



**THE CORPORATION OF THE CITY OF THOROLD**  
**PROCEEDINGS OF THE PUBLIC FOURM COMMITTEE MINUTES**

**PF 4-2024**

**Tuesday, October 22, 2024**

**Council Chamber / Video Conference**

**City of Thorold, City Hall, 3540 Schmon Parkway, Thorold, ON**

Public Forum                      Mayor Ugolini, Councillors D'Angela, De Divitiis, Dekker, Longo,  
Members Present in              O'Hare, Sentance  
the Council Chamber:

Staff Present in the              N. Debono, City Clerk, J. Letourneau, Legislative & Municipal  
Council Chamber:              Elections Coordinator, S. Shah, Manager of Finance/Deputy  
   Treasurer

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**1. Call to Order**

Mayor Ugolini called the meeting to order at 5:34 p.m.

**2. Declarations of Interest**

There were no declarations of interest.

**3. Public Forum Applicant Presentation**

**3.1 Applicant Presentation**

Jeff Loucks, Resident, appeared before the Public Forum Committee. He expressed concerns regarding the City's policy respecting water invoice notices to tenants. He presented regarding the following:

- The changing demographics of Thorold, with more tenants living in the City
- His personal challenges in receiving water bills in Thorold
- His belief that tenants should have the same level of service as owners such as auto pay, tenant name on the bill, and access to bills online

- His preference to return to the City's 2019 policy that allowed for tenants names on bills
- His belief that services fees from email bills should be removed

### 3.2 Staff Response

Setu Shah, Manager, Finance/Deputy Treasurer, provided the following information:

- The City's policy from 2019 changed due to privacy concerns
- The owner of the property is the main contact and ultimately responsible for the account and the tenant receives a courtesy bill in the mail that does not have the tenant's name on it
- An explanation of late fees
- Seven municipalities in Niagara operate the same as Thorold and three do not provide a bill to tenants

## 4. Questions from Public Forum Committee

The Public Forum Committee enquired if staff can review potential changes to the City's billing system and tenant notice policy. Setu Shah, Manager, Finance/Deputy Treasurer, advised that staff can look into this matter.

Moved by: Councillor D'Angela

Seconded by: Councillor Sentance

That the matter respecting City policy respecting the sending of water and sewer invoice notices to tenants, **BE REFERRED** to Council for consideration at the October 22, 2024 Council Meeting.

**CARRIED**

5. **Adjournment**

There being no further business, the meeting adjourned at 6:11 p.m.

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Terry Ugolini  
Mayor

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Justin Letourneau  
Legislative & Municipal Elections  
Coordinator

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Nicholas Debono  
City Clerk