

From: **Steele, James** <James.Steele@vaughan.ca>

Date: Thu, 25 Jul 2019 at 17:38

Subject: RE: [REDACTED] - Water Bill

To: [REDACTED]

Cc: Liscio, Alexandria <Alexandria.Liscio@vaughan.ca>, Ciafardoni, Joy <Joy.Ciafardoni@vaughan.ca>, Consalvo, Laura <Laura.Consalvo@vaughan.ca>, Mayor Support Staff <mayorstaff@vaughan.ca>, Zappia, Melina <Melina.Zappia@vaughan.ca>, Ciarabellini, Diana <Diana.Ciarabellini@vaughan.ca>

Good Evening Ms. Kalokina,

Thank you for your inquiry and for allowing our staff to view your water meter today. We appreciate that an abnormally high water bill can come as a surprise and offer the following to address your concerns.

As you mentioned during your call to the Mayor's office, today, the operator did not observe water flowing through the meter during his visit.

This is great news, however, this only indicates what is happening at the time of the visit and are unable to determine what has happened in the past, especially if there is an intermittent issue with your plumbing or activities. The operator also verified that the current meter reading was consistent with the most recent information read through Alectra and did not indicate that there was a reading error.

Abnormally high water usage can be caused by a number of reasons and might include such things as a leaking exterior water tap or a leaky toilet valve. These types of issues can be intermittent and difficult to notice, unless one was specifically looking for lost water or noticed something abnormal (e.g. wet area of lawn, or toilet constantly running).

The City's Water By-law (177-2016) requires that the property owner is charged for all water passing through the water meter, whether used or wasted. Unfortunately, unless there is a defect with your meter, what has been measured, has been charged for.

That being said, an owner can request for their meter to be changed out and sent for testing to validate a disputed amount. We are happy to take care of this for you, should you wish, however, there is an additional cost for this service and will be refunded if the testing comes back identifying that the meter is not functioning correctly or reading accurately, along with a potential credit, depending on the defects detected.

The cost to remove and replace the meter and testing would be approximately \$500.

Should you wish to elect to have the meter tested, an operator would attend the property, replace the meter with a new one and take the existing meter with them. The meter would then be sent to a third-party company for testing. The results of the test are typically available within 10 working days and at that time, the results would be shared with you.

If you would like to proceed with the testing, please let us know and we will confirm the exact cost, arrange for payment with you and schedule the work.

We trust that the above provides you with the information that you require, however, should you wish to discuss further or require additional information, please do not hesitate to contact me through email or at the numbers below.

Best Regards,

James

James Steele, P.Eng.

Director of Environmental Services

(905) 832-8562, ext. 6116, Mobile: (905) 716-2371 | james.steele@vaughan.ca

City of Vaughan | Environmental Services Department

2800 Rutherford Road, Vaughan, ON L4K 2N9

vaughan.ca



Account Number
[REDACTED]
Please reference this number when making a payment.

Bill # 307071461048

LUCY KALOKINA
[REDACTED]
CONCORD ON L4K 3G4

Service Location: [REDACTED] CONCORD ON L4K 3G4
Premise #: 3079200439

Statement Date	May 15, 2019
Amount Due	\$404.22
Due Date	June 03, 2019

A late payment interest charge equal to 19.56% per annum will be applied if payment is received after the due date.

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Electric	PWST2405B1	04/09/2019	05/09/2019	30	72661.13	73110.39	Actual	1.00	449.260 KWH	1.036900	465.838
Water	0056353364	03/13/2019	05/10/2019	58	27547.00	28285.00	Actual	0.10	73.800 M3		

Your Previous Charges

Amount of Last Bill **\$64.67**
 Payment Received May 06, 2019 Thank you **\$64.67 CR**
Balance Forward \$0.00

Your Electricity Charges: Residential

*Electricity provided by Alectra Utilities Corporation as Standard Supply Service

Time Of Use

Summer On-Peak 41.57 kWh @ \$0.134 **\$5.57**
 Summer Mid-Peak 36.59 kWh @ \$0.094 **\$3.44**
 Summer Off-Peak 126.31 kWh @ \$0.065 **\$8.21**
 Winter On-Peak 49.11 kWh @ \$0.132 **\$6.48**
 Winter Mid-Peak 46.54 kWh @ \$0.094 **\$4.37**
 Winter Off-Peak 149.14 kWh @ \$0.065 **\$9.69**

Delivery **\$33.05**

Regulatory **\$2.07**

Your Total Electricity Charges \$72.88

Your Water/Wastewater Charges: Residential

Water Charges **\$148.67**

Wastewater Charges **\$179.03**

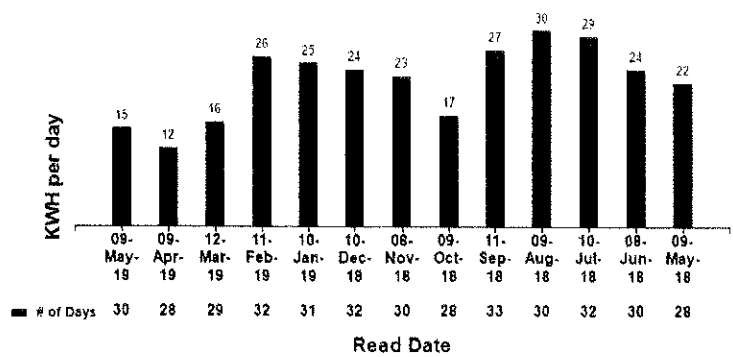
Total Water and Wastewater Charges \$327.70

H.S.T. (H.S.T. Registration 728604299) **\$9.47**

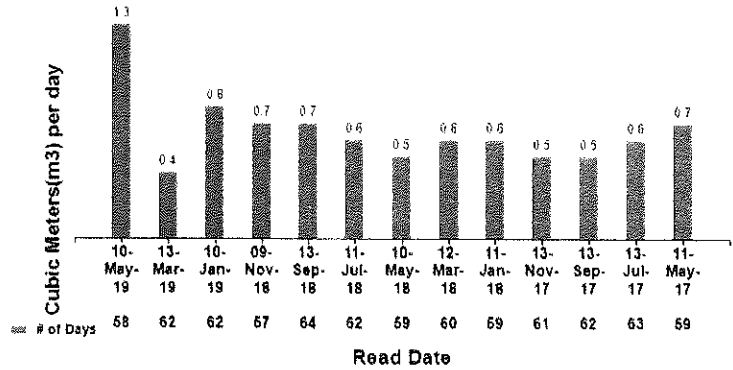
8% Provincial Rebate **\$5.83 CR**

Total Amount Due by June 03, 2019 \$404.22

Daily Average Electricity Usage



Compare your daily Water Usage



Account Number
[REDACTED]
Please reference this number when making a payment.

Statement Date	July 17, 2019
Amount Due	\$1,892.11
Due Date	August 06, 2019

Bill # 307433833189

LUCY KALOKINA
[REDACTED]
CONCORD ON L4K 3G4

A late payment interest charge equal to 1.5% per month will be applied if payment is received after the due date.

Service Location: [REDACTED] CONCORD ON L4K 3G4
Premise #: 3079200439

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Electric	PWST240581	06/11/2019	07/10/2019	29	73768.73	74670.38	Actual	1.00	901.650 KWH	1.036900	934.921
Water	0056353364	06/10/2019	07/11/2019	62	28285.00	32051.00	Actual	0.10	376.600 M3		

Your Previous Charges

Amount of Last Bill	\$100.33
Payment Received July 08, 2019 Thank you	\$100.33 CR
Balance Forward	\$0.00

Your Electricity Charges: Residential

*Electricity provided by Alectra Utilities Corporation as Standard Supply Service

Time Of Use

Summer On-Peak 101.59 kWh @ \$0.134	\$13.61
Summer Mid-Peak 115.95 kWh @ \$0.094	\$10.90
Summer Off-Peak 684.11 kWh @ \$0.065	\$44.47

Delivery \$41.87

Regulatory \$3.89

Your Total Electricity Charges \$114.74

Your Water/Wastewater Charges: Residential

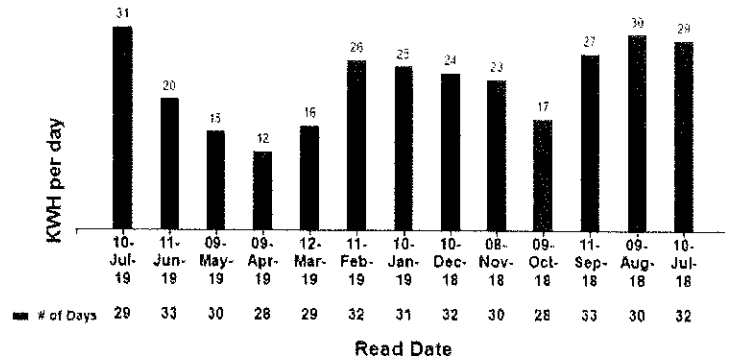
Water Charges	\$780.50
Wastewater Charges	\$939.88
Annual Stormwater Charge	\$51.25
Total Water and Wastewater Charges	\$1,771.63

H.S.T. (H.S.T. Registration 728604299) \$14.92

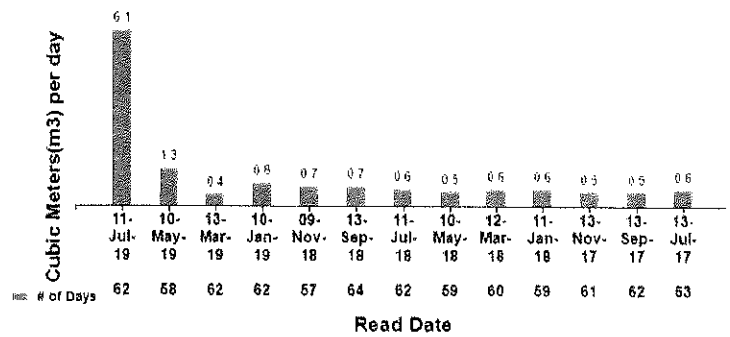
8% Provincial Rebate \$9.18 CR

Total Amount Due by August 06, 2019 \$1,892.11

Daily Average Electricity Usage



Compare your daily Water Usage



Account Number
[REDACTED]
Please reference this number when making a payment.

Statement Date	September 17, 2019
Amount Due	\$170.88
Due Date	October 07, 2019

Bill # 307845310586

LUCY KALOKINA
[REDACTED]
CONCORD ON L4K 3G4

A late payment interest charge equal to 1.5% per month will be applied if payment is received after the due date.

Service Location: [REDACTED] CONCORD ON L4K 3G4
Premise #: 3079200439

Service	Meter	From	To	# Days	Previous Reading	Current Reading	Read Type	Multiplier	Usage	Adjustment Factor	Adjusted Usage
Electric	PWST240581	08/12/2019	09/11/2019	30	75801.69	76283.20	Actual	1.00	481.510 KWH	1.036900	499.278
Water	0056353364	07/11/2019	09/10/2019	61	32051.00	32253.00	Actual	0.10	20.200 M3		

Your Previous Charges

Amount of Last Bill \$145.96
Payment Received September 04, 2019 Thank you \$145.96 CR
Balance Forward \$0.00

Your Electricity Charges: Residential

*Electricity provided by Alectra Utilities Corporation as Standard Supply Service

Time Of Use

Summer On-Peak 70.99 kWh @ \$0.134 \$9.51
Summer Mid-Peak 70.42 kWh @ \$0.094 \$6.62
Summer Off-Peak 340.1 kWh @ \$0.065 \$22.11

Delivery \$34.43

Regulatory \$2.20

Your Total Electricity Charges \$74.87

Your Water/Wastewater Charges: Residential

Your next schedule read date is tentatively scheduled for Nov 11, 2019

Water Charges \$41.86

Wastewater Charges \$50.41

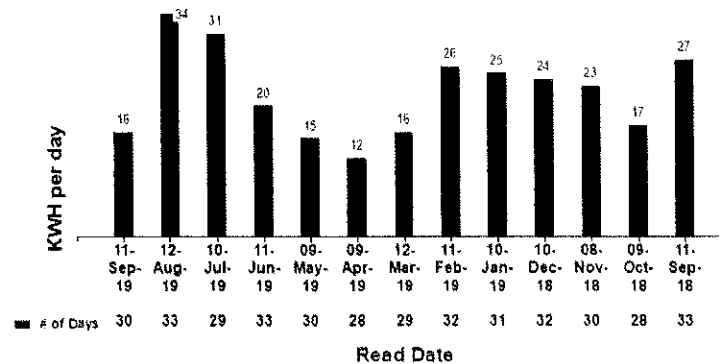
Total Water and Wastewater Charges \$92.27

H.S.T. (H.S.T. Registration 728604299) \$9.73

8% Provincial Rebate \$5.99 CR

Total Amount Due by October 07, 2019 \$170.88

Daily Average Electricity Usage



Compare your daily Water Usage

