

## UTILITY REPORT

### GENERAL

- Utility invoices were in the mail by Friday November 9, 2012 which means we have met our schedule of having the invoices out within a month of the readings being completed.
- Our next invoice is due to be out the week of February 8 2013. This invoice will include the increase in the residential flat fee from \$78.03 to \$80.16. Consumption rates will increase on the following invoice.
- All townhouses have been transferred over and are receiving regular invoices.
- We have sent out a notice saying unpaid utility invoices, as of December 31, 2012 will be transferred to taxes.
- Our Utility Clerk is moving to Purchasing on January 2, 2013 and the new Clerk is Sandee Prokopchuk

### CONTINUOUS LEAKS

For the quarter ending September 30, 2012 we continue to see a drop in the amount of properties on the continuous leak list. Currently we are down to 321 properties from 480 in our first quarter in 2011. There will be a few properties that will always be on the continuous leak listing. Those properties are the ones who have coolers, ice machines or air conditioners which run on water.

The 321 properties are broken down as follows:

Total Properties	Days showing leak
273	More than 35 days
31	Between 22-34 days
6	Between 15-21 days
5	Between 8-14 days
2	Between 3-7 days
4	Between 1-2 days

There has been a reduction in the amount of continuous leaks

March 31/11	480
June 30/11	411
September 30/11	394
December 31/11	388
March 31/12	362
June 30/2012	340
September 30/12	321

## **WATER CONSUMPTION**

- A meeting was held on Friday with Ed Sharpe of CH2MHILL regarding the 2013 budget and the Governance of the Utility Department. Based on the actual consumption numbers and revenue we are receiving we will need to adjust the expenses for the 2013 budget.
- Vale has provided us with their numbers, they have been attached separately

## **ISSUES**

Although the amount of issues has been dropping we continue to work with individuals who feel their invoices are too high. Data Logging has proven to be an excellent tool in identifying the issues.

We did have an issue with the invoicing of the larger meters and we are working to correct the issue. There are only 7 of the meters in question and two are City of Thompson meters. The issue only surfaced recently as the meters were installed at a later date, due to their size and installation complexity. We are now receiving full readings which can be compared to previous.