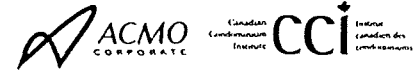




COPY

701 Main Street West, Suite 101
Hamilton, Ontario L8S 1A2
Tel (905) 540-8800 Fax (905) 540-4450
Toll Free 1 800-999-7419
Email: info@wilsonblanchard.com
Web: www.wilsonblanchard.com



November 25, 2011

Horizon Utilities
PO Box 2249 STN LCD 1
Hamilton, ON L8N 3E4

Re: Wentworth Condominium Corporation No. 38
Excessive Water/Sewer Billing

As manager of the above noted property, I am writing on behalf of the Board of Directors for the property at 11 Harrisford Street, Hamilton, ON, Account number: 410719-001.

We recently received a bill for this account for the period of August 26 to October 27. In addition to the anticipated amount of \$7,957.84, we were shocked to see an amount of a Prior Balance of \$48,935.93. Our account administrator, Shelley Merklinger, immediately called to question this amount. She spoke to a supervisor who gave her the following information.

She was advised that the reading for the billing date of April 22 to June 29 was noted as being excessively high and they assumed the meter had been read incorrectly, so they estimated the bill.

The June 29 to August 26 reading was apparently again excessively high, so again an estimate was billed. We were told that after that reading, someone checked the meter to see that it was working correctly.

I followed up with another supervisor, Kathy, the following day to get the same response. Kathy did advise me that she was forwarding this to the billing department so in the future these issues would be dealt with immediately to avoid such incidents. This tells me that Horizon Utilities has an obligation to advise their customers of any unusual readings.

We did discover in October, by chance when we heard water apparently running into a sanitary sewer, that there was a broken line coming from the hydrant on site. We immediately took steps to have the line repaired.

Our concern is the responsibility of the excessive billing we are now faced with. It is our opinion that Horizon Utilities has an obligation to provide us with accurate readings. If the first reading was in question, Horizon Utilities should have billed the reading out and checked the meter immediately. At that time we would have investigated and found the leak which would have ultimately prevented further excessive charges from accumulating. Rather, this excessive use charge was allowed to continue because the readings we were provided with did not accurately reflect the actual consumption. From at least April 22 to October, when we discovered and had the line repaired, we were being billed for water and sewer that was not being consumed when this could have been addressed in June.

A full three months of wasted water is being charged to the Corporation, which could have been avoided had we been given the proper information in June.

I would appreciate hearing back from a principal officer of Horizon Utilities regarding this matter and a resolution to this. We would expect that Horizon Utilities has an obligation to their customers to provide regular accurate readings.

Respectfully Yours,
Wilson Blanchard Management Inc.

A handwritten signature in black ink, appearing to read 'D. Gordon', with a stylized flourish at the end.

Dianne Gordon
Property Manager
On behalf of the Board of Directors of WCC # 38



December 7, 2011

Wentworth Cond Corp #38 Cannon
Wilson Blanchard Mgmt Inc
101-701 Main St W
Hamilton ON
L8S 1A2

Dear Dianne:

Re: Account No. 410719-001, 11 Harrisford St, Hamilton

This letter is in reference to your correspondence dated November 25th and our telephone conversation on November 29th.

The following will outline what transpired on the account and the resolution. On June 29, a meter reader was at the above location to obtain a meter reading. The reader inadvertently entered the reading from the low end of the water meter twice; subsequently, there was no reading entered for the high end of the water meter. The incorrect reading triggered the high end read to be estimated based on previous usages and an estimated bill was generated.

When the reader was at the location two months later on August 29, actual readings from the high and low end of the meter were obtained. When these two readings were analyzed through the system, the resulting variance report revealed extremely high usage. A service request was then initiated to validate the integrity of the previous reads. This service request had not been completed at the time the bill was produced and the invoice was issued with a second estimated reading. When the service request was received by our office and the readings were confirmed, the account was adjusted for \$48,935.93 to reflect the high usage that registered on the meter. A payment arrangement is currently in place to assist you in the remittance of the adjusted amount.

June 29	19020 High	15,320 m3
	56628 Low	3,923 m3
August 29	25530 High	6,510 m3
	60169 Low	3,541 M3

The Supervisor of Meter Reading and the Manager of our Billing Department have both reviewed their policies and procedures and we have completed re-training of our employees to ensure that this type of error does not happen again.

Horizon Utilities Corporation strives to provide our customers with accurate readings and invoices. We apologize for any inconvenience this has caused and thank you for bringing this to our attention. If you should have any further questions or concerns, please feel free to contact me directly.

Sincerely,

Shelley Parker
Director, Customer Service
Horizon Utilities Corporation
905-521-4909

Horizon Utilities Corporation
Customer Services Department
55 John Street North, Hamilton, ON L8N 3M8 -- (905) 522-9200
340 Vansickle Road, St.Catharines, ON L2R 6P7 -- (905) 984-8961
Mail to: PO Box 2249 STN LCD 1, Hamilton, ON L8N 3E4
Fax: 1-866-731-0451



JOPI

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December 13, 2011

Horizon Utilities
PO Box 2249 STN LCD 1
Hamilton, Ontario
L8N 3E4

Re: **Wentworth Condominium Corporation No. 38**
11 Harrisford Street, Hamilton, ON
Excessive Water/Sewer Billing - Response to your letter of December 7, 2011

Thank you for your response to our concern regarding the above-mentioned Condominium Corporation.

Your response is similar to the verbal responses we had received from two different supervisors when we initially received the water bill.

This does not explain why Horizon Utilities can not assume part of the responsibility. Are they not obligated to provide their customers with accurate and timely readings for their billings?

While this is of some comfort to know that procedures are in place to prevent this from happening again, it does not solve our issue.

I contend that had we been billed in April, according to your reading, we could have prevented further loss and unreasonable costs for the unit owners of this Corporation.

We feel we must take this issue further and communicate with the regulatory board or utility commission. It is not acceptable for Horizon Utilities to expect payment in full, as the situation would not have gone on so long if we had been provided with a proper reading in April.

The Corporation was given the option to pay this in two installments but even the installment is equal to more than three times the regular amount payable.

I trust that Horizon Utilities will again review this and accept responsibility and adjust the billing.

Respectfully Yours,
Wilson Blanchard Management Inc.

A handwritten signature in cursive script that reads 'Dianne Gordon'.

Dianne Gordon
Property Manager
On behalf of the Board of Directors of WCC # 38

Questions? See reverse for contact information.

Your Bill

Billing Period For Apr 22, 2011 To Jun 29, 2011

Your Water/Sewer Charges

Water Usage Charges	\$4,883.10
Sewer Usage Charges	\$4,883.10

Total Water And Sewer Charges **\$9,766.20**

Prior Balance **\$0.00**

Total Amount You Owe **\$9,766.20**

WILL BE WITHDRAWN ON OR AFTER Aug 05, 2011
 If funds are not available on your withdrawal date, your Financial Institution will attempt to make the withdrawal up to 5 times prior to returning the item.

WENT COND CORP #38 CANNON

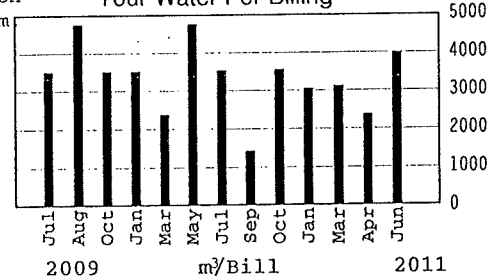
Account Number: 410719-001

Service Address:
 11 HARRISFORD ST
 HAMILTON ON

Date Your Bill Was Prepared:
 Jul 15, 2011

Thank You For Your Payment:
 \$6,172.00

Your Water Per Billing



Historical Usage	This Year	Last Year
Water - m³/day	58.43	58.98

DATE	8/5/11
CHEQUE #	1
BUILDING	W38
ACCOUNT #	7290
AMOUNT	9766.20
APPROVED	RAB
UNIT #	
MTCE. CODE	
WARR.	

Conservation Tip
 Toilets can drain your finances!
 A silent leak in a toilet can waste up to 45 litres of water per hour equaling 394,200 litres of water a year. That would cost \$887.74!

MOST LEAKS ARE EASY TO LOCATE AND INEXPENSIVE TO REPAIR.
 A WATER LEAK OF 1 DROP PER SECOND WASTES 10,000 LITRES OR 10 CUBIC METERS OF WATER PER YEAR.

HERE ARE A FEW INTERESTING FACTS REGARDING YOUR WATER BILL:

- 1 CUBIC METER (M3) OF WATER EQUALS 1000 LITRES
- 1 CUBIC METER (M3) OF WATER EQUALS 220 GALLONS

Next Scheduled Reading Date is tentatively set for Aug 26, 2011

Please see reverse side for further information.
 Amount owing after the due date is subject to interest @ 19.56% per year.

Web Information
 Did you know you can sign up to view your bills on our website?
 To apply for access please go to www.horizonutilities.com/apply

Your Usage For This Period									Rate Class: Commercial	
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Water	570110024	0150	Estimate	68	3700	3750	1.0	50.00		
Wtr Aux	570110024	0150	Estimate	68	52705	56628	1.0	3923.00		



Questions? See reverse for contact information.

Your Bill

Billing Period For Jun 29, 2011 To Aug 26, 2011

Your Water/Sewer Charges

Water Usage Charges	\$4,452.97
Sewer Usage Charges	\$4,452.97
Total Water And Sewer Charges	\$8,905.94
Prior Balance	\$0.00
Total Amount You Owe	\$8,905.94

WILL BE WITHDRAWN ON OR AFTER Oct 03, 2011
 If funds are not available on your withdrawal date, your Financial Institution will attempt to make the withdrawal up to 5 times prior to returning the item

WENT COND CORP #38 CANNON

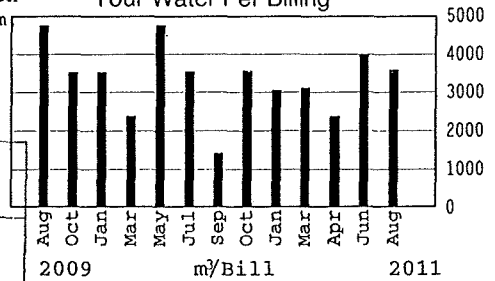
Account Number: 410719-001

Service Address:
 11 HARRISFORD ST
 HAMILTON ON

Date Your Bill Was Prepared:
 Sep 13, 2011

Thank You For Your Payment:
 \$9,766.20

Your Water Per Billing



DATE	10/3/11
CHEQUE #	1
BUILDING	W38
ACCOUNT #	7290
AMOUNT	8905.94
APPROVED	DA/B
UNIT #	
MTCE CODE	
WARR.	

Historical Usage	This Year	Last Year
Water-m ³ /day	61.91	22.65

Conservation Tip
 Toilets can drain your finances!
 A silent leak in a toilet can waste up to 45 litres of water per hour equaling 394,200 litres of water a year. That would cost \$887.74!

Web Information
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MOST LEAKS ARE EASY TO LOCATE AND INEXPENSIVE TO REPAIR
 A WATER LEAK OF 1 DROP PER SECOND WASTES 10,000 LITRES OR 10 CUBIC METERS OF WATER PER YEAR.

HERE ARE A FEW INTERESTING FACTS REGARDING YOUR WATER BILL:

- 1 CUBIC METER (M3) OF WATER EQUALS 1000 LITRES
- 1 CUBIC METER (M3) OF WATER EQUALS 220 GALLONS

Next Scheduled Reading Date is tentatively set for Oct 27, 2011

Please see reverse side for further information.
 Amount owing after the due date is subject to interest @ 19.56% per year.

Your Usage For This Period									Rate Class: Commercial	
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage
Water	570110024	0150	Estimate	58	3750	3800	1.0	50.00		
Wtr Aux	570110024	0150	Estimate	58	56628	60169	1.0	3541.00		



Horizon Utilities Corporation
 PO Box 2249 STN LCD 1, Hamilton, ON L8N 3E4
 www.horizonutilities.com

Questions? See reverse for contact information.

Your Bill

Billing Period For Aug 26, 2011 To Oct 27, 2011

Your Water/Sewer Charges

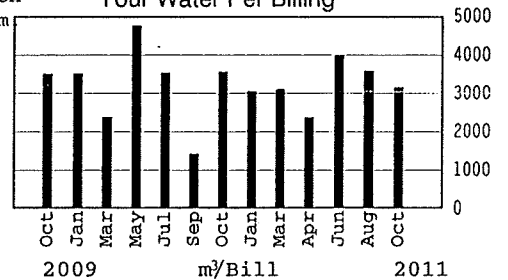
Water Usage Charges	\$3,978.92
Sewer Usage Charges	\$3,978.92
Total Water And Sewer Charges	\$7,957.84
Prior Balance	\$48,935.93
Total Amount You Owe	\$56,893.77

WILL BE WITHDRAWN ON OR AFTER Dec 01, 2011
 If funds are not available on your withdrawal date, your Financial Institution will attempt to make the withdrawal up to 5 times prior to returning the item

WENT COND CORP #38 CANNON
Account Number: 410719-001
Service Address:
 11 HARRISFORD ST
 HAMILTON ON
Date Your Bill Was Prepared:
 Nov 11, 2011
Thank You For Your Payment:
 \$8,905.94

DATE	12/1/11
CHEQUE #	1
BUILDING	W38
ACCOUNT #	7290
AMOUNT	7957.84
APPROVED	[Signature]
UNIT #	
MTCE CODE	
WARR.	

Your Water Per Billing



Historical Usage	This Year	Last Year
Water-m ³ /day	51.13	63.66

Conservation Tip
 Find out if you have a silent toilet leak. Put a few drops of food colouring in the toilet tank, wait 15 min. If the toilet bowl changes colour, you've got a leak!

Web Information
 Did you know you can sign up to view your bills on our website? To apply for access please go to www.horizonutilities.com/apply

****IF YOUR PRIOR BALANCE IS PAST DUE, THE DUE DATE ON THIS INVOICE DOES NOT APPLY TO YOUR PRIOR BALANCE, PLEASE REFER TO YOUR INTERRUPTION OF SERVICE NOTICE.****

Next Scheduled Reading Date is tentatively set for Dec 30, 2011

Please see reverse side for further information.
 Amount owing after the due date is subject to interest @ 19.56% per year.

Your Usage For This Period									Rate Class: Commercial		
	Meter Number	Meter Type	Reading Is An	Number Of Days	Reading At Start Of Period	Reading At End Of Period	Multiplier	Measured Usage	Adjustment Factor	Adjusted Usage	
Water	570110024	0150	Actual	62	25530	25580	1.0	50.00			
Wtr Aux	570110024	0150	Actual	62	60169	63289	1.0	3120.00			

Wm.
GROVES
LIMITED

800 Rennie St
Telephone: 905.545-1117
Facsimile: 905.545-5318
Mailing Address:
P.O. Box 3474, LCD # 4
Hamilton, Ontario L8H 7M1
www.wmgroves.com

INVOICE NUMBER	J067915
INVOICE DATE	Oct 21/11

W.C.C. #38 / 11 Harrisford Drive
c/o Wilson Blanchard Mgmt
#101 - 701 Main Street West
HAMILTON, Ontario L8S 1A2

Page 1

NOTATION:

11 Harrisford Drive, Hamilton
Emergency Watermain Repair
in Parking Area

Reference # WM Repair
Sls Cat / Sls OTHER/HSE

Job Number G2011
Wm. Groves Limited 2011
Our GST/BN No. BN 10572 5592

Attn: Dianne Gordon, PM

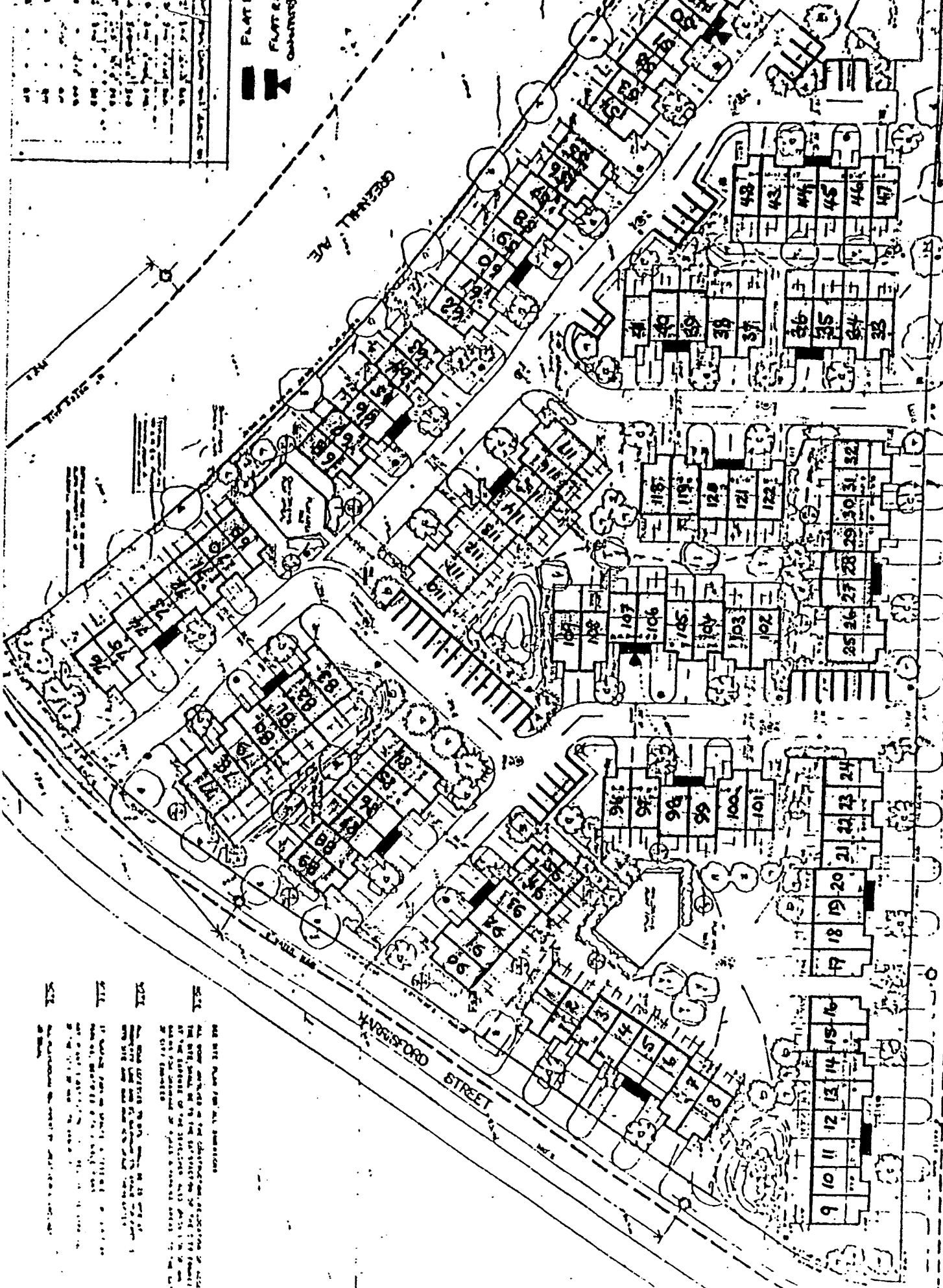
Description	Qty	Unit Price	Amount
G2011 Emergency services provided to excavate and repair 6" watermain located in the parking area, backfill with granular material, compact and place cold mix asphalt, all work as directed.			
August 10, 2011 Services Rendered	LS 1.00 @	\$4,275.00	4,275.00

540-4450
Diane Gordon
Copy of Inv # J067915
DATE: Nov 23-11

TERMS : NET DUE AND PAYABLE UPON RECEIPT OF INVOICE; 2% INTEREST PER MONTH, 24% PER ANNUM, ON ALL OVERDUE ACCOUNTS.

Subtotal	4,275.00
HST	555.75
Total	4,830.75

Municipal * Industrial * Domestic * Construction and Repairs
Waterworks * Sewers * Concrete * Equipment Rentals



■ FLATS
 ▣ FLATS & OUTBUILDINGS

W.C. # 38
 HARRISFORD

ALBERT RD.

HARRISFORD STREET
 GREENHILL AVE

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