

February 12, 2021

Report To: Travis Rob, P.Eng., Manager of Operations & Facilities

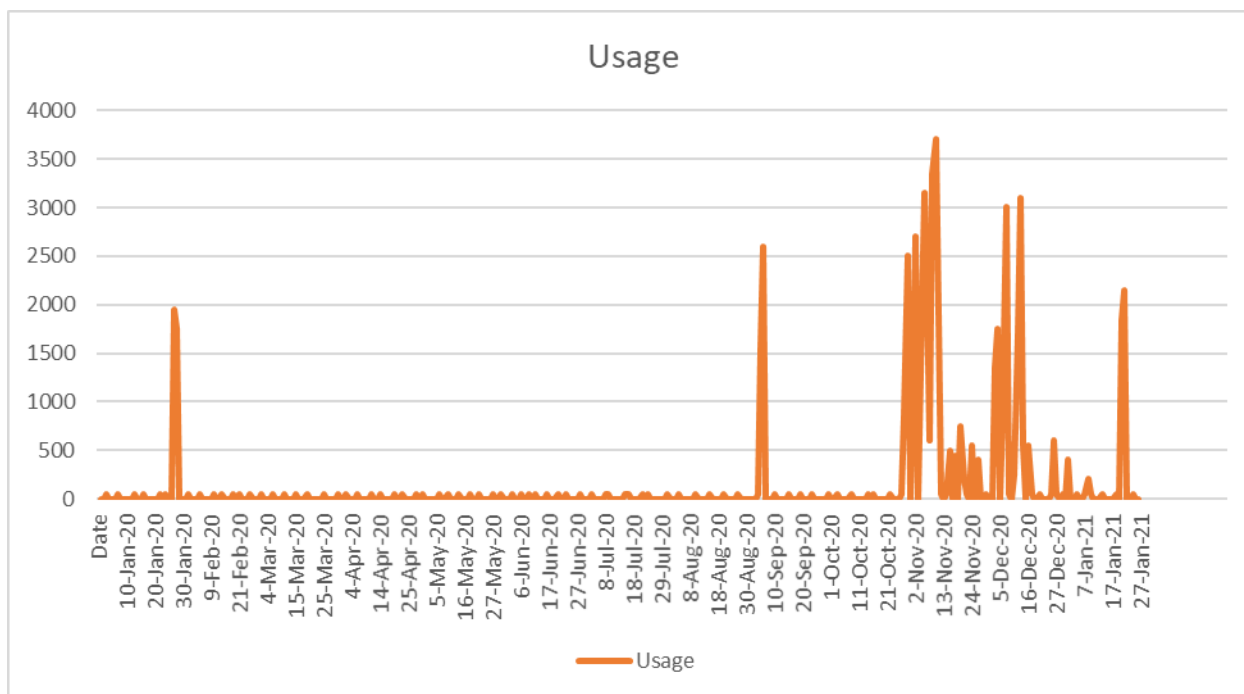
From: Craig Miller, P.Eng., Environmental Superintendent

SUBJECT: 508 Scott Street – Water & Sewer Bill Dispute

On January 28, 2021, the Town received a letter from Ms. Janice Neurinski regarding an atypically high water bill at 508 Scott Street – Ski's Variety Store.

Ms. Neurinski had been in contact with myself with respect to her water bill issued in January for the November / December billing period. For this one billing period, Ms. Neurinski received a bill of \$754.13 vs \$304.11 for the previous period.

Upon reviewing the meter history of this account for the past year, it was quickly apparent that on or about October 29, 2020, the water usage for this service significantly increased. Below is a chart of the daily water usage for the past year.

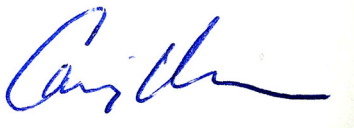


It should be noted that on October 29, 2020, Town employees Paul LeMesurier and Erik Gustafson attended to a plugged sewer at Ski's Variety in the afternoon. Paul and Erik both noted that they rodded the sewer through a cleanout located directly beside the toilet at the store.

As Ms. Neurinski notes in her letter to the Town, the toilet in the store was the source of the excessive water usage. Under the town's bylaws, property owners are responsible for ensuring their plumbing and fixtures are in good working order and they are responsible for all water used at the property.

The recommendation of this report is that the Sewer and Water invoice remain as issued.

Respectfully submitted,

A handwritten signature in blue ink, appearing to read 'Craig Miller', is written over a light yellow rectangular background.

Craig Miller, P.Eng.
Environmental Superintendent

Attached:

- Message from Ms. Neurinski
- Copy of water bill

January 28, 2021

Mayor and Council
Town of Fort Frances

Dear Mayor and Members of Council of Fort Frances,

I am writing to request a review and revision of the water bill for our convenience store, Ski's Variety, located at 508 Second St East in Fort Frances (Acct #018441.02). On October 29, 2020, our employee reported that the toilet would not flush. I called a local plumber, who came and let me know that the blockage was at the street, and suggested I call the town. I then called the town, and they attended and unblocked the sewer. I attended the building while the town crew were there, and noted the toilet was removed for this procedure. After that date, we noted the toilet to be running at times. We reminded our employees to "lift the handle", but noted there were still times when we would go into the basement and the toilet would be running. We have made a few adjustments to the toilet, and it seems to be occurring less in the last few weeks. On January 28, 2021 I was gathering the store bills to bring to the bank, and it was only then that I noted the amount of the water bill for November and December. Our bills are normally around \$300 for the two month billing period and the bill was \$754.13. I spoke to Wendy, the billing clerk, and then to Craig Miller regarding the bill, and noted that the drastic increase is likely due to the toilet running. I asked Craig to also check the usage for the current month. Craig provided me with a report that suggests the water usage issues began on or around October 29, 2020.

We had no way of knowing or anticipating that a running toilet would cause such a drastic increase to our bill. We are a small business who have been fortunate enough to be able to remain open during the current pandemic, however this drastic of an increase to a monthly bill will definitely be impactful to our monthly budget. We will, of course, remedy the situation with the toilet by whatever means necessary, up to and including replacing the toilet entirely, now that we are aware of the impact it is having on our bills. We will also pay this bill in full so as not to incur any late fees. We are asking Mayor and council to please review the bill, and reduce by whatever means allowable based on daily usage prior to the incident when the toilet began running in late October. Should you require additional information, please reach out via phone or email provided below.

We appreciate and thank you for your time and consideration to this matter,

Janice and Jon Neurinski

Ski's Variety

janiceneurinski@hotmail.com

(807)276-1819



Town of Fort Frances

320 Portage Avenue
Fort Frances, Ontario P9A 3P9
Canada

Statement Date: January 8, 2021

Billing Period: November 1, 2020 - December 31, 2020

Your account number: 018441.02

For service at: 508 SECOND ST E

Due Date: January 29, 2021

NEURINSKI JOHNATHAN P M
NEURINSKI JANICE LEE
508 SECOND ST E
FORT FRANCES, ON P9A 1N4

Amount Owing

Amount of your last bill	\$304.11
Adjustments processed	\$0.00
Late fees added	\$3.80
Payments we processed <i>Thank you</i>	-\$304.11
New Charges	\$750.33
Sewer Charges	\$362.46
Environmental Fee	\$10.00
Meter Replacement Fee	\$6.00
Water Charges	\$371.87
\$119.70 + 20.00 M3 @ \$0.00	= \$119.70
151.00 M3 @ \$1.67	= \$252.17

Total Payment now due \$754.13

Payment Due after January 29, 2021 \$763.56

Additional Billing Highlights

Number of days in the period: 61

Your average daily utility cost: \$12.30

Payment Return Slip

Please complete and return this slip with your payment. Make your payment payable to the Town of Fort Frances. For other payment options, please contact us. The Town of Fort Frances credits a payment to accounts on the day it is received by our office.

Your Account Number	Total payment due	Payment Due after January 29, 2021
018441.02	\$754.13	\$763.56

NEURINSKI JOHNATHAN P M
NEURINSKI JANICE LEE
508 SECOND ST E
FORT FRANCES, ON P9A 1N4

WATER BILL

Questions?

Online: www.fortfrances.ca

Phone: 807-274-5323

Monday to Friday 8:30 am – 4:30 pm. (September-June)

8:00 am – 4:00 pm. (July & August)

Closed Saturday, Sunday, and Stat. Holidays

Meter Reading and Usage Details this bill

Meter: 261036A

Reading on 12/31/2020 Actual 15,130

Previous reading on 10/31/2020 Actual 11,380

Amount of water you used 171 M3

Payment and Adjustment Details

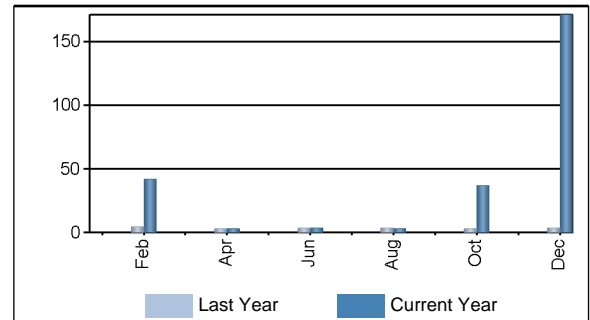
Penalties on 12/1/2020 \$2.05

Penalties on 12/1/2020 \$1.75

Arrears Letter Printed on 12/2/2020 \$0.00

Payment on 12/15/2020 -\$304.11

Your Historic Usage



Payment enclosed

\$

Town of Fort Frances

320 Portage Avenue
Fort Frances, Ontario P9A 3P9
Canada