

Form: Request to Speak to Committee of Council

Submitted on Friday, March 10, 2017 - 11:17pm

==Committee Requested==

Committee: Audit, Finance & Administration

==Requestor Information==

Name of Individual: Meysam Safari

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request:

Hello,

I have a dispute with Horizon Utilities and after my complain with the Better Business Bureau (BBB), I was forwarded to this option from Horizon Utilities. Below is the complain and responses through BBB, which outlines all details. I would also like to submit one of my recent bills which shows a spike in water usage during the dispute period.

Meysam:

I moved into my newly built house April 26, 2016. When I finally received my water bill, it seemed high. I contacted Horizon and they informed me that my water meter was installed April 21, 2016 when my builder had possession of the property. It seems that in these 5 days my builder used approx. 52 cubic meters of water which amounts to approx. \$156. I have contacted Horizon regarding this and they stated that they used an "estimated" value for this period of only 11 cubic meters. Also Horizon did not take an actual water meter reading until July 19, 2016 and estimated

the usage from April 26, 2016 until this actual meter reading. Horizon should have taken an actual reading April 26, 2016 when I took possession of my home and it would have been clear how much water my builder had used right up to the date I took possession.

Horizon Utilities:

We have reviewed the customer's concern and the account data. The billing and the adjustment of 11 m³ is accurate. Customer may wish to have a discussion with the builder regarding water usage required for growth of new sod installed after he took possession of the property.

Meysam:

The adjustment of 11m³ is incorrect. The way it should be calculated is based on actual readings. Since Horizon did not do their job and take an actual reading on April 26, 2016 when I took possession. I only have readings that I took after not getting a bill from Horizon for over a month. The readings were 112.1m³ on June 12, 2016 and 126.7m³ on June 20, 2016. During this period I continued to water my grass at the same rate as when it was installed May 10, 2016. In fact there was much more rain in May than in June. Now those two readings average 1.82m³ per day which is what was actually sent to me in an email from Horizon dated August 24, 2016. If you back date to May 10, 2016 using 1.82m³ per day you get 51.9m³. Even though I took possession of my home April 26, 2016, I actually did not move in until May 8, 2016. So from May 8th to 10th, with no grass, I probably used 2m³. So there leaves 50m³ at May 8th which I did not use. Horizon needs to credit me 50m³ not 11m³.

Horizon Utilities:

Horizon Utilities has amended the account appropriately. The customer has to option of presenting his dispute directly to the City of Hamilton's Audit, Finance & Administration Committee. This committee is comprised of seven City Councillors. Contact can be made to through the Office of the City Clerk. Business Hours: Monday to Friday, 8:30 a.m. to 4:30 p.m.

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No