

2022 Operating Budget Corporate Summary - Elected Officials, Office of the Auditor General

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Elected Officials	12,967	0	12,967	14,193	(3)	14,190	(1,226)	3	(1,223)
Office of the City Auditor General (OAG)	2,437	0	2,437	2,084	(112)	1,972	353	112	466
Total Elected Officials and Office of the Auditor General	15,404	0	15,404	16,276	(115)	16,161	(873)	115	(758)

Elected Officials deficit is a result of one-time severance payments associated with the 2022 municipal election. OAGs surplus is a result of compensation savings due to vacancies and changes in the work plan as a result of the Public Order Emergency inquiry.

2022 Operating Budget Corporate Summary - City Clerk's Office

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
City Clerk	492	0	492	579	(55)	524	(87)	55	(32)
Council & Committee Services	2,749	0	2,749	2,824	0	2,824	(75)	0	(75)
Policy & Technical Solution Services	4,034	0	4,034	4,141	0	4,141	(107)	0	(107)
Protocol	1,235	0	1,235	1,339	(7)	1,332	(104)	7	(97)
Legislative Services	7,171	(9)	7,162	7,085	(75)	7,011	86	66	152
French Language Services	3,182	0	3,182	3,242	(61)	3,181	(59)	61	1
Municipal Election Services	9,710	(9,065)	644	8,994	(8,350)	644	716	(716)	0
Total City Clerk	28,574	(9,074)	19,499	28,205	(8,547)	19,658	369	(527)	(158)

No significant variance to report.

2022 Operating Budget Corporate Summary - Transportation Services Department

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Rail Construction Program Service	5	(5)	0	0	0	0	5	(5)	0
Total Transportation Services Department	5	(5)	0	0	0	0	5	(5)	0

No significant variance to report.

2022 Operating Budget Corporate Summary - Community and Social Services Department

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager's Office	436	0	436	419	0	419	17	0	17
Business Support Services	3,400	0	3,400	3,731	(594)	3,137	(331)	594	263
Employment and Social Services	265,663	(233,190)	32,473	213,387	(186,938)	26,449	52,276	(46,252)	6,024
Children's Services	224,107	(204,148)	19,960	221,633	(201,673)	19,960	2,474	(2,474)	0
Long Term Care	103,098	(74,881)	28,217	94,517	(68,920)	25,597	8,582	(5,961)	2,621
Housing Services	214,813	(88,142)	126,671	243,357	(112,633)	130,724	(28,544)	24,491	(4,053)
GREIIRSD	30,972	0	30,972	30,895	(132)	30,764	77	132	209
Social Policy, Research and Analytics	4,459	0	4,459	4,164	0	4,164	295	0	295
Human Needs Command Centre	0	0	0	1	(1)	0	(1)	1	0
Total Community and Social Services Department	846,950	(600,361)	246,589	812,104	(570,890)	241,214	34,845	(29,470)	5,375

The surplus of \$5.4 million is due to vacancies in Employment and Social Services and higher Provincial Level-of-Care funding in Long Term Care Services offset by higher shelter expenditures.

2022 Operating Budget Corporate Summary - Public Works

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager's Office	228	0	228	282	0	282	(54)	0	(54)
Business and Technical Services Branch	6,321	(34)	6,287	6,542	(12)	6,530	(220)	(22)	(243)
Technical Operations Support Service	6,776	(401)	6,375	7,211	(341)	6,871	(436)	(61)	(496)
People Performance Operations	627	0	627	579	0	579	48	0	48
Parks	40,025	(2)	40,024	43,820	(103)	43,717	(3,795)	101	(3,693)
Forestry Services	20,295	(631)	19,663	23,709	(592)	23,117	(3,415)	(40)	(3,454)
Solid Waste Services - Tax	56,679	(20,353)	36,326	57,267	(22,758)	34,509	(588)	2,405	1,817
Solid Waste Services - Rate	43,891	(49,521)	(5,631)	40,510	(51,516)	(11,005)	3,381	1,994	5,375
Parking Services	17,065	(17,052)	13	17,052	(17,052)	0	13	0	13
Road Services	125,120	(2,055)	123,064	149,138	(2,949)	146,188	(24,018)	894	(23,124)
Traffic Services	72,863	(17,748)	55,115	60,821	(11,112)	49,708	12,043	(6,636)	5,407
Total Public Works	389,890	(107,798)	282,092	406,931	(106,434)	300,497	(17,041)	(1,364)	(18,405)

Business & Technical Support Service's deficit is due mainly to higher compensation and one-time costs for the Derecho emergency.

Technical Operations Support Service's deficit due to higher compensation costs.

Parks Maintenance's deficit of \$3.7M is due to Derecho costs of \$2.9 million, higher Fleet costs of \$1.3 million and higher Water charges at splash pads of \$0.9 million which were partly offset by lower operational costs of \$1.3 million due to redeployment towards the emergencies.

Forestry's deficit is due mostly to Derecho costs of \$3.9 million which are partially offset by lower maintenance costs of \$0.4 million due to labour shortages in Q1 and redeployment of resources to the Derecho.

The Solid Waste surplus of \$7.2 million is mainly due to increased recycling revenues due to high commodity prices, higher provincial funding, lower fleet costs, and higher Tipping Fee recoveries which were partially offset by higher costs related to the Derecho.

On and Off Street Parking revenue losses due to COVID pandemic conditions have been offset by Safe Restart Funding, and maintenance savings have been added to the Parking Reserve Fund.

The Roads' deficit, net of derecho impacts, was \$12.608 million due to higher winter maintenance costs and fleet costs.

Traffic Services' surplus of \$5.4 million is due to lower utility costs from the conversion to LED lighting, lower operational costs due to the delay in the installation of red light cameras and lower compensation costs due to vacancies. The deficit caused by lower capacity to

process Automated Speed Enforcement (ASE) infractions and the delay in the implementation of additional ASE cameras was offset by a lower contribution to the Road Safety Reserve. Higher costs caused by the Derecho and Trucker Occupation were offset by redeploying resources from regular operations.

2022 Operating Budget Corporate Summary - City Manager's Office

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
City Manager's Office	2,222	0	2,222	2,136	0	2,136	86	0	86

No significant variance to report.

2022 Operating Budget Corporate Summary - Emergency & Protective Services

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager Office	413	0	413	978	0	978	(566)	0	(566)
Business Support Services	4,236	0	4,236	4,309	(433)	3,876	(73)	433	360
Public Safety Service	9,191	(270)	8,921	8,863	(506)	8,356	329	236	565
Fire Services	178,481	(1,238)	177,243	183,142	(1,654)	181,488	(4,661)	417	(4,245)
Paramedic Service	120,241	(70,059)	50,181	133,436	(83,238)	50,198	(13,195)	13,179	(16)
By-Law & Regulatory Services	25,945	(31,647)	(5,701)	25,412	(31,096)	(5,685)	534	(550)	(16)
Public Policy Development	810	0	810	769	0	769	41	0	41
Total Emergency & Protective Services	339,317	(103,214)	236,103	356,908	(116,928)	239,980	(17,591)	13,714	(3,877)

The department's net deficit is attributable to higher than anticipated costs for supplies, equipment, fleet maintenance, fuel, overtime, and Workplace and Safety Insurance Board (WSIB) charges which significantly impacted Fire Services. During the year, the department responded to multiple emergencies and felt that the residual impact of COVID-19 in the form of additional costs, mainly in the Paramedic Service, and in reduced parking and business licensing revenue in By-law and Regulatory Services. COVID-19 costs were offset by Provincial funding.

2022 Operating Budget Corporate Summary - Recreation, Cultural and Facility Services

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager's Office	1,969	(540)	1,429	4,702	(988)	3,714	(2,734)	448	(2,286)
Community Recreation & Cultural Programs	66,807	(16,842)	49,966	62,653	(20,835)	41,818	4,154	3,994	8,148
CW Programs, Aquatics and Specialized Services	71,048	(21,183)	49,864	70,718	(25,276)	45,442	330	4,093	4,423
Parks & Facilities Planning	2,237	(485)	1,752	2,149	(291)	1,858	88	(194)	(106)
Business & Technical Support Services	25,970	(2,018)	23,952	25,081	(1,464)	23,618	889	(555)	334
Facility Operations Services	37,074	(2,059)	35,015	35,315	(2,838)	32,477	1,759	779	2,538
Total Recreation, Cultural and Facility Services	205,104	(43,127)	161,977	200,618	(51,692)	148,926	4,486	8,565	13,051

The surplus is made up of \$8.6 million extra revenue due to resumed recreational services, \$6.5 million in reduced expenditures from compensation, facility cost and contracted services due to COVID-19 offset by \$2.1 million liability settlement.

2022 Operating Budget Corporate Summary - Finance Services Department

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Chief Financial Officer/City Treasurer	416	0	416	1,055	(581)	474	(639)	581	(58)
Financial Strategies, Planning and CS	12,426	0	12,426	12,568	0	12,568	(142)	0	(142)
Business Support Services	2,194	0	2,194	1,785	0	1,785	408	0	408
Revenue Services	12,531	(7,107)	5,424	12,580	(8,588)	3,991	(49)	1,481	1,432
Corporate Finance	3,920	0	3,920	3,359	(13)	3,346	562	13	574
Payroll, Pensions & Benefits	7,184	0	7,184	7,026	(67)	6,959	158	67	225
Total Finance Services Department	38,671	(7,107)	31,564	38,373	(9,249)	29,123	298	2,142	2,440

Savings in service delivery costs and additional revenues from water and tax billing services.

2022 Operating Budget Corporate Summary - Planning, Real Estate & Economic Development

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager's Office	347	0	347	384	(11)	373	(37)	11	(26)
Right of Way, Heritage and Urban Design	15,345	(14,669)	676	15,277	(15,263)	13	68	594	662
Planning Services	16,067	(16,067)	0	13,601	(13,670)	(69)	2,466	(2,397)	69
Building Code Services	30,161	(30,601)	(440)	26,315	(26,955)	(639)	3,845	(3,646)	199
Economic Development and Long-Range Planning	16,420	(4)	16,417	14,953	(86)	14,867	1,468	82	1,550
Business Support Services	2,699	0	2,699	1,866	0	1,866	834	0	834
Corporate Real Estate Office	9,661	(339)	9,322	7,463	(422)	7,040	2,199	83	2,282
Transportation Planning	4,915	(300)	4,614	5,916	(303)	5,614	(1,002)	2	(999)
Total Planning, Real Estate & Economic Development Department	95,615	(61,980)	33,635	85,775	(56,710)	29,065	9,840	(5,270)	4,570

The departmental expenditure savings are due to gapping from vacancies and financial mitigation strategies implemented in 2022 from a discretionary spending pause. The revenue deficit is largely from subdivision, zoning by-law, site plan, pre-application consultation, minor variance, permission/consent, and building permit fee volumes lower than expected. The Building Code Services surplus was offset by a contribution to the Building Code Services Stabilization Reserve.

2022 Operating Budget Corporate Summary - Innovative Client Services

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
General Manager's Office	658	0	658	1,482	(685)	796	(824)	685	(138)
Business Support Services	2,961	0	2,961	2,506	0	2,506	455	0	455
Service Transformation	3,302	0	3,302	3,375	0	3,375	(73)	0	(73)
Public Information & Media Relations	4,673	0	4,673	4,155	(32)	4,123	517	32	549
Human Resources	18,225	(765)	17,460	18,666	(765)	17,901	(442)	0	(442)
Service Ottawa	14,776	(1,304)	13,472	13,887	(1,474)	12,413	889	170	1,059
Supply Services	5,176	(785)	4,391	7,728	(3,351)	4,377	(2,552)	2,566	14
Information Technology Services	72,716	0	72,716	74,612	(1,225)	73,387	(1,896)	1,225	(671)
Fleet Services	4,439	(549)	3,890	12,732	(8,843)	3,889	(8,293)	8,294	1
Legal Services	9,984	0	9,984	10,566	(8)	10,558	(582)	8	(574)
Total Innovative Client Services Department	136,909	(3,403)	133,506	149,710	(16,384)	133,326	(12,800)	12,981	181

The surplus is mainly attributed to savings in compensation due to vacancies, lower than expected expenditures due to reduced level of service in the provincial courts as a result of the pandemic impacting the processing of parking and other fines, and Pcard Revenue, partially offset by increased legal fee expenditures.

2022 Operating Budget Corporate Summary – Infrastructure and Water Services Department

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
IWS GM Office	257	0	257	443	0	443	(186)	0	(186)
Infrastructure and Water BTSS	331	0	331	781	0	781	(449)	0	(449)
Infrastructure Services	3,705	(16)	3,689	3,467	(17)	3,450	238	1	240
Asset Management	3,049	0	3,049	2,331	0	2,331	718	0	718
Total Infrastructure and Water Services Department	7,342	(16)	7,326	7,022	(17)	7,005	321	1	322

Surplus is due to vacancies and recoveries to capital.

2022 Operating Budget Corporate Summary - Non-Departmental - Capital Formation Costs

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Corporate Benefit Provisions	6,748	0	6,748	6,748	0	6,748	0	0	0
Contributions to/from Capital Reserve Fund	155,497	0	155,497	155,497	0	155,497	0	0	0
Contributions to/from Tax Stabilization Reserve	14,161	(25,225)	(11,064)	14,161	(6,824)	7,337	0	(18,401)	(18,401)
Endowment Fund	13,000	(13,000)	0	6,200	(6,200)	0	6,800	(6,800)	0
Ottawa Lands Development	5,000	(5,000)	0	7,546	(7,546)	0	(2,546)	2,546	0
Sale of Surplus Land	1,500	(1,500)	0	7,903	(7,903)	0	(6,403)	6,403	0
Debt Charges	87,835	(8,255)	79,580	85,299	(8,388)	76,911	2,536	133	2,669
100 Constellation Lease	6,413	0	6,413	6,411	0	6,411	2	0	2
Total Capital Formation Costs	283,405	(52,980)	230,425	283,017	(36,862)	246,155	389	(16,118)	(15,730)

\$18 million lower than expected draw from Tax Stabilization reserve to fund pandemic related costs.

2022 Operating Budget Corporate Summary - Non-Departmental - Corporate Common Expenditures and Revenues

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Financial Charges	7,781	0	7,781	12,310	0	12,310	(4,529)	0	(4,529)
CW Cost Allocations	(62,278)	0	(62,278)	(62,277)	0	(62,277)	(1)	0	(1)
Total Corporate Common Expenditures	(54,497)	0	(54,497)	(49,967)	0	(49,967)	(4,529)	0	(4,529)
Penalty & Interest	0	(17,404)	(17,404)	1,665	(19,944)	(18,280)	(1,665)	2,540	876
Investment Income	326	(26,007)	(25,681)	326	(32,922)	(32,596)	0	6,915	6,915
Hydro Ottawa Dividends	0	(20,000)	(20,000)	3,700	(23,700)	(20,000)	(3,700)	3,700	0
Provincial Offences Act	137	(5,257)	(5,120)	533	(6,025)	(5,492)	(396)	768	372
Red Light Camera	0	(11,725)	(11,725)	0	(8,407)	(8,407)	0	(3,318)	(3,318)
Rideau Carleton Raceway	0	(4,200)	(4,200)	0	(6,101)	(6,101)	0	1,901	1,901
Lottery Fees	0	(1,004)	(1,004)	0	(257)	(257)	0	(747)	(747)
Municipal Accommodation Tax	18,000	(18,750)	(750)	14,500	(15,398)	(898)	3,500	(3,352)	148
Other Miscellaneous Revenue	4,883	(4,345)	538	3	(4,438)	(4,435)	4,880	93	4,973
Total Corporate Common Revenue	23,346	(108,692)	(85,346)	20,726	(117,192)	(96,466)	2,619	8,500	11,120

Corporate Common Expenditures and Revenues: The surplus is attributed to higher interest rates which contributed to a \$7 million increase in investment revenue. An increase in penalties and interest revenue from water and tax billing, along with higher Provincial Offences Act (POA) and Rideau Raceway revenues helped offset the lower than expected red light camera revenues.

2022 Operating Budget Corporate Summary - Non-Departmental - Tax Related Expenses and

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Supplemental Assessment	0	(19,084)	(19,084)	0	(30,831)	(30,831)	0	11,747	11,747
Payment-in-lieu of Taxation	0	(106,517)	(106,517)	0	(104,854)	(104,854)	0	(1,663)	(1,663)
Public Institutions	0	(4,440)	(4,440)	0	(4,417)	(4,417)	0	(22)	(22)
Tax Rebates & Remissions	15,467	0	15,467	22,099	0	22,099	(6,631)	0	(6,631)
Property Assessment	9,055	0	9,055	9,091	0	9,091	(36)	0	(36)
Property Tax Revenue	0	(1,188,788)	(1,188,788)	0	(1,188,736)	(1,188,736)	0	(53)	(53)
Total Tax Related Exp & Revenue	24,522	(1,318,829)	(1,294,307)	31,189	(1,328,838)	(1,297,649)	(6,667)	(10,009)	3,342

Payment-in-lieu of Taxation (PILT): The deficit is mainly due to corporations paying a reduced Business Education Tax (BET) rate and reduced Airport PILT revenue due to decreased passenger counts. Some federal corporations chose not to pay at the legislated PILT BET rate and paid their PILTs using a reduced rate approved to help support businesses recover from the COVID-19 pandemic.

Supplementary Assessment: This surplus is due to high residential property growth and the City's joint effort to send electronic building plans to the Municipal Property Assessment Corporation (MPAC) to support growth, resulting in increased supplementary tax revenue.

Tax Rebates and Remissions: The deficit is due to the settlement of multiple year high value property appeals that settled concurrently as part of the Assessment Review Board's (ARB) schedule resulting in higher tax remission expenditures.

2022 Operating Budget Corporate Summary - External Boards, Commissions and Agencies

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Crime Prevention Centre	1,191	0	1,191	1,027	0	1,027	164	0	164
Committee of Adjustment	1,760	(1,760)	0	1,398	(1,395)	3	362	(365)	(3)
Public Health	127,184	(101,316)	25,868	137,379	(111,129)	26,250	(10,195)	9,813	(382)
Conservation Authority	14,048	(14,048)	0	14,265	(14,398)	(134)	(216)	350	134
Transit Services	813,623	(813,623)	0	808,688	(782,945)	25,743	4,935	(30,678)	(25,743)
Police Services	389,018	(389,018)	1	439,620	(440,670)	(1,050)	(50,602)	51,653	1,051
Library Services	58,085	(58,085)	0	53,661	(58,283)	(4,622)	4,425	198	4,622
Total External Boards, Commissions and Agencies	1,404,910	(1,377,850)	27,060	1,456,037	(1,408,820)	47,217	(51,127)	30,970	(20,157)

Crime Prevention: This surplus is due to deferred spending on purchased services due to the pandemic.

Committee of Adjustment: No significant variance to report

Ottawa Public Health (OPH): The deficit is due to higher spending for the Ottawa Seniors Dental Care Program in anticipation of additional provincial funding.

Transit Services: The Transit Services Department's operating budget, which falls under the Transit Commission's mandate, resulted in an \$25.743 million deficit in 2022. The deficit is made up of \$24.982 million in unfunded revenue losses and costs due to COVID-19, \$4.504 million in lost revenue and added costs the results of the unplanned convoy occupation offset by surplus of \$2.912 million from normal operations. Once the various transit taxation related accounts are allocated to the business area, there is also an additional favourable offset of \$0.831 million. The normal operation surplus was mainly attributable to reduced compensation expenditures from vacancies and lower fare system expenditures, and these savings were partially offset by reduced fare revenues due to the temporary fare freeze approved by Council, and higher fuel costs. Provincial "Transit Safe Restart" funding covered \$74.4 million of COVID-19 related expenditures and fare revenue losses resulting from reduced ridership during the year. Since the end of 2022, the provincial government has advised that an additional \$7.48 million in funding will be provided to offset reduced fare revenue in 2022 resulting from the continuing effects of the COVID-19 pandemic; this figure will be reported in the Q1 2023 Financial Report, which will be presented to the Transit Commission and Council later in 2023.

Ottawa Police Services (OPS): The OPS surplus of \$372 thousand is mainly driven by funding from the federal government and staffing vacancies.

Ottawa Public Library (OPL) Services: The OPL operating budget, resulted in \$4.622 million surplus in 2022. The surplus is made up of \$3.780 million in reduced compensation expenditures from library closures due to COVID-19 and vacancies throughout the year; \$595 thousand unspent budget for materials and professional services due to COVID-19 and \$227 thousand unbudgeted revenue from donations.

2022 Operating Budget Corporate Summary - Rate Supported Programs

Thousands of dollars

	Budget			Actual			Surplus/(Deficit)		
	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net	Annual Expense	Annual Revenue	Annual Net
Drinking Water Services	199,343	(199,343)	0	196,824	(196,684)	140	2,519	(2,659)	(140)
Wastewater Services	169,240	(169,240)	0	170,467	(165,168)	5,299	(1,227)	(4,072)	(5,299)
Stormwater Services	73,689	(73,689)	0	72,563	(71,804)	760	1,125	(1,885)	(760)
Total Rate Supported Program	442,272	(442,272)	0	439,854	(433,655)	6,199	2,418	(8,616)	(6,199)

Drinking Water Services: The surplus is mainly due to vacancies, fewer emergency repairs, and increased cost recoveries, offset with increased chemical costs. Deficit in water bill revenues due to shift in consumption from the higher Tier 4 rate to the lower Tier 2 rate due to residents staying home more and reduced consumption by ICI customers.

Wastewater Services: The deficit is mainly due to increased sewer cleaning and catch basin maintenance activities as well as reduced water bill wastewater revenues due to shift in consumption from Tier 4 to Tier 2.

Stormwater Services: No significant variance to report. Revenue deficit as growth estimates not realized.