

December 8, 2020

Mayor and Members of Council  
Town of Fort Frances  
320 Portage Avenue  
Fort Frances, Ontario

Re: Request for water bill adjustment due to extenuating circumstances

Dear Sirs/Mmes;

After 35 years of running my hair dressing Business (Prime Cuts Inc.) on Scott Street in Fort Frances, I am having to dissolve my company and dispose of the associated property due primarily to my deteriorating health.

The current pandemic has been hard on so many, and I was fortunate that my business was able to stay open for a good portion of the last 10 months, but I was unable to come to Canada during this time because of the Government imposed restrictions and quarantine requirements, non-essential business designation, and my ongoing health care requirements due to my terminal illness.

Throughout the life of my business, I have paid my bills as I have received them. While the International border has been closed, getting mail from Canada was difficult for me and I did not receive utility / service bills consistently. As a result, I was not always aware there were bills outstanding, nor was I aware if/when there was an issue with any of these bills or services. Such is the case with my most recent water bill which almost 5 times higher than normal (\$1250.33), apparently due to a faulty toilet valve that was passing. I was not made aware of this problem until I called to settle my final bill for the property sale.

I spoke with Environmental Superintendant Craig Miller who looked into the matter, dispatched a crew member, and determined the meter reading was accurate. It was at this time the faulty toilet valve was diagnosed, and though I realize I am fully responsible for the repairs and resulting excessive use of water, I am asking that the Town of Fort Frances recognize my forced absence from the property, and resulting inability to diagnose and repair the problem in a timely manner. I am also asking that they consider a one-time reduction in the resulting usage fees in recognition of my extenuating circumstance and years of business in your city.

I appreciate the great service I have received from your Corporation over the past 35 years, and thank you in advance for your consideration in this matter. I would be happy to answer any questions you may have an look forward to hearing from you regarding this matter.

Sincerely,

Marjorie Toninato  
Prime Cuts  
271 Scott Street  
Fort Frances, Ontario  
1-218-286-5890