

Request to Speak to Committee of Council

Submitted on Monday, January 11, 2021 - 11:36 pm

==Committee Requested==

Committee: Audit, Finance & Administration Committee

==Requestor Information==

Name of Individual: Robert Ridley - on behalf of Olympia Gerl (homeowner)

Name of Organization:

Contact Number:

Email Address:

Mailing Address:

Reason(s) for delegation request:

Water Billing Overcharging Anomaly – Senior level escalation
Ref#XXXXXXXXXX

- usage billed for January (104m3) and March (76m3) were entirely unprecedented, while February reverted back to normal (3 m3)
- we have been attempting to remedy this over the last months with Alectra, but they have been unwilling to date
- A plumber has done a full inspection of all pipes and fixtures, and has confirmed in writing that there is no issue or evidence of flooding, leakage or anything else that would account for the high charges; his final assessment is that the problem is the meter.
- There are further details I would like to inform the committee and request she is credited back for the over-billing

Will you be requesting funds from the City? No

Will you be submitting a formal presentation? No