From: **Steele, James**  <James.Steele@vaughan.ca>  
Date: Thu, 25 Jul 2019 at 17:38  
Subject: RE: *username* - Water Bill  
To: *username*  
Cc: Liscio, Alexandria <Alexandria.Liscio@vaughan.ca>, Ciafardoni, Jcy  
      <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 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
Bill #: 307071461048

LUCY KALOKINA
CONCORD ON L4K 3G4

Service Location: CONCORD ON L4K 3G4
Premise #: 3079200439

Your Previous Charges

Amount of Last Bill $64.67
Payment Received May 08, 2019 Thank you $64.67 CR
Balance Forward $0.00

Your Electricity Charges: Residential

"Electricity provided by Alectra Utilities Corporation as Standard Supply Service"

<table>
<thead>
<tr>
<th>Time Of Use</th>
<th>KWh @</th>
<th>KWh @</th>
<th>KWh @</th>
<th>KWh @</th>
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<tbody>
<tr>
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<td>Summer Mid-Peak 36.59</td>
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<td>Summer Off-Peak 126.31</td>
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<td>Winter On-Peak 49.11</td>
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<td>Delivery</td>
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<tr>
<td>Regulatory</td>
<td></td>
<td>$2.07</td>
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Your Total Electricity Charges $72.68

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
Account Number

Please reference this number when making a payment.

Bill # 30743833189

LUCY KALOKINA
CONCORD ON L4K 3G4

Service Location: CONCORD ON L4K 3G4
Premise #: 3079200439

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<th>Meter</th>
<th>From</th>
<th>To</th>
<th># Days</th>
<th>Previous Reading</th>
<th>Current Reading</th>
<th>Read Type</th>
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<td>02/10/2019</td>
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<td>Water</td>
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<td>05/10/2019</td>
<td>07/11/2019</td>
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<td>Actual</td>
<td>0.10</td>
<td>371.800</td>
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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 Electra 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
Bill # 307845310586

LUCY KALOKINA
CONCORD ON L4K 3G4

Service Location: CONCORD ON L4K 3G4
Premise #: 3079200439

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 Alektra 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