



TOWN OF HINTON

Administrative Report

DIRECTION REQUEST REQUEST FOR DECISION INFORMATION ITEM

DATE Committee of the Whole Meeting of July 23, 2024
PRESENTED BY: Trent McLaughlin, Director of Development and Infrastructure Services
SUBMITTED BY: Jordan Panasiuk, Chief Administrative Officer
RE: **FREQUENCY OF UTILITY BILLING**

Recommended Action

That Committee reach consensus for the Administration to draft updated Utilities Bylaws with monthly billing, including an additional fee of \$2.00 per month for paper bills.

Background

Currently, the Town of Hinton bills its utilities bimonthly, with all bills sent out in one month and none the next. This was originally set up to split the administrative work, as the Hill area was billed for one month, and the Valley area was billed for the next month.

Analysis

As the utility rates will be increasing, it is believed that by switching to monthly billing, it may be financially easier for people to switch to monthly billing. If Council does decide to proceed with moving towards residential water meters, monthly billing will allow residents to see their water usage and cost more often so that they can change their usage or fix a leak before the bill becomes larger.

Administration will have to adjust to the extra administrative work of doubling the frequency of preparing and mailing the bills. Council could also consider charging an additional fee for paper billing to try to move more people to email billing, which is less administrative and less expensive. The current postage cost to send out paper utility bills is \$0.98.

Implications of Decision

Financial Implications	N/A
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Level of Service Implications

- N/A

Communications/Public Engagement Implications

- Create a web page on the Town of Hinton website,
- Media releases and social media posts
- Develop and maintain a FAQ through the engagement process
- Engage in a public survey
- One Open House
- Completing a “What we heard Document” before first reading of new Utility Bylaws.

Risk/Liability Implications

- If changes are necessary to meet the Town's contractual obligations and to ensure long-term water and sewer services to the Town.

Legislative Implications

N/A

Options / Alternatives

1. That the Committee reach consensus for Administration to draft updated Utilities Bylaws with monthly billing, including an additional fee of \$2.00 per month for paper bills.
2. That Committee reach consensus for Administration to draft updated Utilities Bylaws with monthly billing.
3. That Committee reach consensus for Administration to draft updated Utilities Bylaws with billing to remain bimonthly.

Attachment(s)

None.