

DECISIONS

Members of Regional Council

Chair

Nando Iannicca

Mississauga

Bonnie Crombie, Mayor
George Carlson
Dipika Damerla
Stephen Dasko
Chris Fonseca
John Kovac
Matt Mahoney
Sue McFadden
Carolyn Parrish
Karen Ras
Pat Saito
Ron Starr

Brampton

Patrick Brown, Mayor
Gurpreet Singh Dhillon
Pat Fortini
Martin Medeiros
Michael Palleschi
Rowena Santos
Paul Vicente

Caledon

Allan Thompson, Mayor
Johanna Downey
Annette Groves
Jennifer Innis
Ian Sinclair

The following are decisions made by Regional Council on Thursday, September 26, 2019.

Topics in this Issue:

- [Nando Iannicca, Regional Chair and Chair, Peel Police Services Board, Introducing the In-Coming Chief of Police, Nishan Duraiappah](#)
- [Lisa Chen, Canadian Conservation Corps Participant, Canadian Wildlife Federation, Regarding Cigarette Butt Litter](#)
- [Utility Billing Resolution Process](#)

■ Delegations

Nando Iannicca, Regional Chair and Chair, Peel Police Services Board, Introducing the In-Coming Chief of Police, Nishan Duraiappah

Regional Chair Iannicca introduced the in-coming Chief of Peel Regional Police (PRP), Nishan Duraiappah and thanked the members of the Peel Police Services Board for their work throughout the recruitment process.

Nishan Duraiappah stated that he is honoured to serve as the next Chief of PRP and he acknowledged the support of his family. He provided information on his background noting that he has been in policing for 25 years. He further stated his commitment to support multi-sector collaboratives, maintain an excellent relationship with PRP staff, respond to the diverse needs of the Peel community and ensure the Region of Peel maintains its reputation across the country of excellence in policing.

Members of Regional Council welcomed the in-coming

Chief and congratulated him on his appointment.

For more information regarding Peel Regional Police, please visit: www.peelpolice.ca

Lisa Chen, Canadian Conservation Corps Participant, Canadian Wildlife Federation, Regarding Cigarette Butt Litter

Regional Council heard from Lisa Chen, Canadian Conservation Corps Participant, Canadian Wildlife Federation, who advised that cigarette butts are made of non-biodegradable plastic and are a toxic waste, with 4.95 trillion cigarette butts disposed of in our environment annually. If ingested by wildlife, they can cause digestive blockage leading to death.

Lisa Chen noted that cigarette butts can be recycled into pallets and lumber and she questioned why they are currently directed to landfill. The delegate proposed that cigarette butt collection canisters be installed; public awareness be raised through the distribution of educational materials to smokers and signage be posted where ashtrays are located

Members of Regional Council indicated their support for combatting cigarette litter and requested that staff report to a future meeting of Regional Council with recommended strategies.

■ Staff Presentations

Utility Billing Resolution Process

Regional Council passed a resolution to continue the current approach to utility billing issue resolution, including offering flexible payment plan options, where appropriate, as a means of assisting customers with high utility bills.

Council heard from Steve Fantin, Director, Operations Support, who reviewed the utility billing resolution process that is founded on principles historically endorsed by Regional Council, and he outlined common causes of excess water usage and inquiries received regarding water bills.

Region of Peel staff work closely with customers to identify sources of high consumption. Leak sources are identified 98 per cent of the time. Meter exchanges to new technology and water theft have not been identified



as significant issues.

Staff also surveyed eight neighbouring municipalities and found that the customer investigation processes are very similar to those at the Region of Peel. Five of the eight municipalities offer bill waiver programs to residential customers in addition to flexible payment options. A bill waiver program would result in lost revenue needing to be absorbed by all customers through higher water and wastewater rate increases and would deviate from the “user pay” and “conservation” principles on which the Region’s process is based. Such a program would also increase the likelihood of more complaints being lodged.

Going forward, email will be used as an additional means to notify customers; there will be a third attempt to reach a customer if a high meter read is identified; and, staff will assess the option of accelerating the meter change-out program. A review of the utility rate structure will be conducted by Regional Council in 2020, as well as a review of investment required to take advantage of all features of new meter technology.

For more information on water bills, please visit: <http://www.peelregion.ca/pw/water/rates/waterbills/yourbill/>

Next Regional Council Meeting
Thursday, October 10, 2019 – 9:30 a.m.

Next Diversity, Equity and Anti-Racism Committee Workshop
Thursday, October 17, 2019 – 9:30 a.m.

Next Government Relations Committee Meeting
Thursday, October 17, 2019 – 11:00 a.m.

Next Health System Integration Committee Meeting
Thursday, October 17, 2019 – 1:00 p.m.

All meetings are held in the Region’s Council Chamber, Fifth Floor, 10 Peel Centre Dr., Suite A, Brampton, unless otherwise noted.

For additional information on any of the items or to obtain a copy of a report included in Decisions, please contact the Region of Peel, Clerk’s Office at 905-791-7800, ext. 4526.

Decisions is published after each Regional Council meeting.

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Meetings at a Glance