



## EXTRA AGENDA

Regular Meeting of the Council of the Village of Chase held in the Council Chamber at the Village Office at 826 Okanagan Avenue on Tuesday, June 11, 2024 at 4:00 p.m.

### 9. NEW BUSINESS

9.5 Letter from Bill McKenzie regarding water meters and billing Pages 156-159

Recommendation:

**“THAT the letter from Bill McKenzie regarding various queries about water meters be referred to Administration for a response.”**

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Village of Chase

MAY 24 2024

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May 23, 2024

To the Mayor, Council, and  
Administration

I have a few concerns that I was hoping they could be looked into.

The first concern is our water suppression system. There are two fire hydrants at the Chase Cemetery, and no hydrants anywhere else. While construction is ongoing, are there any plans to increase the number of fire hydrants along the hillside, by the highway. If there is another wildfire, wouldn't it be better to be better equipped?

Regarding fire hydrants in Chase, is there a way that ~~that~~ fire hydrants can be connected to the V.L.A. waterline?

Another concern I have is water meters. Why does the Village rely so much on the money collected from water meters? The amount that is actually collected is inconsistent, compared to relying on the Basic Water and Sewer ~~rates~~



for the 'lien's share' your money raised.

Chase's average household size is 2 people, 30% is one person, 45% are 2 person, the rest are 3 or more person households. Of the 75% of households, almost all of them are 65 years of age or older.

So for, January, February and March, 75% of the households of Chase, used 30 cubic meters of water or less and were charged 60 cubic meters of water. This works out to an average overcharge of \$55 per household. This was also the case for October, November and December of last year.

I personally use 12 cubic meters and was charged \$89 for nothing. My friend passed away January 14, 2024, and paid \$100 for a product that was not delivered.

We all know the Village needs to collect enough money, to cover the running and upkeep of the water system. We know the households with broken meters need to be ~~charged~~ charged something for water use.



We have to remember they have paid their utility bills of the past, and it's not their fault the Village has not repaired the meters in a reasonable time.

Why is this mismanagement being put on the Elders of the community to pay for?

How can the Village office tell us to use more water, then turn around and put on water restrictions. Why should we conserve water and then pay for water we didn't use??

It looks as though the Village has charged the elderly of Chase, tens of thousands of dollars for water and sewage not used. The definition of fraud is the wrongful or criminal ~~deper~~ deception intended to result in financial or personal gain. I think over thirty thousands of dollars for nothing is a good financial gain.

Thank you for reviewing my concerns. I hope that through understanding how it truly does look like the Village has mismanaged the abled funds and continue



to mislead this community.

My hope is that there will be change to the way in which things, such as billing for water and sewer, will be looked into further, and re-done.

Regards, Mr. William Mackenzie  
resident, of Chase for over 30 years.