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Town of Aurora

## Member Motion

Mayor Mrakas

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**Re:** Implementation of a First-Time Leak Forgiveness Program

**To:** Members of Council

**From:** Mayor Tom Mrakas

**Date:** November 11, 2025

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Whereas residents of Aurora may experience unexpected and significant increases in their water bills due to undetected leaks; and

Whereas such unforeseen expenses can place undue financial strain on homeowners, particularly those on fixed or limited incomes; and

Whereas the other York Region municipalities have successfully implemented water bill adjustment programs that provides financial assistance to homeowners facing high water bills resulting from leaks; and

Whereas these programs offer a one-time credit of 50% of the bill amount above the average, up to a maximum of \$2,500, provided the leak is repaired and the usage returns to normal; and

Whereas the Town is working towards implementing automated water meter read technology that will help Town staff and residents identify potential leaks sooner;

1. Now Therefore Be It Hereby Resolved That the Town of Aurora Council direct staff to develop a program and policy for providing one-time high water consumption credits to coincide with the rollout of the automated meter read technology; and
2. Be It Further Resolved That staff report back on the status of the automated water meter read project implementation and provide details on how this system can be used to prevent large leaks from occurring in the future.