints (dirty water/low pressure/no water)

June (total 68 service calls)

- 0 bleed valves
- 28 curb stop repairs
- 0 Fire Dispatch
- 2 general inquires
- 5 hydrant repairs
- 14 other inquiries
- 4 valve repairs
- 3 water main break
- 3 water meter/inside valve leaks
- 9 water quality complaints (dirty water/low pressure/no water)

Water Main Breaks:

April

- George Street – 150 mm cast iron “shear”
- Front Avenue West – 150 mm cast iron “shear”

May

- Water Street – 100 mm cast iron “shear”
- Riverview Drive – 150 mm cast iron “shear”
- Ferguson Drive – 150 mm cast iron “shear”

June

- Nothing to report

Flushing Program:

- Flushing program underway.

Service Repairs / Replacement:

- Lead service replacement – Ormond Street

Valves/ Hydrant Inspection/Leak Detection:

- Hydrant on the corner of Parkedale and Stewart Boulevard damaged by transport, new hydrant installed.
- Hydrant on Stewart Boulevard in front of The Brick replaced.
- Hydrant isolation valve repair – Brookview Crescent.
- 80 Water Street East – valve repaired.
- 119 King Street East – valve repaired.
- 159 King Street East – valve repaired.
- Hydrant inspections underway (568 out 989 completed).
- Valve inspection program and database update underway.
- Hydrant sandblasting priming and painting (King Street West, Parkedale Avenue, Stewart Boulevard)

Capital Projects WD:

- No project updates to report.

B. WASTEWATER TREATMENT PLANT AND COLLECTION SYSTEM

The plant is currently meeting or exceeding all MOECC effluent discharge requirements and the second quarter Effluent Acute Toxicity test was completed with 0% Rainbow Trout mortality and 0% Daphnia Magna mortality. MOECC Regulations regard $\leq 50\%$ mortality to be a pass.

Please refer to Attachment #3 – Brockville WPCC Sewage Plant Performance Assessment Report for all Operational Data for the quarter.

Items of Note:

1. Main Plant:

- Primary Clarifiers #1 and #2 are currently not in use (on standby)
- Secondary Clarifier #3 is currently not in use awaiting parts for repair.
- Boiler #505 is in service. Contractors are still working on programming issues.

- 2015 1st Quarter Federal Wastewater Systems Effluent Regulations (WSER) Reports submitted to Environment Canada.
- 2014 National Pollutant Release Inventory (NPRI) Report was submitted to Environment Canada.
- Annual plant flow meter calibrations were completed.
- Semi-annual gas meter calibrations were completed.
- TSSA performed an elevator inspection.
- ThyssenKrupp Elevator completed their quarterly maintenance inspection/service.
- Dewatering and Screen and Degrit odour control media replacement completed.
- Outside railings around upper parking lot and stairs completed.

2. Main Pumping Station:

- Bypasses:
 - On June 9th, 2015 there was a 1 hour and 15 minutes bypass at the Main Pumping Station due to heavy precipitation. Approximate volume of the bypass was 583 m³. MOE was notified of the event. Chlorination was established and samples taken. Pump Station flow capacity was reduced due to a failed pump drive which has now been repaired.
 - On June 12th, 2015 there was a 1 hour and 4 minutes bypass at the Main Pumping Station due to heavy precipitation. Approximate volume of the bypass was 400 m³. MOE was notified of the event. Chlorination was established and samples taken. Pump Station flow capacity was reduced due to a failed pump drive which has now been repaired.
- A new pump drive was installed on Pump 1.
- Vibration analysis to be completed on Pump 1.
- Due to the aging infrastructure some components are showing considerable wear and malfunction. Many of these components should be replaced but this is not possible due to the station in constant operation.

3. Pumping Stations:

- WPCC Staff responded to forty two (42) mechanical problems which included the following:
 - (8) Central Avenue Pumping Station high high level alarms – resulting in pumping station overhaul.
 - (7) Pump blockages.
 - (21) Mechanical controls problems.
 - (6) Riverview Pumping Station infiltration – which was a result of a water main leak. Water Systems Division made the necessary repairs.
- WPCC Staff responded to thirteen (13) communication calls. No issues to report.

- Communication failures are still occurring at West End Pumping Station and Central Avenue Pumping Station. New wireless equipment has been ordered for West End and will be implemented next quarter.
 - Central Avenue Pumping Station valves and piping were replaced due to failure.
 - West End Pumping Station Pump #2 requires rebuild.
 - Oxford Avenue Pumping Station level transmitter failed and a new one is on order.
 - Oxford Avenue, Georgina Street, Bayview Street, Riverview Avenue and Central Avenue pumping station wet wells were cleaned.
4. Power Outages:
- There were three (3) power outages. No issues to report.
5. Wastewater Collection System:
- 55 blocked sewer/camera inspections.
 - 3 sanitary sewer lateral dig-ups and repair.
 - Wastewater Main Line Cleaning Contract 2015-21 was completed.

POLICY IMPLICATIONS


No policy implications at this time.

FINANCIAL CONSIDERATIONS

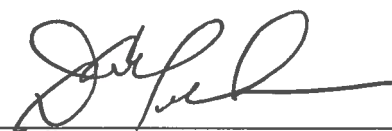
No financial considerations at this time.

CONCLUSION

It is recommended that Council receive the report for information purposes.



P. Raabe, P. Eng.
Director of Environmental Services



E. Malcomson
Supervisor – Wastewater Systems

D. Richards
Supervisor - Water Systems



per B. Casselman
City Manager

BROCKVILLE DRINKING WATER SYSTEM PERFORMANCE ASSESSMENT REPORT

Month 2015	CITY OF BROCKVILLE				ELIZABETHTOWN-KITLEY		BACTERIOLOGICAL SAMPLING		
	Total Volume Treated (ML)	Avg. Daily Flow (ML/d)	Avg. FI2 Residual (mg/L)	WDS Avg. FCR (mg/L)	Total Flow (ML)	Avg. Daily Flow (ML/d)	BROCKVILLE WDS		
							EC	TC	HPC
APR	334.54	11.15	0.30	1.52	4.18	0.14	36 36 out of 36 safe	36 36 out of 36 safe	16 16 out of 16 safe
MAY	356.96	11.51	0.34	1.47	5.99	0.19	36 36 out of 36 safe	36 36 out of 36 safe	16 16 out of 16 safe
JUN	336.89	11.23	0.45	1.49	4.82	0.16	45 45 out of 45 safe	45 45 out of 45 safe	20 20 out of 20 safe

FCR - Free Chlorine Residual
 WDS - Water Distribution System
 EC - E. coli
 TC - Total Coliform
 HPC - Heterotrophic Plate Count
 ML - Million Litres

ATTACHMENT #2



Minutes
DWQMS Management/Infrastructure Review Meeting
Brockville Drinking Water System
June 17, 2015

Present: Dave Henderson, Mayor City of Brockville
Jim Pickard, Mayor Elizabethtown-Kitley
Betty Gibson, Deputy Clerk Elizabethtown-Kitley
Bob Casselman, City of Brockville Manager
Peter Raabe, Director of Environmental Services
David Dick, Director Corporate Services
Don Richards, Supervisor Water Systems (DWQMS Rep)

Absent: Jeff Earle, City of Brockville Councillor,
Jason Barlow, Chief Operator Water Systems

Location: City Hall Boardroom

- Meeting commenced at 09:00hrs.
- D. Richards welcomed everyone to the meeting and provided a brief overview of the DWQMS meeting requirements.

Old Business:

- D. Richards reviewed the action items from the last management review meetings June 17, 2014 and December 11, 2014. All items have been addressed.

New Business:

- D. Richards presented the annual summary report (attached).
- Meeting adjourned at 11:00 hrs.

Prepared by: D. Richards, Water Systems Supervisor

NOTICE: Should there be any significant errors, inaccuracies or omissions please notify the author in writing and this will be passed along to all other meeting attendees.

#2 Drinking Water Quality Management System Brockville Water Systems Division – Operational Plan

PROCEDURE TITLE: DWQMS Management Review Meeting Attendance Form		FORM NO.: 017
		ISSUED BY: D. Richards
AUTHORIZED BY: D. Richards SIGNATURE:	REV. DATE: REVISED BY: D. Richards	ISSUE DATE: 2013-06-19

Date: June 17, 2015

[illegible]

ATTACHMENT #2

MEETING AGENDA



WATER SYSTEMS DIVISION

MEETING	DWQMS Management/Infrastructure Review Meeting Brockville Drinking Water System Elizabethtown-Kitley Water Distribution System
DATE	June 17th, 2015
LOCATION	City Hall Boardroom
TIME	9:00 a.m. to 11:00 a.m.
ATTENDEES	Dave Henderson, Mayor City of Brockville Jim Pickard, Mayor Elizabethtown-Kitley Jeff Earle, City of Brockville Councillor Bob Casselman, Manager City of Brockville Yvonne Robert, Administrator Clerk Elizabethtown-Kitley Peter Raabe, Director of Environmental Services City of Brockville David Dick, Director of Corporate Services Don Richards, Supervisor Water Systems (DWQMS Rep) Jason Barlow, Chief Operator Water Systems

AGENDA

TIME	DESCRIPTION
9:00	Overview DWQMS management review meeting requirements.
9:05	Review summary report presentation.
10:30	Open discussion.
11:00	Meeting adjourned.

from the desk of... Don. Richards, Supervisor Water Systems
 City of Brockville, 1 King Street West, P. O. Box 5000, Brockville, ON K6V 7A5
 Tel: 613-342-7919, Ext. 221, Fax: 613-345-6163, Email: drichards@brockville.com

FORM TITLE: DWQMS Management Review Meeting Action Item Template		FORM NO.: 016
		ISSUED BY: D. Richards
AUTHORIZED BY: D. Richards SIGNATURE:	REV. DATE: REVISED BY:	ISSUE DATE: 2013-05-23

Meeting Date: June 17, 2015

Operational Plan: City of Brockville & Elizabethtown-Kitley

Attendees: Dave Henderson, Mayor City of Brockville, Jim Pickard, Mayor Elizabethtown-Kitley, Bob Casselman, Manager City of Brockville, Betty Gibson, Deputy Clerk Elizabethtown-Kitley, Peter Raabe, Director of Environmental Services City of Brockville, David Dick, Director of Corporate Services, Don Richards, Supervisor Water Systems (DWQMS Rep)

#	ACTION ITEM	RESPONSIBLE INDIVIDUAL	DUE DATE	COMPLETION DATE	Comments
1	Revision of subdivision agreements to include a clause notifying the developer of the requirement of the DWWP & MDWL	P. Raabe	Oct 2015		
2	Implementation of Water Use Bylaw	P. Raabe D. Dick	Dec 2015		
3	Financial Plan revision/submission (City of Brockville & Elizabethtown-Kitley).	D. Dick Y. Robert	Dec 2015		
4	MDWL Renewal Application submission	P. Raabe D. Richards	Feb 1 2016		
5	Update risk assessment outcome to include feeder main	Risk Assessment Committee	Feb 2016		
6	Expedite planning for twinning of feeder main	R. Raabe D. Dick	On-going		



DWQMS Management / Infrastructure Review Summary Report

Brockville Drinking Water System / Elizabethtown-Kitley Distribution System

June 17th, 2015

1. Follow-up from previous management reviews

- Review DWQMS Management Review Meeting Action Item Reports (December 11, 2014).

2. Water Treatment & Distribution

- Treatment and Distribution system process overview.

3. Incidence of non-compliance

- One incident of non-compliance.
The owner did not have evidence that all required notifications to all legal owners associated with the Drinking Water System had been made during the inspection period.

Actions(s) Required:

On March 11, 2015, the City advised the Inspector that going forward, the City will notify all developers of the requirements of the DWWP and MDWL, and their responsibilities, and, for future subdivisions, revise the City's subdivision agreements to include a clause notifying a developer of the requirements of Condition 2.6 of Schedule B to DWWP# 152-201, as well, as provide them with copies of the DWWP #152-201 and MDWL # 152-101

ATTACHMENT #2

DWQMS Management/Infrastructure Review Summary Report - June 17, 2015

Page 2

4. Adverse Drinking Water Incidents

AWQI Incident Date	Parameter	Result	Corrective Action	Corrective Action Date
February 18 th , 2014 AWQI 116069	Other observations - low pressure	System isolated to conduct service repair - Low Pressure Elizabethtown-Kitley Distribution System	Repaired service connection, restored system pressure, flushed and sampled. Sample results clean, Notice of Resolution submitted to SAC & MOH	February 20 th , 2014
March 19 th , 2014 AWQI 116454	Total Coliform	TC (1)	Flushed and resampled Sample results clean, Notice of Resolution submitted to SAC & MOH	March 21, 2014
April 30, 2014 AWQI 117217	Total Coliform	TC (7)	Resampled Sample results clean, Notice of Resolution submitted to SAC & MOH	May 2, 2014
May 1, 2014 AWQI 117233	Total Coliform	TC (5)	Flushed / resampled Sample results clean, notice of resolution submitted to SAC & MOH	May 2, 2014
July 3, 2014 AWQI 118503	Fluoride	>1.50 mg/L	Flushed hydrants / sampled Sample results clean, Notice of Resolution submitted to SAC & MOH	July 3, 2014
August 27, 2014 AWQI 119850	Total Coliform	TC (1)	Flushed and re-sampled Sample results clean, Notice of Resolution submitted to SAC & MOH	August 29, 2014
December 16, 2014 AWQI 121979	Fluoride	>1.5 mg/L	Flushed and re-sampled Sample results clean, Notice of Resolution submitted to SAC & MOH	December 16, 2014

5. Deviations from critical control points

- No deviations from critical control points to report.

6. Effectiveness of risk assessment process

- Full risk assessment was completed on February 2, 2015 for Brockville and Elizabethtown-Kitley.
- Risk assessment will need updating regarding recent issue with feeder main.

- Risk assessment committee will complete another full review in January-February 2016.
- Feeder main condition assessment report (WTP to Perth Street) was reviewed in detail.

7. Results of 3rd party audit and internal auditing

- NSF External Surveillance audit conducted on February 18 & 19th 2015 – No CARs issued City of Brockville & Elizabethtown-Kitley.
- Internal audit conducted on May 6 & 7, 2015 City of Brockville Drinking Water System and Elizabethtown-Kitley Distribution System – No CARs issued, 6 opportunities for improvement identified.

8. Emergency response testing

- Water Systems Emergency Procedures (WSEP) – reviewed May 2015.
- WSEP procedure in-house training conducted with WS operations staff;
 - Feeder main emergency repair
 - Frozen services

9. Operational performance, raw water supply and treated water quality trends

- Review raw and treated water quality reports, and operational performance from June 2014 to June, 2015.
 - Low fluoride residuals treated water, upgrades to chemical feed system required.

10. Changes in resource requirements, infrastructure, process, personnel, the DWQMS or Regulations that could affect the QMS.

- No changes to report.

11. Summary of Consumer Complaint / Inquiries (May 2014 – May 2015)

• Bleed Valve	157
• Curb Stops	294
• Fire Dispatch	30
• General Inquiry	43
• Hydrants	96
• Other	162
• Valves	41
• Water Billing	3
• Water Main Break	50
• Water Meter/Inside Valve	34
• Water Quality	225
• Total Work Orders	1135

12. Resources to maintain QMS

- QMS Rep, admin support, internal audit team, operational budget for accreditation expenditures.
- Resources are required for both Brockville and Elizabethtown-Kitley DWQMS.

13. Results of Infrastructure review

- 2015 capital project update – City of Brockville Water Systems.
 - Majority of capital projects underway and within budget.
- 2015 capital project update – Elizabethtown-Kitley Distribution
 - Meter replacement program (August 2015).
 - Flush station installation completed.
- Infrastructure review was conducted; February – April – May – June, 2015
Director of ES, Water Systems and Engineering staff.
- 2016 draft capital budget review – City of Brockville Water Treatment
 - Upgrade to fluoride chemical feed system required.
- 2016 draft capital budget review – Elizabethtown-Kitley Distribution.
 - Continuation of meter replacement program.
- 30 Year Capital Plan
 - Expedite twinning of feeder main (Environmental Assessment required 150K).
 - Overhead tank painting required (1M)

14. Operational Plan Currency, content and updates

- DWQMS Brockville Operational Plan revision, Version No. 7 issued June 17, 2015 – Operational Plan endorsed by top management.
- DWQMS Elizabethtown-Kitley Distribution Operational Plan revision, Version No. 6 issued June 17, 2015 – Operational Plan endorsed by top management.

15. *Municipal Drinking Water Licence, Drinking Water Works Permit, Permit to Take Water, Financial Plan, currency and renewals***City of Brockville**

- City of Brockville Municipal Drinking Water Licence 152-101
 - Issue Date: December 16, 2013
 - Expiry Date: August 2, 2016
 - Application Renewal Date: February 1, 2016
- City of Brockville Drinking Water Works Permit 152-201
 - Issue Date: August 4, 2011
- City of Brockville Permit To Take Water 2346-9HNEF

- Issue Date: March 18, 2014
- Expiry Date: March 31, 2024
- City of Brockville Financial Plan 152-301
 - Submitted to Ministry of Municipal Affairs and Housing February 2012.
 - Expiry Date: August 2, 2016.
 - Financial Plan Resubmission Date: February 1, 2016

Township of Elizabethtown-Kitley

- Elizabethtown-Kitley Municipal Drinking Water Licence 257-101
 - Issue Date: August 26, 2011
 - Expiry Date: August 24, 2016
 - Application Renewal Date: February 23, 2016
- Elizabethtown-Kitley Drinking Water Works Permit 257-201
 - Issue Date: August 25, 2011
- Elizabethtown-Kitley Financial Plan 257-301
 - Submitted to Ministry of Municipal Affairs and Housing February 2013
 - Expiry Date: August 24, 2016.
 - Financial Plan Resubmission Date: February 23, 2016

16. Standard of Care Training

- SOC training completed for both City of Brockville and Elizabethtown-Kitley council members and staff.

17. Source Water Protection

- Source water protection plan in place April 1, 2015.
- Risk management facility inspection May 13, 2015 – Risk management plan required for waste material handling at water treatment facility.

18. Improvements

DWQMS

- Operational Plan revisions, both plan now meet the accessibility standards – City of Brockville / Elizabethtown-Kitley
- Internal auditing training – operations staff assisting with internal auditing.
- Water SysAid Help Desk – all other department utilizing system.
- Implementation of valve inspection program.
- Hiring of temporary staff to assist with workload and succession planning.
- Inventory management and control.

19. Staff Suggestions

- Move forward with the implementation of Water Use By-Law.
- City of Brockville and Elizabethtown-Kitley work together to complete financial plans before submission deadline.
- Expedite planning for second feeder main from Treatment Facility to Church Perth Street.
- Revise the City's subdivision agreements notifying developers of the DWWP and MDWL responsibilities/

ATTACHMENT #2

PROJECT ACCOUNT:	PROJECT DESCRIPTION:	2015 CAPITAL BUDGET	JAN	FEB	MAR	APR	MAY	JUNE	JULY	AUG	SEPT	OCT	NOV	DEC	2014 YTD SPENT CAPITAL	(+/-) VARIANCE
	WATER TREATMENT: BLDG. & PROPERTY MNTCE:															
9403010-9940377-3010	Security Measures & Monitoring	15,000				17,367.38									17,367.38	(2,367.38)
9403010-9940378-3010	Main Plant Window Replacement	15,000													0.00	15,000.00
9403010-9940379-3010	Heating Systems	25,000													0.00	25,000.00
9403010-9940380-3010	Phone System	10,000			4,594.19										4,594.19	5,405.81
	WATER TREATMENT PLANT:															
9403010-9940381-3010	Chlorine Weigh Scales	10,000						1,221.12							1,221.12	8,778.88
9403010-9940382-3010	Chlorine Analyzers	10,000			4,226.79										4,226.79	5,773.21
9403010-9940383-3010	Turbidity Analyzers	25,000			13,017.87										13,017.87	11,982.13
9403010-9940384-3010	WTP Diesel #1 Pump (Refurb)	17,500			5,029.99										5,029.99	12,470.01
9403010-9940385-3010	Propane Gas Distribution System	35,000			30,818.71										30,818.71	4,181.29
	LOW LIFT PUMPING STATION:															
9403010-9940387-3010	Low Lift Electric Pump & Motor #3 (Refurb)	22,500			6,488.22										6,488.22	16,011.78
	PARKDALE BOOSTER STN. & RESERVOIR:															
9403010-9940386-3010	Zone 1 Electric Pump & Motor #2 (Pump Refurb / New Motor)	32,500				13,862.00									13,862.00	18,638.00
	OVERHEAD TANK:															
9403010-9940388-3010	Water Tower Paint/Recoat - Cathodic Protection (Exterior Paint Touch Up)	30,000													0.00	30,000.00
9403010-9940389-3010	Water Tower Isolation Valve & Actuator	16,000			10,517.00										10,517.00	4,483.00
9403010-9940390-3010	Water Tower Communications (PLC)	20,000						15,912.21							15,912.21	4,087.79
	TRUNK DISTRIBUTION:															
9403010-9940391-3010	Condition Assessment	35,000													0.00	35,000.00
	OUTSTANDING CAPITAL PROJECTS:															
9403010-9940334-2010	Trunk Distribution Condition Assessment / Valves 2008-2009	16,500													0.00	16,500.00
9403010-9940365-3010	Engineering Technical Process Review	35,000													0.00	35,000.00
9403010-9940333-3010	Engineering services valve feeder main replacement	10,000													0.00	10,000.00
9403010-9940301-9431	CONTINGENCY:															
	CONTINGENCY 2015	29,950				11,128.47		5,562.20							16,690.67	12,259.33
COMPLETED PROJECTS																
AVAILABLE TO COMPLETE																
CURRENTLY IN PROGRESS		397,950													129,846.15	268,103.85
CARRYOVER TO 2015																

ATTACHMENT #2
2016 PROPOSED CAPITAL PROGRAM

PROJECT NAME:	Water Equipment/Construction	YEAR PROPOSED:	2016
LOCATION:	Brockville Water Treatment Plant, Trunk Distribution System and Booster Stations	Cost Centre: 08WTPW	
HISTORY:	LENGTH OF PROJECT: Ongoing YEAR FIRST INTRODUCED: 2001		
SCOPE:	Provides for the capital needs of the Water Treatment Plant, Trunk Distribution System and Booster Stations. Funding is provided through water revenues.		
PROJECT ID:	PROJECT DESCRIPTION:	PRJ. MGR:	BUDGET:
9403010			
	WATER TREATMENT: BLDG. & PROPERTY MNTCE:		
	WATER TREATMENT PLANT:		
	Fluoride Chemical Feed System		200,000
	Flocc Tank Inlet Valve Actuators		45,000
	Filter #1 & #2 Effluent Valve Actuators		30,000
	PARKEDALE RESERVOIR & BOOSTER STNS:		
	BOOSTER STATIONS		
	LOW LIFT STATION		
	OVERHEAD TANK		
	Water Tower Structure (Reserve Contribution)		75,000
	TRUNK WATER FEEDER MAIN		
	Twin WTP Discharge Line (Reserve Contribution)		100,000
	CONTINGENCY:		28,050
			478,050
WHY REQUIRED:	Allows for coordinated planning of the Capital Requirements required to meet the needs of the Water Treatment system through the Water Distribution Reserve. This also ensures that all costs are being captured and financed through the water rates.		
Advantages &			
Benefits			

PREPARED BY (PROJECT MANAGER):
DATE: September 3, 2014

D. RICHARDS

ATTACHMENT #3

BROCKVILLE WATER POLLUTION CONTROL CENTRE SEWAGE PLANT PERFORMANCE ASSESSMENT REPORT

MUNICIPALITY: BROCKVILLE
PROJECT: BROCKVILLE
WORKS NUMBER: 120000122

DESCRIPTION: A Secondary Treatment Facility, complete with two anaerobic digesters,
two centrifuges for sludge thickening and two RDT's for sludge co-thickening and utilizing
Alum for phosphorus removal and UV for effluent disinfection

YEAR: 2014/2015
WATER COURSE: ST. LAWRENCE RIVER
DESIGN CAPACITY: 21.800 x 1000m3/day
PEAK DESIGN CAPACITY: 62.500 X 1000m3/day

MONTH	FLOWS			BOD/CBOD			SUSPENDED SOLIDS				PHOSPHORUS				TOTAL AMMONIA NITROGEN		E. COLI (Org/100 ml) (GEOMEAN)
	TOTAL FLOW 1000M3	AVG DAY FLOW 1000M3	MAX DAY FLOW 1000M3	AVG RAW BOD (mg/L)	AVG EFF CBOD (mg/L)	TOTAL LOADING EFF CBOD (kg/day)	AVG RAW SS (mg/L)	AVG EFF SS (mg/L)	TOTAL LOADING EFF SS (kg/day)	PERCENT REMOVAL	AVG RAW PHOS. (mg/L)	AVG EFF PHOS. (mg/L)	TOTAL LOADING EFF PHOS. (kg/day)	PERCENT REMOVAL	AVG EFF TAN (mg/L)	TOTAL LOADING EFF TAN (kg/day)	
JUN 15	521.60	17.387	26.777	144.82	5.63	97.89	162.67	5.56	96.67	96.6	2.61	0.55	9.56	78.9	0.30	5.22	3
MAY 15	443.21	14.297	16.170	171.80	5.00	71.49	219.10	4.50	64.34	97.9	3.28	0.74	10.58	77.4	3.96	56.62	2
APR 15	677.88	22.596	32.470	102.83	5.56	125.63	127.50	6.78	153.20	94.7	2.13	0.40	9.04	81.2	5.27	119.08	1
MAR 15	498.60	16.084	21.327	112.17	5.22	83.96	129.42	7.11	114.36	94.5	2.49	0.53	8.52	78.7	7.51	120.79	2
FEB 15	326.34	11.655	12.678	163.27	7.67	89.39	180.50	9.86	114.92	94.5	3.39	0.64	7.46	81.1	16.00	186.48	1
JAN 15	406.07	13.099	20.349	169.40	6.88	90.12	174.60	7.50	98.24	95.7	3.23	0.58	7.60	82.0	11.90	155.88	2
DEC 14	403.60	13.019	15.580	155.00	7.63	99.33	129.69	9.56	124.46	92.6	2.92	0.68	8.85	76.7	7.52	97.90	1
NOV 14	357.31	11.910	16.604	151.83	5.63	67.05	146.58	7.89	93.97	94.6	3.14	0.72	8.58	77.1	3.18	37.87	2
OCT 14	377.36	12.173	14.480	196.50	5.89	71.70	238.17	7.78	94.71	96.7	3.82	0.68	8.28	82.2	1.15	14.00	5
SEP 14	385.18	12.839	15.151	194.00	4.22	54.18	241.67	7.11	91.29	97.1	4.52	0.74	9.50	83.6	0.29	3.72	1
AUG 14	470.63	15.182	21.340	156.00	2.86	43.42	203.73	8.00	121.46	96.1	3.43	0.59	8.96	82.8	0.37	5.62	2
JUL 14	458.39	14.787	19.802	145.73	2.89	42.73	173.18	5.00	73.94	97.1	3.02	0.67	9.91	77.8	0.34	5.03	1
AVG		14.586		155.28	5.42	78.08	177.23	7.22	103.46	95.68	3.17	0.63	8.90	79.97	4.82	67.35	2
MAX			32.470	196.50	7.67	125.63	241.67	9.86	153.20	97.95	4.52	0.74	10.58		16.00	186.48	
Objective Limit					15.00			15.00				0.80			12.0 (Nov. 1 to Apr. 30) 8.0 (May 1 to Oct. 31)		100
Compliance Limit		21.800			25.00	545.00		25.00	545.00			1.00	21.80		18.0 (Nov. 1 to Apr. 30) 16.0 (May 1 to Oct. 31)	392 (Nov. 1 to Apr. 30) 349 (May 1 to Oct. 31)	200

MONTH	TOTAL LOADINGS		
	TOTAL RAW BOD (kg/day)	TOTAL RAW SS (kg/day)	TOTAL RAW PHOS. (kg/day)
JUN 15	2,518	2,828	45
MAY 15	2,456	3,132	47
APR 15	2,324	2,881	48
MAR 15	1,804	2,082	40
FEB 15	1,903	2,104	40
JAN 15	2,219	2,287	42
DEC 14	2,018	1,688	38
NOV 14	1,808	1,746	37
OCT 14	2,392	2,899	47
SEP 14	2,491	3,103	58
AUG 14	2,368	3,093	52
JUL 14	2,155	2,561	45
AVG	2,205	2,534	45
MAX	2,518	3,132	58

COMMENTS:

**Report to Finance, Administration and Operations Committee
July 10, 2015**

**2015-078-07
Front Yard Parking Agreement
39 James Street East, Brockville**

**S. MacDonald
City Clerk**

Recommendation

THAT Council authorize the Mayor and Clerk to execute a Front Yard Parking agreement with Netta Maskell, 39 James Street East, Brockville, for the installation of a front yard parking pad, that encroaches onto the James Street East road allowance measuring 3.02 metres (9.9 ft.) in length and 3.96 metres (13.0 ft.) in width.

Origin

A request by Netta Maskel, owner of 39 James Street East, has submitted an application requesting permission to use a portion of the James Street road allowance to create a parking space in the front of the subject property measuring approximately 4.87 metres (16 ft.) in length including the 3.01 metres (9.9 ft) of the James Street road allowance.

This matter arose initially from a request for minor variance/consent that was approved by the Committee of Adjustment to permit the previous owners of 39 James Street East to use 1.37 metres (4.5 ft) of their lands as well as 1.37 metres (4.5 ft) of the neighbouring property, 41 James Street East (also a previous owner), for access to the rear lands of 39 James Street for parking.

Upon approval and creation of the reference plan, it was determined that there was insufficient space to access the rear lands. The right-of-way created on the neighbouring lands showed a distance of 1.37 metres (4.5 ft.), while the lands on 39 James Street East had only 0.8 metres (2.65 ft.) at the narrowest point, for a total of 2.17 metres (7.15 ft), not the original 2.74 metres (9.0 ft) that the Committee of Adjustment based their decision.

Analysis

An application has been received in the Clerk's Office from the property owner, Netta Maskel, for the installation of a portion of the front yard parking pad in the front yard located at 39 James Street East which would encroach on the James Street East road allowance to a maximum of 3.02

metres (9.9 ft.) as shown in Schedule "A".

Through circulation to various City Departments, comments from the Planning Department indicate that there are no concerns or objections to Council granting this encroachment. However, the Operations Department identified two areas that should be addressed in the agreement. Public Works require a 2 ft. buffer between the sidewalk and a parked vehicle for snow clearance and, that the existing entrance located 3.85 ft. on the easterly neighbour's property should be closed and a new entrance including depressed curbing should be installed to line up with the new driveway. The property owner is aware of the requirements and is willing to undertake the new driveway entrance.

Financial Consideration

As per the City of Brockville Fees and Charges By-law, there is a \$132.75 fee for processing the agreement, which would be deposited to 01-4-011032-0603.



S. MacDonald, CMO
City Clerk



B. Casselman
City Manager



D. Dick, CPA
Director of Corporate Services

Page 38 of 62



Property of _____



39 James Street East, Brockville, ON

July 21, 2015

REPORT TO FINANCE & ADMINISTRATION COMMITTEE – July 21, 2015

2015-069-06

2015 Policy for Collection of Property Tax and Water and Waste Water Charges

**D. DICK
DIRECTOR OF CORPORATE SERVICES
L. FERGUSON
MANAGER OF FINANCE
S. FABER
REVENUE SUPERVISOR/TAX COLLECTOR**

RECOMMENDED

THAT the Policy for Collection of Property Taxes and Water and Waste Water Charges be accepted.

PURPOSE

To have Council approve the Policy for Collection of Property Taxes and Water and Waste Water Charges.

BACKGROUND

It has been several years since the policies for collection of property taxes and water and waste water charges have been reviewed. There are several areas where the methods of collection can be changed to increase the effectiveness in the way the tax and water billings are collected as well as increasing the efficiencies of the revenue department.

ANALYSIS/OPTIONS:

The attached document outlines the methods of payment available and provides guidance to staff on the procedures pertaining to the collection of realty taxes, water and waste water charges. The policy's design and implementation is in accordance with governing legislation as well as our own water and waste water by-laws.

POLICY IMPLICATIONS

The policy supports the establishment of fair and equitable processes when collecting overdue taxes and water and waste water charges.

FINANCIAL CONSIDERATIONS


This policy allows for the collection of outstanding arrears on both property taxes and water and sewer billings. At present the arrears for water and waste water charges alone are in excess of \$900,000 of which approximately \$200,000 are deemed to be uncollectible. By implementing some changes in the procedures, new methods will improve billing and collection as well as provide for more effective ways to lessen arrears.

CONCLUSION

Implementing a revised policy for the collection of property taxes and water and waste water charges will not only lessen the arrears on these accounts, it will increase the effectiveness and service of the billing process and increase the City's cash flow.



S. Faber, AMCT
Revenue Supervisor/Tax Collector



L. Ferguson, CPA, CGA
Manager of Accounting



D. Dick, CPA, CA
Director of Corporate Services



B. Casselman
City Manager



BROCKVILLE
CITY OF THE 1000 ISLANDS

CITY OF BROCKVILLE

**Property Tax and Water and
Waste Water Billing
Collection Policy
July 2015**

**CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES
AND WATER AND WASTE WATER CHARGES**

TABLE OF CONTENTS

Introduction.....	2
SECTION 1: Overview of policy, procedures, and implementation	
Purpose.....	2
Legislative Authority.....	2
Definitions.....	2
Administration.....	3
SECTION 2: Tax billing and payments	
Billing; Interim and Final.....	4
Supplementary and Omitted Assessments.....	4
Important Dates.....	5
Payment Options	5
Pre-Authorized Payment Plan.....	6
Late Payment Charges.....	6
SECTION 3: Collection procedures on tax arrears	
Collection Methods.....	7
Steps Involved.....	8
Extension Agreements.....	9
Tax Sale of Land.....	9
Public Tender – Sale of Land Process	10
SECTION 4: Write-Offs	
Vesting.....	11
Minimum Balance.....	11
MPAC Adjustments.....	11
SECTION 5: Water Billing and Payments	
Billing.....	13
Payment Options.....	13
Methods and Procedures.....	14
Methods of Collection.....	14
Meter Installation.....	15
Meter Repairs and Maintenance.....	15
APPENDIX:	
1: Pre-Authorized Payment Plan Application - Taxes	
2: Pre-Authorized Payment Plan Application - Water	
3: Vacancy Rebate Form	

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Introduction

This Policy was developed to provide guidance to staff on the procedures pertaining to the collection of realty taxes and water and waste water service charges. It is designed to be implemented in accordance with the governing legislation. Should there be any incongruences between the Policy and the governing legislation, the provisions of the governing legislation will prevail.

Overview of policy, procedures, and implementation

Purpose: The guidelines contained in this policy serve as a basis for decision-making relating to tax and water and waste water charges collection procedures for all property owners within the City of Brockville. It will also support the establishment of fair and equitable processes when collecting overdue taxes and water and waste water charges by outlining a standardized approach of how such payments will be applied.

Legislative Authority: This policy is written in compliance with *The Municipal Act, S.O. 2001*, (The Act) Parts VIII, IX, X, XI and XII in particular, related Ontario Regulations made under The Act, The Planning Act, The Assessment Act and applicable Municipal by-laws, as amended.

Definitions:

"Additions to the Roll" means fees and charges imposed by the municipality, upper-tier municipality or local board, respectively, added to the tax roll to be collected in the same manner as municipal taxes. This includes the fees and charges for the supply of a public utility under Section 398(2)1 of the Municipal Act, S.O. 2001.

"Cancellation Price" means an amount equal to all the tax arrears owing, including any other fees and charges added to the tax account in respect of land together with all current real property taxes owing, interest and penalties thereon and all reasonable costs incurred by the municipality after the treasurer becomes entitled to register a tax arrears certificate.

"Extension Agreement" is a contract between the Municipality and the registered owner of the property to obtain information for collection purposes and/or collect tax arrears including, but not limited to, title search fees, corporate search fees, registered or certified mail, administrative charges, legal costs and tax sale costs.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

"Municipal Tax Sale" is the sale of land for Tax Arrears according to proceedings prescribed by the Act and Ontario Regulation 181/03.

"Property Taxes" means the total amount of taxes for municipal and school purposes levied on a property and includes other amounts added to the tax roll as may be permitted by applicable Provincial legislation, including but not limited to, outstanding fines under the Provincial Offences Act; charges pursuant to the Property Standards By-law with authority provided by The Building Code Act; and fees and charges related to false alarms, grow-operations and/or water and waste water services charges.

"Tax Arrears" means any portion of property taxes that remain unpaid after the date on which they are due.

"Third Party Cheque" is defined to be a cheque payable to another party other than the City of Brockville.

"Treasurer" is the person appointed by the Municipality who is responsible for handling all of the financial affairs of the municipality on behalf of and in the manner directed by Council.

Administration: This policy is administered by the Finance Department, where, the Treasurer is responsible to ensure outstanding Property Tax and Water and Waste Water Charge collection procedures are performed in accordance with this policy and all applicable legislation. In addition, the Treasurer, or designate, is responsible to:

- ensure this policy remains consistent with current legislation;
- ensure applicable staff are aware of and trained on this policy including any revisions;
- ensure this policy is used in a consistent and equitable manner; and
- ensure tax and water and waste water collection processes on overdue accounts are performed in accordance with this policy.

The Finance Department will provide the CAO and Council, on an annual basis or as otherwise directed, a list of properties against which Tax Arrears Certificates are eligible for or have been registered, a Tax Billing and Collection Summary, and a Tax Reduction Report (Section 357/358). Additional information should be requested from the Treasurer.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Tax Billing and Payments

Billing: A levying by-law passed by Council is required in advance of either an Interim or Final Tax billing. Issued billings are to meet all requirements of the provincially legislated standard tax bill. As required by The Municipal Act, tax billings must be post-marked and mailed no later than twenty-one (21) calendar days prior to the date of the first installment due date; however, when possible, a thirty (30) day notice will be provided. Contents of the tax bill is to be in accordance with The Municipal Act, Section 343.

- Interim Bill – based on 50% of the annualized taxes of the property for the previous calendar year. Does not include local improvement and special charges levied, however service area rates will be incorporated in this calculation.
- Final Bill – based on the phased-in assessed value for the current year as provided by the Municipal Property Assessment Corporation (MPAC), the appropriate tax rate, all local improvement charges, service area rates, and any special charges levied. Final tax billings are produced subsequent to the passing of the annual municipal budget and are based on the rates established by the by-law from budget requirements of the Municipality and the Minister of Finance in relation to education.

Supplementary and Omitted Assessments: Supplementary tax bills are issued and mailed in the same manner as the Interim and Final tax bills with the exception of a separate levying where a by-law is not required. The number of installments and due dates of the supplementary bills will be determined by the Treasurer. Penalties and interest charges will be assessed on supplementary taxes that are owing past their due date.

There are two sections of The Assessment Act that allow for taxation of rateable property not included in the annual revised assessment roll. They deal with omissions and additions to the roll.

- Omissions – Section 33 of The Assessment Act allows for the taxation of real property that has been omitted from the roll. The provision allows for taxation in the current year, plus a maximum of the two preceding years.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

- Additions – Section 34 of The Assessment Act allows for the taxation of assessment that has increased in value or has been added after the return of the last revised roll. These taxes apply to the current year only.

Important Dates: Due dates for the payment of property taxes shall be dependent, in the case of a final bill, on the final approval of the budget by Council and the subsequent passing of the levying by-law.

Notwithstanding fluctuations as a result of the budget approval or other unforeseeable delays, tax billing due dates will normally be as follows:

- Interim Bill: The last business day of February
- Final Bill: The last business day of August

Payment Options: Payments may be in the form of cash, cheques, money orders, bank drafts, pre-authorized payment plans, internet and telephone banking made payable to the City of Brockville. Taxpayers are responsible for any fees and charges that may be imposed when making payments. Payments must be made by the due date in order to avoid late payment charges.

Property taxes may be paid at most major financial institutions, at the City of Brockville revenue office (Monday to Friday, between 8:00am - 4:00pm), after hours in the City Hall drop box (cheques only) or via mail to:

City of Brockville
1 King Street West
PO Box 5000
Brockville, Ontario K6V 7A5

Cheques which are post-dated will be accepted and held by the Finance Department until the date indicated on the cheque. If the payer should request that the post-dated cheque not be processed, the Municipality should be contacted at least three (3) business days prior to the date indicated on the cheque. If proper advance notice is not received, staff will attempt to retrieve the payment before processing. In the circumstance of a failed attempt to retrieve the cheque before processing, the payer will be encouraged to issue a stop payment on their cheque, however, applicable return cheque fees will apply.

A cheque made payable to the property owner and the City of Brockville is not considered to be a third party cheque and is accepted as payment.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Refunds will not be issued for cheques received in excess of the amount due. The property owner must provide the Municipality with a written letter requesting a refund accompanied by the owner's signature and forwarding mailing address.

Pre-authorized Payment Plans: Taxpayers whose property tax account is not in arrears may pay current taxes through 12 monthly pre-authorized electronic payments from January through December, or through a pre-authorized electronic payment on the due date. Properties enrolled in the pre-authorized payment plan are subject to a service fees in accordance with the municipality's Fees and Charges By-Law. Pre-authorized monthly payments are not subject to any late payment charges for the non-payment of taxes on the due dates. Go to Appendix 1 for the Pre-authorized Payment (PAP) Plan Enrollment Form.

To participate in any of these options, applicants must submit a PAP Plan application in writing on the Municipality's prescribed form. Deadline is mid-June to begin in July of the current year and mid-November for January of the following year. To terminate or make any alterations to the pre-authorized payment plan, participants must provide a written request to the Municipality thirty (30) business days prior to the payment withdrawal date.

If two (2) pre-authorized payments within any twelve (12) month period are returned by the bank on a taxpayers account, enrollment in the pre-authorized payment plan will be terminated. A returned item fee will be applied to the tax account if a payment is returned by the bank.

Late Payment Charges: The purpose of a late payment charge is to persuade ratepayers to pay on time. The rate at which penalty and interest is charged is set by by-law and The Municipal Act, Section 345. This rate may be reviewed by the Municipality each year, but cannot exceed the maximum percentage stated in The Municipal Act.

Other Payment Options:

Ratepayers have the additional option to arrange a payment schedule through their financial institution, by post-dated cheques or through a pre-authorized payment plan for those tax accounts in arrears.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Collection Methods and Procedures on Tax and Water Arrears

General:

Taxes:

Some methods available to collect taxes consist of the following:

1. Computerized reminder notices will allow ratepayer to follow up on inconsistencies (ie. Late payment, forgotten payment, payment that has gone astray in the postal system).
2. Form and personalized letters outlining payment schedules.
3. Telephone follow-up
4. Legal action as appropriate and warranted.

Collection Methods: As outlined in The Municipal Act, Section 349 – taxes are a special lien on the land in priority to every claim, privilege, lien or encumbrance of every person except the Crown, and the lien and its priority are not lost or impaired by any neglect, omission or error of the municipality or its agents or through taking no action to register a tax arrears certificate.

Four basic methods set out by legislation that a Municipality may use to collect any unpaid taxes.

- **Bailiff Action:** Section 349 of The Municipal Act, provides that taxes may be recovered with costs as a debt due to the municipality from the taxpayer originally assessed for them and from any subsequent owner of the assessed land or any part of it.
- **Collection Agency:** Section 304 of The Municipal Act provides that if a municipality uses a registered collection agency in good standing under The Collection Agencies Act to recover a debt, including taxes, payable to the Municipality, the collection agency may recover its costs as long as the costs do not exceed the amount approved by the municipality.
- **Rent Attornment:** Under Sections 350 of The Municipal Act, where taxes are owed in respect of any land occupied by a tenant, the Municipality may seize the rents of an income producing rental property upon giving proper notice. It is a severe action and should only be initiated after adequate notice.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

- **Tax Registration/Tax Sale:** Property taxes (including any part thereof) that are in arrears for three (3) years or more are eligible for tax registration under Part XI of The Municipal Act. The property owner or interested party has one year from the date of registration in which to redeem the property for all taxes, interest and penalty outstanding plus associated legal and/or administrative costs. Registration is a last resort and should be avoided if possible by encouraging the ratepayer to either make full payment or a mutually agreed upon payment plan. It is imperative that the schedule for registration be adhered to. Letters and correspondence should encourage payment. Further information regarding tax sales is provided within this policy.

Steps Involved: Any notices sent by ordinary mail are considered delivered to and received by the addressee unless an error in the mailing address is proven. Failure to notify the municipality of an address change in writing does not constitute an error.

Section 347 of The Municipal Act describes the priority of tax accounts for collection being that any payment shall first be applied against late payment charges owing, then be applied against the taxes owing, according to the length of time owing. (Charges and/or taxes imposed earlier will be discharged before any charges and/or taxes imposed later.)

1. **Reminder Notices:** A minimum of three notices shall be mailed no later than the 15th day of the month following the due date; March and September. A final reminder shall be mailed annually in December prior to year-end. Reminder notices for twenty-five dollars (\$25) or less are not processed.
2. **Tax Arrear Letters:** If no reply is received from any of the above reminder notices, a series of standardized letters are sent out for one, two and three year tax arrears. Ratepayers are encouraged to contact the Municipality to discuss sufficient payment arrangements.
3. **Collection:** If no reply is received and/or sufficient payment arrangements have not been made, additional collection efforts may be used at the discretion of the Treasurer. If the Municipality has been unable to secure payment of the tax arrears or a firm, suitable repayment plan, the Municipality may commence Municipal Tax Sale proceedings by registering a Tax Arrears Certificate against the property.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES
AND WATER AND WASTE WATER CHARGES

Extension Agreements: An extension agreement must be requested by the property owner, their spouse, the mortgage holder or their legal agent, prior to the one year period of the registration of the Tax Arrears Certificate. If no agreement is reached as to the terms and/or the agreement is denied by Council, the sale proceeds by returning to the point where the stop in the tax sale process was at immediately prior to the extension agreement being requested.

A Bylaw must be passed by Council authorizing that an extension agreement may be entered into with the property owner(s) prior to the expiration of the one year period from the date of registering the Tax Arrears Certificate. When an extension agreement is entered into, a copy shall be placed in the Municipal property files and the sale process is suspended or placed on hold until all the terms of the agreement have been fulfilled.

If there is a breach of the agreement, the tax sale process recommences by returning to that step in the tax sale procedure immediately prior to the extension agreement being entered into. When the terms of the agreement have been fulfilled, the Treasurer shall register a Cancellation Certificate on the land title thus signifying that the tax sale has been averted, and the process stops.

Tax Sale of Land: At least once per calendar year, the Municipality shall review its Property Tax Aged Trial Balance for property owners whose taxes are at or approaching three years in arrears. If acceptable payment arrangements are not negotiated, then all properties with any part of three (3) or more years in arrears shall be subject to the Municipal Tax Sale Process. Once a property is registered and tax sale proceedings have begun, payment in full is required. Otherwise, an extension agreement must be signed. The City solicitor, Treasurer, or a contracted tax registration firm may be used to process the required statutory notices / declarations once a property is registered.

Before the expiry of the one-year period, any person may have the tax arrears certificate cancelled by paying to the municipality the cancellation price as of the date the payment is tendered and, after the expiry of the one-year period, a public sale shall be conducted by the treasurer.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Public Tender – Sale of Land Process: The Municipal Act provides that the property may be sold by sealed tender, or public auction. The Municipality's preference is by sealed tender. Land is advertised for sale in the Ontario Gazette and once a week for four weeks in a local newspaper. Tenders are opened in an open forum, recorded as received, and then reviewed to ensure completeness of the tenders submitted. (Note: Council may make a bid or tender on a property, by resolution, but they must have a public purpose for the property.) The highest tender or two highest tenders, if more than one is received, is retained. The minimum acceptable bid is the cancellation price. Notice is sent to the highest bidder requesting payment of the balance of the amount tendered, applicable land transfer tax, and accumulated taxes to date. All tax sale costs are added to the Collector's Roll balance.

Payment must be received from the highest bidder within 14 days from the date of the notices of highest bidder being mailed by the Treasurer. Upon receipt, the Treasurer shall issue a receipt and declare the highest bidder to be the successful purchaser. If no payment is received within 14 calendar days of the mailing of the notice, the deposit is forfeited. A notice is then sent to the second highest bidder and the process repeats.

The proceeds of a sale under Section 379 of The Municipal Act shall,

- (a) Firstly, be applied to pay the cancellation price;
- (b) Secondly, be paid to all persons, other than the owner, having an interest in the land according to their priority at law; and
- (c) Thirdly, be paid to the person who immediately before the registration of the tax deed was the owner of the land.

If no claims have been brought forward by either the owner, or persons having interest in the land within a one (1) year period, the Municipality has the opportunity to claim any excess proceeds of sale held by the courts.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Write-Offs

Vesting: Where there is no successful purchaser, a Notice of Vesting may be issued and the Treasurer shall register a declaration to that effect at the local land registry office. Council has two (2) years to decide whether to vest a property. The Municipal Act allows for inspection of the property including an environmental assessment.

Council may re-advertise for another tender or auction within two (2) years without writing off the tax arrears. If Council decides not to vest, Council may choose to write off the taxes and issue a tax cancellation certificate. Each year the Tax Collector may prepare a list of such properties for annual write-off thereafter. Council may also decide to write off all or part of the taxes with the purpose of re-registration of the tax arrears and repeating the tax sale process from the beginning.

If Council decides to vest the property, the tax arrears will be written off and the property may be declared surplus and advertised for sale.

Minimum Balance: In some circumstances there remains a balance owing on a taxpayers account after a payment is received, which is often a result of interest being added to the account after a payment amount was agreed upon and mailed in. When the remaining amount is small enough that the additional cost of collection would not be deemed worthwhile, it may be expedient to write off the amount. The City authorizes the Treasurer to approve such write-offs for outstanding amount less than five dollars (\$5.00).

MPAC Adjustments:

- **Vacancy Rebates:** A property owner may be eligible for a vacancy rebate on their commercial or industrial taxes if the building has not been used for any purposes for a minimum of ninety (90) days. See Appendix 2 of this policy for the Vacancy Rebate Form or go online at: www.brockville.com.
- **Request for Reconsideration:** A property owner may be eligible to have their property reassessed if they feel that there are discrepancies in the original assessment. Forms can be obtained online at: http://www.mpac.ca/property_owners/forms.asp.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES
AND WATER AND WASTE WATER CHARGES

- Section 357/358/359 Application: A property owner may be eligible to have their property taxes adjusted by MPAC if any one or more reasons apply under Section 357, 358 and 359 of The Municipal Act. The current owner may revert up to three years back if applicable. Applications can be obtained from the Municipal office or website.
- Direction of School Board Support: If a change is required, the property owner or tenant will be asked to complete an Application for Direction of School Support form. The form can be obtained from the local school board office or MPAC. As required by section 16(3) of The Assessment Act, changes to school support designation must be made in writing.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Collection of Water/Waste Water Charges

Billing:

Depending on the billing cycle, water billings are sent out quarterly with the exception of large commercial and industrial bills which are sent monthly.

Payment Options:

Payments may be in the form of cash, cheques, money orders, bank drafts, pre-authorized payment plans, internet and telephone banking made payable to the City of Brockville. Ratepayers are responsible for any fees and charges that may be imposed when making payments. Payments must be made by the due date in order to avoid late payment charges.

Water bills may be paid at most major financial institutions, at the City of Brockville revenue office (Monday to Friday, between 8:00am - 4:00pm), after hours in the City Hall drop box (cheques only) or via mail to:

City of Brockville
1 King Street West
PO Box 5000
Brockville, Ontario K6V 7A5

Cheques which are post-dated will be accepted and held by the Finance Department until the date indicated on the cheque. If the payer should request that the post-dated cheque not be processed, the Municipality should be contacted at least three (3) business days prior to the date indicated on the cheque. If proper advance notice is not received, staff will attempt to retrieve the payment before processing. In the circumstance of a failed attempt to retrieve the cheque before processing, the payer will be encouraged to issue a stop payment on their cheque, however, applicable return cheque fees will apply.

Refunds will not be issued for cheques received in excess of the amount due. The property owner must provide the Municipality with a written letter requesting a refund accompanied by the owner's signature and forwarding mailing address.

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

Methods and Procedures:

1. All residential water billings will be set up in the name of the property owner.
2. Customers who are presently tenants will continue to be billed in the same manner until all accounts are transferred to the property owners' name as the current tenants vacate the property.
3. Commercial and Industrial tenants who are billed monthly will be required to pay a security deposit amount which is based upon historical consumption. The range will be between \$150.00 and \$1000.00. Where the premises is new, the deposit amount will be a flat rate of \$1000.00.
4. Interest will be paid on the deposit. The rate will be equal to the rate charged for interest and penalty on overdue tax accounts.
5. Any deposit on file for an account in arrears will be applied to that account. Any remaining outstanding water arrears will be transferred to the property tax account.

Methods of Collection:

Some methods available to collect water/waste water services charges consist of the following:

1. A 5% penalty will be added to the water account after the due date (a one-time only charge).
2. A form letter will be mailed the following month to the property owner or occupant advising the water bill is unpaid. If the fees and charges are not paid by the owner or occupant for any reason, the City may transfer the unpaid fees and charges to the property tax account in accordance with the provisions of the Municipal Act, 2001 and in the City of Brockville's current Water and Waste Water Rate By-laws.
3. Prior to transferring unpaid fees and charges to the property tax account, the City shall:
 - a. Transfer the deposit to the billing
 - b. Issue a reminder notice at least 14 days following the due date.
 - c. Issue a final notice at least 14 days from the issuance of the reminder notices
 - d. If the property is tenanted, a copy of the Final Notice will also be sent to the owner.
4. The water bill will be transferred to the property owner. .
5. Upon reasonable notice to the owner, the City may at any time and for any reason, discontinue billing the occupant, bill the owner directly for

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES AND WATER AND WASTE WATER CHARGES

the water and wastewater charges of the occupant or add the amounts to the property tax account.

6. The City reserves the right to shut off the supply of water to any premise that has unpaid fees and charges. The City shall restore the supply of water upon payment to the City of such overdue amounts plus any applicable service charges, penalties and interest.

All water and waste water service rate charges that are not paid within 90 days of the "due date" will be transferred the collector's roll and treated "as taxes". All remedies for tax collection will be taken.

Meter Installation:

The City shall be responsible to supply and install all meters as established by City standards. Any excess meters or an increase to the size of the meter becomes the responsibility of the owner. These meters shall remain the property of the City.

Unauthorized Interference with Meter:

Should any person change, tamper with or otherwise interfere, in any way whatsoever, with any meter placed in any building or property, the City upon providing reasonable notice, will shut off the water to such building or property, and the water shall not be turned on to such building or property without the express consent of the City and the rate for turning water on and off as specified in the Fees By-law shall be applied to the account.

Any unauthorized interference with the meter could result in legal action.

Meter Repairs and Maintenance

- a) If requests by the City to the owner or occupant to provide access to the meters for any reason receive no response, the water may be turned off until such time as the owner/occupant makes suitable arrangements to have the meter inspected, repaired or installed.
- b) If a water meter is damaged by carelessness or neglect of the owner or occupant of the property on which the meter is installed, the owner of the property shall pay the City the cost of making the necessary repairs to the meter.
- c) If a meter cannot be safely repaired, it will be removed for the purpose of testing, replacing, or repairing and the owner or occupant may be required to make repairs deemed necessary to facilitate the removal or testing of the meter at their expense. The City shall not be

CITY OF BROCKVILLE: POLICY FOR COLLECTION OF PROPERTY TAXES
AND WATER AND WASTE WATER CHARGES

responsible for any damages to the owner's property arising from such repair work.

- d) If the owner does not comply with the request within thirty (30) to make any repairs required, the water supply to the property will be turned off at the curb stop valve during removal, replacement, repair and testing of the meter and the owner shall pay the rate for turning the water off and on.

THE CORPORATION OF THE CITY OF BROCKVILLE
ELECTRONIC PRE-AUTHORIZED MONTHLY PAYMENTS FOR TAXES

~~~~~  
With our pre-authorized debit option your payment is made automatically the first day of each month and credited toward your taxes. You make **12 MONTHLY PAYMENTS BEGINNING JANUARY 1; THE 12TH INSTALLMENT, DECEMBER 1**, will complete your payment for the balance of the tax year.  
~~~~~

HOW CAN YOU JOIN?

Complete and sign the enrolment / authorization form below.

Attach your personal unsigned blank cheque, marked **VOID**.

Mail or deliver this form and voided cheque to:

The Corporation of the City of Brockville,
P.O. Box 5000, 1 King Street West
Brockville, Ontario K6V 7A5
Attention: Revenue Office **or**
Applications and voided cheques may also be faxed to (613) 342-2261 **or**
Emailed to taxation@brockville.com **or** dscott@brockville.com

Note: Ratepayers who have already registered in the plan are not required to complete and submit another application.

👉.....cut here, and return bottom portion to Revenue Office.....

PRE-AUTHORIZED PAYMENT AUTHORIZATION

Roll # _____

Prop Location _____

Name _____

Mailing Address _____

Postal Code _____ Home Phone _____ Business Phone _____

Bank _____ Bank Account # _____

(voided cheque is attached).

I agree that a pre-authorized debit in the amount of \$_____ on my account monthly beginning January 1, (_____). This amount may be increased / decreased at a future date. I acknowledge that I have read and understood all the provisions in the terms and conditions of the pre-authorized payment application; and that I have received a copy.

signature

signature

date

I (we) authorize the payee (The Corporation of the City of Brockville) to debit my (our) account as indicated on the attached void cheque under the terms and conditions agreed to by me (us) with the payee until such time as a written notice to the contrary is given. I (we) agree that delivery of this authorization to the Payee constitutes delivery by me (us) to the Financial Institution. I (we) will notify the Payee in writing of any changes in the account information or termination of this authorization 30 days prior to the next due date of the pre-authorized debit.

REGULATIONS

1. Taxpayers must not have arrears on their account in order to join the plan.
2. A taxpayer will pay the taxes in accordance with the instalments as established. Failure to remit the required payment will result in the imposition of interest payable at the prevailing rate for each month or fraction thereof.
3. Taxpayers who do not have sufficient funds to cover a payment will be levied the charge for a returned payment.
4. Taxpayers who have two instances of insufficient funds will be taken off the payment plan.
5. Taxes will be due and payable on the due dates as established by Brockville City Council from time to time. Failure to remit the required payment will result in the imposition of interest payable at the prevailing rate for each month or fraction thereof.
6. Supplementary billings will not be included in the payment plan and will be billed separately.
7. An annual fee will be charged to all participants on the final tax due date of \$5.25 (subject to change)

I (we) warrant that all persons whose signature(s) are requested to sign on this account have signed this agreement.

The Corporation of the City of Brockville may, at its sole option, cancel or suspend the right to pay the tax account by this payment method on ten days notice.

An arrears plan is available. Special arrangements can be made once the ratepayer has the approval of the Tax Collector. Interest at the prevailing rate will be charged on all arrears the first day of each month.

**THE CORPORATION OF THE CITY OF BROCKVILLE
ELECTRONIC PRE-AUTHORIZED PAYMENTS
FOR WATER**

With our pre-authorized debit option your payment is made automatically on the **DUE DATE**. Water bills are issued four times a year. The due date is 21 days after the bill is issued.

HOW CAN YOU JOIN?

Complete and sign the enrollment/authorization form below.

Attach your personal unsigned blank cheque, marked **VOID**.

Mail or deliver this form and voided cheque to:

The Corporation of the City of Brockville,
P.O. Box 5000,
1 King Street West,
Brockville, Ontario K6V 7A5

Attention: Revenue Office - Water Services

✂cut here, and return bottom portion to Revenue Office.....

PRE-AUTHORIZED PAYMENT AUTHORIZATION

Name _____

Water Account # _____

Mailing Address _____

Postal Code _____ Home Phone _____ Business Phone _____

Bank _____ Bank Account # _____

(attach voided cheque).

I agree that a pre-authorized debit in the full amount of the invoice will be withdrawn from my account on the due date. I acknowledge that I have read and understood all the provisions in the terms and conditions of the pre-authorized payment enrollment and that I have received a copy.

signature

date

for revenue office use only

Paid current bill Y___ N___

Setup date _____

VACANCY APPLICATION
 Contact: S Faber
 PH: 613-342-8772
 Ext 428
 FAX: 613-342-2261

VACANCY REBATE APPLICATION: Property Tax Rebate for Commercial and Industrial Buildings

APP #

Tax Acct #

Assessed Address

Roll Number
 08 02

Assessed Owner

Mailing Address Including Postal Code

Phone Number

Description of vacant Portion of Property

Size of Vacant Area in Square Feet

Effective Date _____ TO _____

Applicant's Signature

Date Of Application

Assessment Report

Original RTC/RTQ	Original Current Value	Revised RTC/RTQ	Value of Vacant Area

Date of Site Visit

MPAC Signature

Revenue Signature

Date

Date

Comments:

EMAIL:
 taxation@brockville.com

A person who knowingly makes a false or deceptive statement in an application for rebate is liable, upon conviction, to a fine of double the amount of the rebate that the person sought to obtain through their false or deceptive statement.