



February 24<sup>th</sup>, 2014

City of Hamilton  
71 Main Street West  
Hamilton, Ontario  
L8P 4Y5  
Attention: Vanessa Robichaud - Legislative Coordinator  
City Clerk's Office

Dear Ms. Robichaud:

Re: Amended Water and Wastewater / Storm Arrears Policy (FCS14007)

**Chair and Members of the Audit, Finance and Administrative Committee,**

We are the property owner of Lime Ridge Mall in the City of Hamilton and as such have an interest in any amendments to the Water and Wastewater / Storm Arrears Policy.

We have been provided a copy of the proposed amendments to the Water and Wastewater / Storm Arrears Policy and have concerns with the proposal.

We remind the Committee that the City's remedy under the Municipal Act is an extraordinary remedy not available to other utilities. Given the extraordinary nature of this remedy, we feel the City or its designate, should be obligated to exhaust all possible avenues of notice to the property owner to ensure a full and forthright notification before applying an extraordinary remedy. We also note that service charges are currently in place to reimburse the utility for the administration of the account, including arrears notification, and therefore there is a significant onus on the utility to notify the property owner in accordance with the current policy.

We understand that The Effort Trust Company would like to see the policy amended not as proposed but rather to ensure that the notice obligation be further enhanced or at a bare minimum remain the same. We support The Effort Trust Company in its endeavor to reform the policy to be fair to both the property owner and the City.

Yours truly,

A handwritten signature in black ink, appearing to read 'Martin Wray', written over a horizontal line.

**Martin Wray**  
VP, Operations