



# MEMBER MOTION

## Section 5.4.4 (b) of Procedure By-law

<b>Meeting:</b>	Council
<b>Meeting Date:</b>	February 25, 2026
<b>Subject/Title:</b>	Water Leak Adjustment Program
<b>Submitted by:</b>	Deputy Mayor/Regional and Local Councillor Chan

Whereas the mission of the City of Richmond Hill is “where Council and staff work with the community to make decisions and deliver quality services for today and tomorrow”;

Whereas the Strategic Plan 2024-2027 of Richmond Hill is based on three pillars, and Pillar 3 “Strengthening our Foundations” includes a “focus on quality customer service and a continuous improvement mindset to support innovation and be responsive to residents, stakeholders, businesses, the private sector and colleagues”;

Whereas residents who receive water use statements with exceedingly high charges due to accidental, unintentional or undetected water leaks may sustain financial hardship, and have no option but to pay the billed amounts; and

Whereas certain municipalities such as Vaughan, Guelph, Belleville, Georgina, Hamilton, Sarnia, London, Loyalist Township, Welland, and Peel Region have implemented assistance programs to offer relief to residents faced with unexpectedly high water bills;

Now Therefore Be It Resolved That:

Staff be directed to investigate the feasibility of offering a one-time relief program to assist eligible residents with unexpected high water bills due to accidental undetected leaks and report back by September 2026.

<b>Moved by:</b>	Deputy Mayor/Regional and Local Councillor Chan
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