



**Subject:** *COVID-19 - Water Payments*  
**To:** Council  
**Date Prepared:** May 21, 2021  
**Related Motions:**  
**Prepared by:** Sue Surrette, CPA, CGA, Director of Finance  
**Approved by:** Kim Ramsay, CPA, CMA, Chief Administrative Officer

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### Summary

Staff have prepared this report in regards to the COVID-19 pandemic seeking approval to offer relief to our water customers by not issuing water disconnections notices or performing water disconnections for unpaid water accounts during the current Provincial lockdown that began April 29<sup>th</sup>, 2021 and is expected to continue until at least mid-June 2021.

Water Disconnection Notices were to be mailed out the week of May 24<sup>th</sup> and water disconnections due to non-payment were scheduled for June 2<sup>nd</sup> and June 3<sup>rd</sup>, 2021. The next Water Disconnection Notices for the 1<sup>st</sup> Quarter 2021 water bills are scheduled for late August 2021 and water disconnections due to non-payment the first week of September 2021.

### Financial Impact Statement

With the delay of payments there is a moderate financial risk due to potential increased accounts receivable bad debts and account write-offs. The financial impact at this time is unknown.

### Recommendation

To authorize staff not to issue water disconnection notices or conduct water disconnections due to non-payment on accounts during the current COVID-19 Pandemic Provincial Lockdown that began April 27<sup>th</sup>, 2021.

### Recommended Motion

*Move that Council, in response to the COVID-19 Pandemic, authorize no water disconnections notices be issued or water disconnections take place on unpaid water accounts during the current Provincial lockdown that began April 27<sup>th</sup>, 2021.*

