

CHIEF ADMINISTRATIVE OFFICER'S REPORT

CAO - CORPORATE SUPPORT

Development of the Request for Proposal (RFP) for an interim growth plan was approved by the working group in December. An RFP is now posted with deliverables of a draft interim growth plan for June 2018.

Chris Sheard was appointed as the Chair for the Growth Management Board (GMB) for a one year term. Mr. Sheard was the former Chair of the Capital Region Growth Board.

CORPORATE & STRATEGIC SERVICES

Water Meter Replacement Project

The online customer portal to monitor household and business water usage launched the first week in January. Since utility fees are directly linked to usage, the new portal is a great tool to help customers save money. Anyone who has received the new meters, or has been upgraded with the new technology, now has access to sign into the portal through the Town's website. Currently, there remains approximately 600 meters to be upgraded/installed.

Once users have signed up for an account and the portal is ready, they can log into it from a mobile phone, tablet or computer. The portal is accessible from anywhere there is Wi-Fi access. The portal consists of a user-friendly dashboard with a notification section for municipal messaging and features the watering schedule for quick reference. Residents can view their water use in a number of ways - from calculated hourly readings to actual monthly and annual values, including average daily use, billing cycle use and hourly use. Customers can also set thresholds that will send an alert to a pre-set email if the threshold is exceeded. This can prevent costly utility bills because of undetected leaks. There is an option to add people to the account, who will also receive the alert. This is especially beneficial for those who may be away for extended periods of time. For snowbirds, who are away from home for several months, it provides peace of mind that they can track whether there are any leaks by checking for unusual water use activity while away.

A soft-launch was conducted in December with EPCOR and Town staff, along with several residents who completed an online user experience survey. A sneak a peek was offered over the holiday season for those who wanted to check out the portal prior to launch date. Responses to the portal reported a positive user experience, resulting in launching the portal Town-wide in January. Currently, we have 82 users registered to the portal.

Compiled by:
Chief Administrative Officer's Office
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