

March 14, 2018

City of St. Catharines  
P.O. Box 3012, 50 Church St.  
St. Catharines, Ontario L2R 7C2

To: Mayor Walter Sendzik and Council

RECEIVED  
MAYOR'S OFFICE

MAR 24 2017

K Douglas  
M Sisone

RE: Annual Account Credit for Low Income Seniors  
Water? Wastewater Senior Homeowner Credit Program

Dear Mayor and Council

I am writing in regards to the above program. I am new to St. Catharines in June of 2017. I rent a house on [REDACTED] as I am a senior and no longer wish to own property. I do however pay all my utilities at this house including the water bills. Back in the summer of 2017 I received an orange flyer regarding water costs etc. The flyer also mentioned the above program. At this time in August I called City Hall and explained my situation. I was told that I would qualify for this program.

In October I took all my papers needed for this program to city hall and the girl at counter filled out all the forms for me and off I went expecting to get the credit.

I must also say at this point I had a heck of a time finding city hall as I was not familiar with the city and the Number for building is way at top not visible for street level. The fact that there was a stone monument out front I assumed it was an army building however after I asked someone and paid for parking???? I found your city hall.

Last month I received letter saying that as not being the home owner I was not entitled to this program.??? After 3 phone calls saying that I was not the home owner and only home owners are eligible I understand. I do however feel that Mayor and council should reconsider this program. I am sure I am not the only senior renting in "St. Catharines paying their own water bills and we deserve to have the credit also. So I am asking that this be brought up on your next agenda for consideration. Also I am sending this letter to St. Catharines Standard hoping that other seniors will see it.

Thanking you in advance and hoping to hear from you soon.

Yours truly  
Sharon Jones

[REDACTED]

Sharon Jones

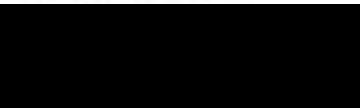
# St. Catharines

Walter Sendzik, Mayor

50 Church Street  
PO BOX 3012  
St. Catharines  
Ontario, Canada  
L2R 7C2

April 2, 2018

Ms. Sharon Jones



Dear Ms. Jones, *Sharon*

I would like to acknowledge your letter received by my office on March 23<sup>rd</sup> regarding the extension of the annual water account credit for low income seniors. I do appreciate the financial hardship that many of our older residents encounter when they live on a fixed income.

In 2009, Council approved a staff recommendation from the 2009 Water and Wastewater Budget, for a Low Income Seniors Homeowner Credit program. Included in the recommendation to grant an annual \$100 credit were the following qualifications:

- Owner is a City of St. Catharines water customer and the bill exceeds \$100 annually
- Property is a single family residence
- Owners taxes and water accounts are not in arrears
- Owner is 65 years old or older
- Owner receives Federal Government Guaranteed Income Supplement

The 2018 Water and Wastewater Budget was passed on March 19. At this point in time, I will refer the proposal to include "Renters" in the first qualification to the Budget Committee for the 2019 budget.

There will be a number of factors to consider during the budget deliberations on this proposal. We will need to determine how to identify which tenants have rental agreements where they pay their water bills independent of their monthly rent, how many tenants would qualify and potentially apply for the credit and finally how to fund the rebate program.

Thank you for the suggestion. We are always open to exploring ways to make our city more livable for everyone.

Sincerely,

Walter Sendzik  
Mayor

cc Councillor Mat Siscoe, 2019 Budget Chair  
Kristine Douglas, Director of FMS

/MayorSendzik

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