

Personal Information

--- A/C # [Personal Information]

Water Billing Overcharging Anomaly – Senior level escalation Ref: [Personal Information]

represented by Robert Ridley (son in law)

Review of 5 page Summary from Water Dept. It states that the meters work fine, and that being away from your home for 72 hrs. without contacting the city to have your water turned off – results in the city or Alectra (AUC) bearing no responsibility, the homeowner bears 100% burden.

1. 72 Hour Policy

The LINK www.hamilton.ca/leaks page 1 – paragraph 4 (indented) leads to a page <as pictured> talking about 90 days, not 72 Hrs. (Olympia was away 89 days as per Mar 25 AUC contact)

It also provides a phone # when called, the person says “we don’t recommend unless 3 – 4 – 5 months away, otherwise just turn off inside, leave sink cold tap open”

Given the confusion this causes, I challenge the 72 hr importance to this situation.

2.

The June 3 contact (pg 4) is missing 2 points. There were people staying in the home in 2018 while Olympia was away. More significant is that according to AUC database as quoted by the Supervisor, the Dec2017-Jan2018 amount used was 156m3. The correct amount was 7m3. Proving “glitches” within the system – so, not perfect, and proving the IT is subject to error.

This information was quoted again, when the MPP assistant talked to her Liaison at AUC.

3.

Compare the Second Notice letter <as pictured- diff.customer> demanding to change the meter or ‘be charged double’ to the warning to Olympia that she would have to pay (pg2- last 2 paragraphs).

Why the different approaches?

4.

The plumbers Invoice <as pictured> statements make it clear there were no leaks, meter most likely the issue, and **no repairs were required.**

5.

Why was February only 3m3 sandwiched around unprecedented 104m3 Jan and 76m3 March 2020?

104m3 = 104,000 L of water (25' x 20' +7.35' pool) and **more water than ever used in this house.**

6.

As to the question of a toilet issue, none occurred before or after, no colour test issues, and a toilet run-on of this volume would have been heard by the person checking the house. RE:

“Running toilets can have different speeds at which they cost you money.

A slow leak can waste 30 gallons a day while keeping you oblivious to the problem. (3.4m3 /mo.)

A medium leak, on the other hand, is more noticeable and will go through roughly 250 gallons. (28.4m3 /mo.)

The worst case is a large leak, where your toilet operates a constant flow of water, spending up to 4,000 gallons. “ (454.4m3 /mo.)

Finally, I hope you will agree Olympia should be refunded, and her plumber costs as well. (est.\$550+\$140)