

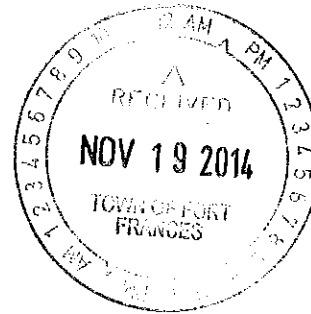
Mike & Sandra Krikke

1327 Emo Road • Fort Frances, ON P9A 2V6 • Phone: 807-274-1254
E-Mail: mskrikke@shaw.ca



November 17, 2014

Fort Frances Mayor & Council
320 Portage Avenue
Fort Frances, ON
P9A 3P9



Dear Fort Frances Mayor and Council Members:

RE: Water & Sewer at 911 Smith Avenue, Fort Frances

I am writing this letter in regards to an invoice that my husband and I received totaling \$2691.81 on November 4, 2014 for our previous home of 911 Smith Avenue. The water/sewer invoice charges are four payments beginning on November 30, 2014 and continue monthly until February 27, 2015 with three payments of \$672.97 and one payment of \$672.90.

The week of October 13, 2014, I informed the Town of Fort Frances (TOFF) that we would be moving to 1327 Emo Road effective October 30, 2014. It was not until October 28, 2014 that Heather Hatch had called me at work and left a message stating she needed to talk to me about our water bill. On returning her call, she let me know that they (TOFF) were unaware that our water was turned back 'on' and that we were not billed for over three years (since September 24, 2011). I was very surprised and shocked when she told me these facts. She had told me to call Doug Herr and discuss the matter further.

When I spoke to Doug Herr, I explained the events surrounding September 24, 2011. We had a pipe burst in our laundry room in the basement. We were unable to shut the water off due to old turn off valves. We had called a plumber as well as the TOFF to turn off our water. Doug Brown sent a worker to our house indicating that we would have to pay an extra fee, since it was a Saturday. (Upon receiving the bill for the water turn 'off' on September 24, 2011 I did pay this bill immediately, as I do with all invoices). The TOFF worker came to our house and turned the water off. In the meantime, we were waiting for the plumber to come from Emo to fix our pipe. The worker ended up leaving the 'key' with my husband, who stated that he would turn the water back 'on'. Doug Herr stated that the TOFF worker did not complete the proper paperwork indicating that our water was turned back 'on'. I told Mr. Herr that I was very upset and was truly unaware that I was not paying our water/sewer bill. I knew that the water /sewer bill had changed in the past few years and thought it was amalgamated into one utility bill.

These past few weeks have been very stressful for my family and myself. This whole situation stemmed from the TOFF not following proper procedures and paperwork; an error that was not discovered until we informed the TOFF of our moving. I was informed of it two days prior to moving into our new house. We have incurred costs with moving to a larger home and it should be an enjoyable time for our family.



Since we did not receive a bill for over three years due to a TOFF mistake, we believe that the TOFF should assume the responsibility of covering this cost. It is inconceivable how something like this could even happen.

Please feel free to contact me if you need to discuss this matter further. I have attached the letter as well as the invoices for your perusal. I can be reached at 275-6789. Thank you for your time.

Sincerely,

Sandra Krikke

Encl.