

From: anthony godlewski
To: [McRae, Angela](#)
Subject: Re: Request to Speak - Audit, Finance and Administration Committee
Date: August 13, 2018 7:40:25 PM

Hi Angela ,

Thanks again for letting me appear before the committee on August 15th , I am forwarding a brief outline of my presentation as you requested .

Again for everyone involved , I cannot stress enough my feeling that this is more an issue with installation of the meter , its reading pad , OR the software incorporated into reading the device .

On about July 2017 the Neptune water meter was replaced at My house at 92 East 15th St , immediately in around late August there was a spike in water billing . I contacted Alectra/ Horizon was told the reading was an actual reading and left it at that .

I found the bill high the following month and called again and was told by a girl at Alectra / Horizon it was an Actual reading , when in fact it was not ,,, the bills now show .

I received a notice I believe in late October, it was regarding the issue of Alectra / Horizon not being able to get a reading from the electronic pad and to arrange repair at which point I do recall asking repair ? Repair what ? Why am I repairing a new meter to which I believe she stated call the City to arrange repair . I called the city and the girl stated these are computer generated , you have a new meter I wouldn't worry too much , I'll forward this on .

On November 28th I received another notice from Alectra /Horizon asking me to contact the City because they could not get a reading from my outside electronic touch pad . I called the City and was told not to worry , "the computer spits out these notices automatically , and she would look into it " ... again

Shortly , perhaps a few days or a week later I received a call notifying me that a Neptune Technician would be at my property on December 14th to repair the faulty electronic reading pad . I arranged for my tenant to allow access and thought nothing of it . (I WISH TO GOD I KNEW WHAT I KNOW NOW BECAUSE I WOULD HAVE BEEN THERE WATCHING AND MONITURING EVERY MOMENT)

About the first week of January I received my water bill in the amount of \$4611.39

I called Alectra , the City and anyone I could , asking what was going on and was transferred to Cassandra Katilyn at City , who was very helpful and understanding and assured me this has to be a mistake of some sort and she would look into the matter and get back to me There must be some error or malfunction somewhere with the equipment or billing I was told .

In about the same time or just after this bill I receive ANOTHER Notice of not being able to read my meter or equipment dated December 28th !

This is where I start to think more than just meter readings are involved here perhaps computers , billing , softwear .

Throughout January I was interrogating my tenants and pleading with them to let me know if something at all was running on or overflowed , a lady and two daughters on the upper level and a man his wife and small child on the lower level All insisting nothing was out of the ordinary at all and that one of the daughters was away for the holidays on the upper level , the lower level stated they had been mostly at in laws throughout December . So if anything it should be lower than normal they insisted I checked the property up and down every faucet , drain , appliance several times throughout January and found nothing . I was especially interested in finding something around or under the property like an Air Canada Centre ice rinkI found absolutely nothing .

Cassandra Contacted me on February 6th to let me know Tom Stremble from City water would be at the property February 26th to inspect the meter . He checks everything over , looks quickly at basement taps and toilet and says everything looks good but " I would like to take in that whole elbow attachment along with the meter if my superiors let me " I said great and that I would like to know about meter readings on the bill specifically the Ratio / Multiplier , as mine is different from my neighbours , to which he states the different ratio`s are due to two different meters I also asked about why it took so long to get the reading pad repaired , which he couldn`t answer but said I should call Horizon , and ask about that AND more about the ratio`s . When asked where all this water might have disappeared , he stated "run on toilet " , Leaky faucet , or with tenants "Laundry and showers " and said " you have tenants no " ? I said swimming pools full of water to laundry and showers ? I left it there took his card and asked for him to call when they could take the meter and elbow for testing .

I would like to point out here that the gas bill from UNION GAS for the Shower and Laundry explanation/ scenerio for July \$72.01/ August \$64.63 / September \$58.73/ October was \$107 / November \$107 / December \$107 / January \$107 / Feb\$107 /March \$107 /April\$107 etc.etc. I don`t see how this much "Showers and Laundry " could not affect gas at all .

After trying to pin down Dale Badour Of City water , who went on and on and on about what a run on toilet or leaky faucet could do , and I should really talk to Tiffany Wilson of Horizon / Alectra Customer Service as to a payment

plan "because she was very easy to deal " ,(I'd like to insert here that I found it odd How they were on a first name basis and favorites email contact relationship which started to make me wonder how many times this has gone on ?) I was told we would have a conference call March 7th at 1:00 pm .

I was contacted as promised March 7th at 1:00 and noticed a very different mood in that Dale was adamant my tenants used my water and everything else was just not possible , When I stated Tom suggested taking out the meter WITH THE ELBOW attached if his superiors would allow , I was cut off at elbow with a " NO I DIDN'T ! " from the back ground and again "I DID NOT " Cassandra seemed to disappear as she was by far the most helpful to this point .

From that point on things just digressed between me Dale and Tiffany and kept going back to when do you want to test the meter or , what type of payment plan would you like . Meantime my water bills were still hitting the \$450 range monthly !

I about that time in late March or early April I contacted Monique Taylors office my MPP for East 15th and I explained to Jaci McGreal that I felt I was being rail roaded and bullied and that I felt like Hamilton water was in a conspiracy with Horizon especially Dale and Tiffany and I wasn't so sure if the guys reading the meters weren't involved ..

She began to make inquiries and a few weeks later I received an email from Tiffany Wilson Horizon that "Good news , your water bill seems to be back to normal , it came in at only 36 cubic litres ! " or something to that effect . Which I find strangely coincidental that a government representative is involved and things start to turn for the better .

Jaci got me in touch with Donna Skelly , Donna was amazing and helped me to have the meters tested by the city at the city cost which again I thank the city for very much , Tom Stremble removed the meter on May 16th (he installed the replacement backwards the first time and had to reinstall , which makes me wish I had been there December 14th when the Neptune tech was there even more)... I accompanied him to the testing facility , it passed , and Tom was then even good enough to suggest a second test , of more length and duration , which I indicated would probably pass also but I thank him for that !

Donna Skelly was amazing and suggested the committee of adjustment and that that would certainly help , she has of course moved up to Queens Park and has been very busy with the transition which is to be expected . She did however mention to me " If you were living in the house the City would have by now probably forgiven a good chunk of this bill as a one time show of good faith , but you are a landlord and it doesn't matter how much tax you paybut maybe they can help you because the bill is so outrageous "

This is where we are at today , I strongly feel this is an issue with meter installation for that time , an electrical error or softwear error in reading or getting info from the pad or something even worse at billing .

Please keep in mind your new billing system punishes me dramatically with highly inflated rates on the WATER STORM and WATER TREATMENT portions of my bill on water I dispute even entering the premises .

I have someone who buys water daily in large volume , he can add some input into his cost of buying fresh water and also might be able to put into perspective what the city is suggesting was used in my 1500 Sq. Ft. bungalow through an out dated supply system which water pressure is very low on .

I would offer to pay one thousand dollars today over and above the high bills I paid all through the fall and winter , just to have closure to the issue .

Thank you again very much for letting me submit my problem here to you .

I have attached the notices I received re not being able to read the meter .

ANTHONY GODLEWSKI



GODLEWSKI. ANTHONY

2017-11-28

Dear Sir/Madam:

Re: Meter read(s) for Account
number(s)

92 EAST 15TH ST
HAMILTON, ON

Alectra Utilities wants to ensure that our customers receive accurate bills and as such, it is imperative that we obtain actual meter readings from your exterior water meter remote touchpad. We have been unable to obtain a meter reading and as arrangements to access your metering equipment to obtain an actual water reading have not been done future water estimates for the above property may now be invoiced at two cubic metres per day.

The City of Hamilton's Waterworks By-law requires all property owners with an existing water meter to allow access to water meter equipment for inspection or servicing. **Please arrange to have your water metering equipment attended to as soon as possible, by contacting the City at (905) 546-4426 by the next read date tentatively scheduled for 2017-12-08.**

You may also submit a meter reading 24/7 to our office by one of the following methods:

1. Email a digital picture of your water meter to info@horizonutilities.com
2. Call our office at 905-522-9200. Select Option #5-Self Serve Options, then Option #3-Report my meter read.
3. Online: <https://www.horizonutilities.com/myhome/self-serve/pages/update-meter-reads.aspx>

Please be advised that failure to arrange the meter repair or replacement within the next 30 calendar days may result in the City directing that the future water bills for the property may be invoiced at three cubic metres per day for the property, until such time as an arrangement has been made with the City to repair or replace the water meter. Note that if an overestimation of consumption results from changing the basis of estimating water usage, that it is solely at the City's discretion whether a billing adjustment will be authorized.

Your cooperation and immediate attention to this matter is appreciated.

Customer Service
Alectra Utilities Corporation

NATALIE



GODLEWSKI. ANTHONY

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Customer Service
Alectra Utilities Corporation

NATALIE

I would like to submit this video for all concerned prior to my appearance before City Council on August 15th as it more or less describes my situation to a T .

My gas bills for a year and a half indicate no surge in hot water use as they have never gone above \$107.00 monthly but have dropped during evaluation periods , so " showering or laundry " as suggested by City staff doesn` t explain the disappearance of 5 or 6 Olympic sized pools , where a software problem as many legal and water experts have suggested to me , and was subsequently found to be the case in the courts in Atlanta is FAR more likely .

Please I ask you to take this into consideration

<https://www.youtube.com/watch?v=16gI4pCeQxw&feature=youtu.be>