

From: [Jim Ivey](#)
To: [Deanna Snair](#); [Abraham Zebian](#)
Cc: [Mark Phillips](#); [Debbie Francis](#)
Subject: Fw: West Hants Regional Municipality - Water Utility Consumption Report Dated March 31, 2025
Date: July 17, 2025 11:36:00 AM

Deanna,

I'd like to ask that this correspondence from Rick Smith be included in correspondence for next week's meeting. (Time permitting I will also endeavor to submit a (report subject to Council's approval) on this piece of correspondence).

Jim

902-791-0371

Jim Ivey, Councillor
Windsor South, District 11
West Hants Regional Municipality
902-791-0371

"The time is always right to do what is right"
- Martin Luther King Jr.

We acknowledge we are in Mi'kma'ki, the ancestral and unceded territory of the Mi'kmaq People. We are all treaty people.

From: Rick Smith [REDACTED]
Sent: July 15, 2025 2:05 PM
To: Jim Ivey <Councillor.Ivey@westhants.ca>
Cc: WWH Council <wwhcouncil@westhants.ca>
Subject: FW: West Hants Regional Municipality - Water Utility Consumption Report Dated March 31, 2025

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Good afternoon, Jim.

I had a quick look at the March 31st, 2025, Consumption report and offer the following comments on the reporting of the bulk master meters:

The total consumption reported for Falmouth for the year 2023-2024 on the March 31, 2025, report was 31,778,484 imp. gal. The Consumption Report for the year ended March 31, 2024, reported the total as 41,426,324 imp. gal. There is a difference of 9,647,840 imp. gal.

I had a look back at the 2024 Consumption Reports and noted that an error that had been identified in the Falmouth consumption numbers for Q3 at 16,403,309, was changed in a subsequent report dated February 2024 to 6,781,205. The year end report for March 31, 2024, then used 16,429,046 in error again (a slightly different number than before) but a difference of 9,647,840 imp. gal. I assume that this error was likely identified after year 2024 results were finalized. Unfortunately, no explanation was provided when March 31, 2025, report was presented.

In looking at the results, I also noted that the consumption for Dill Road quarter over quarter looks a bit wonky and inconsistent. Total consumption for 2023-2024 was reported at 16,042,340 compared to the 2024-2025 consumption report at 9,990,992. The consumption varies in 2024-2025 from a high of 3.8 M imp. gal per quarter to a low of 1.5 M imp. gal. per quarter. This inconsistency is concerning.

To compare the consumption for TMP 5Back Road and Underwood Road I added them together given the back billing for Underwood in the 2023-2024 year. The total consumption for 2023-2024 was 97,459,466 imp. gal. compared to the 2024-2025 year at 70,210,365. The consumption per quarter varies from a high of 28.7 M imp. gal. to a low of 10.2 M imp. gal. This inconsistency is also concerning.

During the Audit Committee meeting on December 5, 2024 the Director of Finance stated that staff are presenting monthly consumption reports to Council. The DOF also went on to say that Public Works are doing weekly reads and that all meters were tested and they were all accurately reporting.

I would suggest that the Consumption Reports for 2024-2025 be **represented and reported monthly**. This should help to further identify why the consumption is so low for 2024-2025. It should also be noted that with Public Works taking weekly reads, identifying the battery issue with the Underwood meter in Q2 should have minimized the lost water and low consumption reported back in Q2. However, it did not as consumption dropped from 13.3 M in Q1 to 6.6 M in Q2 down to 2.4 M in Q3 and 8.5 M in Q4. This unrecorded lost water due to the battery failure is also **distorting (lowering) the variance between TMP and the bulk master meters which is currently at 55.2% or 44.7 M imp .gal.**

There is potentially a bigger issue that should be reviewed, as currently there is **no reporting on the meters for Windsor, Hantsport or Falmouth**. These three meters reported water at the tap (billed water) at 91.4 M, 22.8 M, and 34.6 M imp. gal respectively for the 2025 year. The question is, how much water left each of the treatment plants relative to water billed at the taps?

Information provided to the UARB for 2023 indicated that the non-revenue water for Hantsport after flushing was 39.6% (17.9M), Falmouth was 37.9% (22.1M) and the March 31, 2025, Consumption Report has the bulk master meters (Dill, TMP, Underwood & Wentworth) at 55.2% (44.7M). However, it appears that we do not have any info on non-revenue water for Windsor.

I believe that a comprehensive consumption report should be prepared monthly, that identifies the imp. gal that leaves each of the three water treatment plants, water used for flushing, billed water and water unaccounted for. In the past, the focus has been on water billed from Windsor to West Hants however, the shift should be to the overall effective performance of the delivery of billable water in West Hants,

The non-revenue water based on info in the UARB report for 2023 is about 114.8 M imp. gal. This water is a valuable resource and at the current billing rate is worth about \$1,220,324 or \$10,636 per million. I am sure that there will always be leaks and lost water, but we also need to understand that there is a real cost to treating all this non-revenue water and we need to find a way to identify where the issues are and fix them.

I do realize that an audit is in process for the Water Utilities, however current consumption issues should be identified by staff ongoing and explanations provided ,month over month to hopefully minimize the lost water in the future.

Regards Rick

A solid black rectangular box used to redact the signature of Rick.